



## IP Office Technical Bulletin

**Bulletin No:** 33

**Date:** 28<sup>th</sup> February 2005

**Region:** Global

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### **IP Office v2.1 Maintenance Release Update and Known Issues list**

Due to our ongoing commitment to bring you fully proven, high quality software releases, we need to delay the general availability of the maintenance release of IP Office V2.1 while we incorporate feedback from our trial sites.

As a result of this, the next maintenance release of IP Office V2.1 software and applications is now scheduled to be released on Thursday 31<sup>st</sup> March.

Detailed below is a list of the current known and outstanding issues on the IP Office portfolio of products. These are identified below by product area and scheduled release date.

In the tables below, the CQ number refers to the internal bug tracking database used by Avaya SMBS (Clearquest); when a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

It should be noted that this document is supplied ‘as-is’, and the issues quoted may not be the same issue a particular customer is experiencing, even though they may appear to be – all issues should be worked through Avaya SMBS Support until they are confirmed as an issue, and are given a CQ number or are otherwise completed.

This document is only intended to be a guide as to what are the known issues on the IP Office product range, and their intended resolution schedule:-

**These are subject to change – the resolution of some issues may be deferred to a later release, whereas others may be resolved earlier than stated here.**

Only those issues that are explicitly stated as fixed in the Technical Bulletin for a particular release should be regarded as being fixed in that release.

**Targeted at resolution in the March 2005 patch release****IP Office Core Software**

CQ Number	Description of Issue
17814	Time Server in Manager appears not to work
18508	Ringback when free doesn't work as a button on IP terminals.
18517	User ShortCode gets over-ridden by System ShortCode
18554	Second call (with same Account Name as first) into RAS does not get dropped
18939	Cannot Send more than 20 digits out the ISDN interface to line.
18943	Specific issue with Reboot of 412 after specific key sequence
19053	Busy Tone Detection for Peru not working
19073	Hot Desk user does not get MWL updates for HG messages upon login
19434	CLIP from NTL - no directory match
19493	Inconsistent Tapi callinfo data manually dialled calls and those from Tapi
19953	7 seconds being deleted of recording when i/c call on Russian analogue line disconnects
20058	Initiating call record allowed one call to listen to another unrelated call
20102	Incoming Call Route destination field disappears
20165	User name change made via 64xx series terminal results in switch reboot
20172	MSN Configurator does not create multiple entries
20230	2 seconds of Voicemail message deleted when call originates on Chinese Analogue Trunk
20235	5seconds of Voicemail message deleted when IPO disconnects a Analogue Trunk
20477	Calls to a "busy" HG do not go to the queue if any of the users are disabled
20592	Remote dial in using SOE line 1 Modem does not work on version 2.1.24.
20666	Voicemail Messages from Korean Analogue Trunks are being truncated by 4 seconds
20805	Invalid TAPI function calls result in buffer overflow
20932	CALLED ID populated with group name not number when transferred
20933	Caller ID being wiped by Tapi after call setup
20987	Absent messages cleared on 4620 via PhoneManager do not clear properly
21100	PMPro does not display Calling Party Name
20926	VoIP call received from ACM exceeds H.323 packet buffer size and can cause reboot
21036	Call Listen does not work in 2.1(27)
21361	Outgoing CLI stops displaying after 3-4 digits on DT terminals
21797	Time slip on 4620 handsets when using "Time of Day"
21697	QMC channel incorrectly configured as VCM channel when recording call to IP H/G
21695	Phonemanager pro cuts off held calls when toggling between 2 calls
21694	Users are automatically logged into hunt groups
21614	Disc a Paging Call 1 sec after Init causes VCM channel to continuously stream
21535	Calls dropping over E1R2 trunk in Mexico
21340	IP phones 4602 load 1.81 FREEZE when running 2.1.27
21269	No busy tone or busy message on phone display when calling busy ext. number
21274	VoIP call received from ACM exceeds G.711 packet buffer size and can cause reboot

**IP Office VM Pro**

CQ Number	Description of Issue
20791	Cannot create conditions with a calendar using a Russian operating system
20790	VMPro Chinese - Intuity Mode - Incorrect Personal Greetings prompt

20760	Incorrect VM Greeting Message played when H/G in Night Service
19130	Whisper action playing prompts to caller when target logged off
18876	Menu Timeout Timer does not reset with invalid choice
21303	Voicemail Pro has inconsistent PTB prompts when compared to ENU
21071	Whisper action plays the incorrect prompt if Busy action is busy
19372	If script is running when a call is dropped - VM can terminate unexpectedly
17626	Installation of VMPro Service errors due to Italian time format
19227	beep at the end of a recording - VMPRO
21323	Voicemail Timeouts with Uncontrollable Loop and disconnects call
11390	1.3 - Web Campaign I/F displays English words for non-English settings
17453	Corruption of campaigns
20368	VMPRO service stops when a large message is forwarded to multiple users

### IP Office Applications

CQ Number	Description of Issue
19040	Call returns to SoftConsole without Annotation
20343	Phone Manager Pro logging out
19620	Forward lost if set in Manager then viewed and confirmed in PhoneManager
19659	Tag assigned via PhoneManager to Blind Transfer call is lost on transfer
20108	SoftConsole - Search field is highlighted then cleared if a call waiting clears
20329	Absent messages not fully displayed on PhoneManager when using F1 to call
20546	Danish Translations misleading in Phonemanager
20989	Absent Texts are inconsistent between PhoneManager, SoftConsole and DT terminals
18163	PMP does not correctly display logged off status of user
18235	PMP in group mode; when re-entering groups, user is not taken out of BWU
19815	Swedish characters are case sensitive in PhoneManager
20842	Incorrect translation on PM Pro - Danish Country settings
20039	PMP does not display Calling Party Name
20560	Voice Mail Transfer Action not available if call in progress when SoftConsole starts
20697	DECT does not stop ringing if master goes in to Do Not Disturb
19621	Password Field in DectCfg is too large for 12 Character password
19867	Conference Centre Failure Results are not followed

### Targeted at resolution in the May 2005 patch release

### IP Office VM Pro

CQ Number	Description of Issue
18751	Voicemail Lite 2.1.1 has inconsistent PTB prompts when compared to ENU
18754	"Delivery options" prompt not heard after leaving message for locale PTB
20918	Voicemail Pro service stops unexpectedly
21691	Voicemail Pro uses CLI instead of mailbox ID when forwarding or replying to messages
20114	Queued calls not being displayed

### IP Office Applications

CQ Number	Description of Issue
20792	PhoneManager IPro does not display any messages sent from the SoftConsole

21285	Multiple Message Waiting sources cause Message Waiting indication to be unreliable
21761	Agent Mode Phonemanager Pro selectable groups not updating true state.
21584	PhoneManager Pro in IP mode + Win2K - Voice quality issue when viewing documents
18523	SoftConsole voicemail notification/retrieval doesn't include Hunt Group Messages
19471	SoftConsole sets forward on no answer number, but this is not set in the configuration
20310	Mute button does not function on iPhonemanagerPro
21420	Russian translation for exit is incorrect
19391	"forward no answer" number appears in wrong section of manager config if set via PMPro
20198	SoftConsole is inconsistent when handling DND and Hold Against
18354	F7 for Hold Call and Auto Answer Next Call in Soft Console does not work
18941	Peculiar Interaction between IPM, XP Pro, and VPNRemote

## IP Office Core Software

CQ Number	Description of Issue
16824	ISDN Backup - Poor speech quality when accessing web browser
18567	No speech path when answering a call that has timed out from a Parked slot
19066	IP Office reboots when placing a 6th i/c on a VPN line using a VCM5 board
21081	IPO SOE s/w2.1.27, Embedded VM in Chinese, syntax error on Date
21082	SOE 2.1.27, Embedded VM in Chinese, some voice prompts are absent
21149	Redial fails when using LCR
21292	Transfer Return timer not adhered too
18302	T1 - using D to send DTMF tones no longer works
21650	WAN3 Hello Packets being broadcast every 12 seconds
19782	Special Characters bypass Index search
19971	IP Phones with specified MAC addresses still able to log in as each other
19993	Export as text corrupts IP line settings when re-imported
20355	Incoming calls with no CLI prevent Group name from remaining on DT display
20516	Incorrect Bearer Capability Operation on incoming call
21069	Using recall to put caller on hold works intermittently
21295	Cancelling a new hunt group form fails to remove partial programming
21481	F1 or Help fails to open on System - SNMP tab form
21754	Excessive Heat causing QoS-type call problems on IP412
20528	Echo present on IP sets when dialling out over Analogue trunk
21624	Intermittent issue with key pad tones on 64xx series phones
21690	Caller is sent to back of Queue if call is rejected by agent
18331	E1-R2 Configuration issue in manager
19460	Documentation change request - Call waiting tone
19480	Icr is displayed on redial on Phonemanager
19520	Mandatory call recording is not always mandatory
19699	Disconnect clear not working in Spain
19985	Cli not being received on analogue trunks in China
20436	Route by call status action results in status of 'unknown(0)' and call disconnect
21421	drag and drop on SoftConsole still allows call to be dragged to voicemail
21422	Volume levels on IPO in Sweden too low, compared to INDeX
21611	Incoming call route fails to route correctly with single digit wild card
21641	Noise on voicemail auto-recorded cell phone calls
21758	Help File Section "Ring Tones" contains an invalid link to "Other ring tones"
15720	CCV displays terminal as READY when it is disconnected and off hook
21461	Conference incorrectly intrudes on caller upon dialling out
21678	IPO appears to lock up after approximately 48 hours whilst recording all incoming calls

19732	Transferring a call can cause calls to be conference together
20386	TFTP merge config can reboot IP403 with very large number of account codes
20432	Feature buttons are different on IP Office then for other Avaya switches
21156	intermittently hearing "beeps" during calls over VOIP
14877	Feedback/echo heard when leaving a VM message from ALL GSM
17657	A kind of Echo heard on 46xx Handsets
18283	Manager Help Text for the IVR Port Setting needs amending
18394	Call Waiting does not alert if two incoming calls received at almost same time
18690	IP Office rebooted on completion of transfer using H.450 to Definity switch
18906	Queued Status During and after an Assisted Transfer from VoiceMail differs
20479	Problem with ISDN stack
20934	If using PhoneManager Pro you can leave a Voicemail for a user that has voicemail disabled
20936	Unable to forward a VM message if VM is accessed via Phonemanager Pro
20990	Busy Tone Detection in Saudi Arabia not consistent
21369	Busy Tone Detection\Dual Frequency Setting is not being set when changed
16564	Called Name Identification not passed to IP600 by IP Office
20381	Voicemail Pro doesn't record calls via a group when user extension has MANDATORY set
20821	Clearing from an associated device returns cause 121 to ePRI not cause 16
21263	Call Waiting definition incorrect in Manager Help Text
19159	Intermittent beeps on some calls after switch upgrade
17690	Incoming DNIS digits are intermittently not being decoded properly
18275	No talk path on forwarded call when Allow Direct Media Path is on
20023	Users hear random DTMF tones on calls across a IP trunk of a SCN
21058	Merging T1 change can take trunk OOS, requiring hard reboot to bring back
21651	IP412 has static when multiple conferences created totalling more than 64 users
21011	DS Module reboots after removing and re-plugging DS phone
18320	Setting the SIG DSCP on 4620 to be same as RTP DSCP stops registration
18321	RAS messages to 4620 do not have DSCP set
20437	LinesetCallinfo doesn't work for binary data

### IP Office CCC

CQ Number	Description of Issue
21537	CCC V4 Bad Dutch translation - string 'verbroken' should be 'verloren'
17301	Longest Wait Answer / Average Wait Answer values are not shown in I/C DDI Summary Report
17305	CCV - Individual Agent screen displays incorrect stats
20139	Delta server displays an Interaction result err "Call Result Not Found for Call Flow"
21035	CBC will not show the status of the individual agent groups only System status
21065	PMPro Agent Mode CCV displays BW when the Agent is ready
21198	CCV does not show calls waiting when VMPro routes the call
19497	When using Callback Request via PC Wallboard, incorrect states are reported
19498	Agent calls reporting as Callback Requests when not Callback Request's
19541	Callback Request from Voicemail to CCV displays incorrect Original Target
21070	Dialed numbers greater than 10 digits, report incorrectly in SMDR
19633	Account codes not shown in SMDR output
19890	Agent shows "Ringing" in CCV instead of "Incoming" after transfer from SoftConsole
20696	SMDR displays incorrect details on a call to a busy extension
20860	SMDR only logging 4 digits for 5-digit extensions
21000	CCV shows phantom call in Waiting status when agents are available
20840	Total number of licensed clients reverts to zero after a reboot

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