IP Office Technical Bulletin

Bulletin No: **46**

Date: **31 August 2005**

Region: **Global**

Table of contents

General Availability (GA) of the IP Office 3.0 August Maintenance release 2
1 Overview 2
2 Known Issues with this release 2
3 IP Office Resolved Field Issues 3
3.1 IP Office 3.0(59) Resolved Issues 3
3.2 VoiceMail Pro 3.0(17) Resolved Field Issues 6
3.3 Phone Manager 3.0(14) Resolved Field Issues 7
3.4 SoftConsole 3.0(11) Resolved Field Issues 7
3.5 Conference Center 3.0(12) Resolved Field Issues 7
4 Technical Notes 9
4.1 Upgrade Installation Notes 9
4.1.1 IP 401, IP 406, IP 412, and Small Office Upgrade Instructions 12
4.1.2 IP 403 Upgrading from a release prior to 2.x 13
4.1.3 IP 403 Upgrading from a previous 2.1 release to 2.1(35) 15
4.1.4 Unit Compatibility - Expansion Unit Interoperability 17
4.2 Upgrade Instructions for VoiceMail Pro 17
4.2.1 Upgrading from 2.1 GA VoiceMail Pro 17
4.2.2 Upgrading from 1.x VoiceMail Pro 17
4.2.2.1 Backing-Up the VoiceMail Pro Database 18
4.2.2.2 Uninstall VoiceMail Pro 18
4.2.2.3 Upgrade Installation 18
4.2.2.4 Restoring the VoiceMail Pro Database 19
5 Assistance 20
5.1 Manuals & CD's 20
5.2 Job Aids 20
5.3 IP Office Technical Training 20

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General Availability (GA) of the IP Office 3.0 August Maintenance Release

Avaya is pleased to announce the availability of the IP Office 3.0 August Maintenance Release Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 3.0 releases.

1 Overview

This maintenance release incorporates new software and CDs for IP Office Core Switch 3.0(59), VoiceMail Pro 3.0(17), Conference Center 3.0(12), and User CD 3.0(16), which includes the SoftConsole 3.0(11) and the Phone Manager 3.0(14) applications.

NOTE: Upgrading an IP Office 403 Unit to 3.0(59) from software earlier than 2.1(31) cannot be performed without first upgrading to an interim build – 2.99(1000). This is supplied on the administration CD. Failure to upgrade to this version prior to upgrading to 3.0(59) will result in a system that cannot be recovered without manual intervention.

IP Office 3.0(59) should be used for all 3.0 upgrades and new installations, except those where 2050(DT) terminal support is required, where 3.0DT should be used instead. The IP Office 3.0(59) software and associated applications can be downloaded from the Avaya Support Website:

http://support.avaya.com

This software is for use with the IP Office IP 403, IP 406, IP 406V2, IP 412 and the IP Office Small Office Edition.

A version 3.0(5901) is also provided on the wesite to address an issue whereby dial tone is not always provided to analog terminals in the ENA locale.

2 Known Issues with this release

- 'unknown shortcode' in manager after upgrade to 3.0.59.

Previously it was possible to incorrectly set coverage appearance as a shortcode, this was removed in 3.0.59. Coverage appearance shortcodes added under previous releases will now appear as a shortcode of 'unknown' type, and should be deleted.

3 IP Office Resolved Field Issues

In the tables below, the Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SMBS; 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.

3.1 IP Office 3.0(59) Resolved Field Issues

The following field issues have been addressed in the IP Office 3.0(59) software:

CQ Number	Description of Issue
23988	Mapping issue after assisted transfer from VM with VRL enabled.
22369	Voice Recording is placing assisted transfer messages in personal mailboxes
22580	Conferencing 2 inbound calls to the same user results in a 1 second vm msg
24061	Intermittent operation of recall button on POT's.
23883	Line synchronization issue & locked trunks for Brazil E1R2 trunks
22950	Remove a user, the DSS key for the user is not removed after merge config
22951	Delete a user, any diverts to that user is not removed after merge config
22952	Remove a hunt group, the DSS monitor group is not removed after merge config
22158	Redialling external numbers longer then 4 digits long are not displayed or called
22431	System reboot when do call intrude via short code
22276	DTMF receiver is on when in Off-Hook operation - Idle state
22083	Call stops alerting at HG members when one member enables DND
21448	No timeout Disconnect Message after dialling timeout
22032	ContactStore will not record when call via Auto Attendant supervised transfer
22089	LA user hears a short beep when other user answers an external call
22095	Stuck conference ID if use call intrude feature while active on a call
19971	IP Phones with specified MAC addresses still able to log in as each other
20654	Display should show Incompatible instead of Number busy when dialling invalid number
20849	No SNMP support for users registered on the system via IP Phone Manager
21226	Busy tone different for different phones when locale set to Russia
21331	Busy tone different for different phones when locale set to Greece
21332	POT tones incorrect when locale set to Hungary
21333	Busy tone different for different phones when locale set to Hungary
21351	Busy tone different for diff phones when locale set to South Africa or New Zealand
21390	Two users answer a HG call causes wrong connection display confusion
21394	Busy tone different for different phones when locale set to Chile or Colombia
21646	SoftConsole - forwarding Users causes User to go out of group
21712	Soft console call detail border doesn't show colour blue when other party on hold
21852	Force Agent Status to Ready goes to BWU when forced from BNA to Ready
21895	Possible to exceed 128 members in different conferences
21946	T1 channel lock up forever & other problem
21948	Re-attempt to transfer a conference call mess up LED and call state
21964	Embedded voicemail messages cannot be deleted when memory card is full

21967	Message feature not working correctly
21992	ShortCodes with "S...." CLI sent stop Contact Store recording outbound calls
21126	'Assertion Failed' when saving Call Listen changes to config
21706	Incorrect default setting in Tunnel PPP 6000 M/S set as 6000 seconds
21745	Manager allows IP Address of associated WAN3 or IPWAN3 unit to be changed
22174	Manager sets, but cannot read non-default labels in user telephony field
19752	If user deleted while on a call - call is dropped
21157	Use can't make T1 call successful on every attempt when call is on hold
21182	Display on 4620 incorrect when calling a busy extension
21287	Calling ID shows partially when caller's name over 10 characters
21391	LA user's display stuck when call is delivered to autoattendant by Analog terminal from CO
21400	Bridge via LA initiates a call to calling's voice mail when calling receive ringback
21425	Coverage receiver can't answer covering call when sender logs off
21426	Short Codes incorrect matching when spaces in numbers
21463	Word wrap broken for digital station displays
21468	No confirmation tone when agent logout via logout button
21469	Cannot unpark an external call from a Line Appearance
21471	Pot phone receives silence when make outgoing call with outward restriction
21517	IP Phones: Problem with call disconnection after a conference call
21522	Voicemail Ringback causing Phantom calls
21559	VoiceMail Pro AA/VM transfer to Coverage sender with DND do not alert at Coverage Receiver
21573	4601 IP Phone: Call Disconnection problems after a conference call
21574	No timer on 4624 IP phone for incoming external call
21579	Conference Coverage Receiver IP phone before answer leaves phone ringing
21581	Wrong CA button LED lit when call is bridged on at the other end
21591	Call shouldn't alert visually at CA & LA when ICR destination enable DND
21618	Analog set - stuck call when Analog is not the first one to hang up a conference call
21627	EU24 doesn't work as expected with IP Phones
21669	Press transfer but put call on hold in trunk to trunk transfer with T1 LS line
21672	Can't enter account code by pressing "set" when using re-dial with #
21709	Transferring out of a conference shows display problems
21721	Transfer of conference 1 to conference 2 fails
21765	TLB when many digits entered for PIN code - happened once
21782	House switch out of conference channels
21809	VOIP call to cov sender with DND cannot be answered by cov receiver or VM
21811	VOIP call to cov sender w forwarding doesn't alert at cov receiver
21832	Conference Calls Intrude on Entire System
21848	VoIP call to Cov Sender can not be answered at Coverage Receiver
18913	Alarms not displayed in the Alarm Log screen
21723	Default AA (mdb) created Incoming Routes needs different prompt
16574	Power Conf: Leave Conf during MOH and get locked out for 2 minutes
18567	No speech path when answering a call that has timed out from a Parked slot
18906	Queued Status During and after an Assisted Transfer from VoiceMail
19371	In band DTMF tones heard during call
19434	CLIP from NTL - no directory match
19493	Inconsistent TAPI callinfo data manually dialed calls and those from Tapi
19520	Mandatory call recording is not always mandatory
19719	When transferring two o/g external calls together both calls get fresh air
19762	Spurious characters displayed in Interface/Payload size field
20023	Users hear random DTMF tones on calls across a IP trunk of a SCN
20058	Initiating call record can allow one call to listen to another unrelated call

20102	Remote Incoming Call Route destination field can disappear on reboot
20436	Route by call status action results in status of 'unknown(0)' and call disconnect
20437	LinesetCallinfo doesn't work for binary data
20516	Incorrect Bearer Capability Operation on incoming call in some locales
20821	Clearing call to twinned DECT from Phone Manager gives wrong clearing cause
20926	Small Office Edition reboots on incoming VoIP call receipt from incorrectly configured ACM
20932	CALLED ID populated with group name not number when transferred
20933	Caller ID being wiped by Tapi after call setup
21156	intermittently hearing "beeps" during calls over VoIP trunks
21274	Small Office reboots with Push Down Too far msg using 3rd party voicemail
21611	Incoming call route fails to route correctly with single digit wild card
21760	Dialling 8N (Call Resume) produces TLB but box does NOT reboot!
21849	Inability to transfer 2 outgoing external calls together regardless of trunk type
21868	The IPO never Transmits a Proceeding/Alerting msg when receiving Overlap digits
21882	Watchdog timeout reboots due to hardware issue
21914	406V2 - All on-board DS 6408 Terminals can reset
21918	Merge config causes voice drops
21969	Unable to UNParked a Call via TAPI controlling Wav EXTN
22017	Targeting does not return busy after fwd uncon. to external no. is busy
22028	Call Intrude loses all Audio after 30 seconds if accessed via phone menu
22030	406V2 expansion port 3 modules have one way audio when calling across an SCN
22035	Transferred ext i/c call does not display details of originators CLI
22039	Caller display type field should be greyed out for IP extensions
22069	Issue with FollowMe and Hot Desk users
22077	Wav extn makes enquiry call to busy extn, results differ if there is a held call
22147	Users record external calls to a Group Voicemail box, blind transfers go to the user vmbox
22158	Redialling external numbers longer then 4 digits long are not displayed or called
22180	Calls in via TAPI interface are dropped
22259	IP hardphone controlled by TAPI cannot retrieve a time expired ringing recall
21652	Certain merge changes can cause system to reboot
21763	Phone Manager speed dial can cause module to reset
21912	TAPIWAV ports not being released when a held call is hung up on by other party
21958	CLI of >=17 causes only odd pot ports to ring when HG is in Group mode
20023	Users hear random DTMF tones on calls across a IP trunk of a SCN
21850	IP Office does not recognise/decode Call Progress Msg with FastStart
18554	Second call (with same Account Name as first) into RAS does not get dropped
18952	Alarm Log shows DSI Exceptions -> Corrupted Memory
20230	2 seconds of Voicemail message deleted when call originates on Alog Trunk
20235	5seconds of Voicemail message deleted when IPO disconnects a Alog Trunk
20666	Vmail Messages from Analogue Trunks are being trunkated by 4 seconds
21690	Caller sent to back of Queue if call is rejected by agent.
22241	Phone Manager Pro improperly displays message boxes.
22460	Logging into Phone Manager VOIP crashes IP Office
22318	Perceived low Volume due to directional microphones
22292	Small Office reboot on call from ACM r11 over voip
22887	LS Line to an unavailable Coverage Sender does not alert Coverage Reciever
23217	Triple ring tone heard on line in using Phone Manager and analogue phone
22475	Swedish characters incorrectly displayed on 4610/4620 terminals
22416	UDP flood port 50796 disables IP Office IP
22432	4450 DSS park LED doesn't illuminate when park at other user
22444	3.0.407903 Call Park return Fails to notify set

22471	POT phone with Mandatory recording hears silence if no Vm ports available
22358	Cannot answer an incoming call on a Line Appearance key
22364	Call Intrude can reset IP Office
21952	You cannot use PDL if in a SCN
22074	Merging impacts IP phone operation
22086	Ringer does not work on incoming calls
22134	No busy tone when calling busy external number over E1R2 trunks
22199	Date Format Incorrect for FRC local setting
22201	System reboot when unplug calling station in conference with 2 Bridged Appearances
22231	VM collect buttons fail if Digital handset is offhook. Need to press button twice
22296	SME embedded vm does not provide beep for caller to start recording message
23240	2420/5420 call log details does not show date and time any longer
18473	Telephony Msg playback through IMS does not work as expected
19371	In band DTMF tones heard during call
20951	IMS Message not played through handset if forward enabled
21638	IP Phones unexpectedly Unregister then Register during overnight load tests
21866	Wrong display in 2420 when maximum members reached in a conference
21867	Abbreviated Dial does not work on DS handsets on 3.040
21944	Incoming call is lost when currently alerting with a ringback
21931	Cannot configure National Prefix for ISDN line
21951	Programmed Dial feature for 24xx soft button not seen in Manager config
21988	5420 sets Loosing labelling on merges and reboots
20952	Forwarding calls of switch does not work to all numbers
21345	Fixed VM button on 24xx does not work when off hook
21346	DS phones - DTMF tones are sent on account code re-enter
21824	Incoming Call from S8300 on IP Trunk - no CLI displayed
23127	Bridge Appearance keys call incorrect user when Analog terminal is involved in Conf call
21687	IP Address and Mask for Third party router is not saved when you go back in
23179	Missing HDB3 option in the E1R2 trunk tab
23617	Call from ACM to IPO over IP trunk, Calling Party Name not shown on 6408
23525	Ringback from a Group Voicemail does not stop ringing

3.2 VoiceMail Pro 3.0(17) Resolved Field Issues

The following field issues have been addressed in the VoiceMail Pro 3.0(17) software:

CQ Number	Description of Issue
23786	service crashes after leaving a message for a hunt group in IPO mode
22330	Beep at the end of a voice recording
20674	Registry Backup Utility does not fully Backup IMS Settings
22513	Message retrieval prompts year to be read for each message
22183	Translation changes required for VoiceMail Pro client
22260	Opening IP Office Voicemail Pro properties results in error
22811	Missing Chinese Wav files
22242	Voicemail Pro shortcuts placed in wrong program folder
21786	ACM Gateway Operation control panel applet changes
22301	Cannot set the Max Message Length to more than 999 seconds in VoiceMail Pro

3.3 Phone Manager 3.0(14) Resolved Field Issues

The following field issues have been addressed in the Phone Manager 3.0(14) software:

CQ Number	Description of Issue
21953	SCN users not displayed in personal distribution lists
22413	Drag and Drop Home and Mobile speed dial entries fail to work
21870	Translation errors reported in Chinese
22328	Can't edit or delete Personal distribution lists or Members within those lists
22365	Corrupt Profile error message if IPO user contains Swedish diacritics
22529	User disabled from Hunt Group when PhoneManager preferences opened / closed

3.4 SoftConsole 3.0(11) Resolved Field Issues

The following field issues have been addressed in the SoftConsole 3.0(11) software:

CQ Number	Description of Issue
21646	SoftConsole – forwarding Users caused User to go out of group
23028	Conference Room Invite feature only works for internal extensions
22205	SoftConsole – Inconsistent / no handling of VM Messages for Hunt Group

3.5 Conference Center 3.0(12) Resolved Field Issues

The following field issues have been addressed in the Conference Center 3.0(12) software:

CQ Number	Description of Issue
15498	"Back" button does not go back
15502	"Conference already Finished" message given to VoiceMail Pro when invalid Conf ID
18675	"My Conference Template" should be "My Conference Templates"
20179	"User List Not Found" message when accessing local address book
15469	Add IP User icon operates intermittently
16445	Allow AM, PM start entry in Power Conf
15653	Attempted duplication of GUIDs by conference server
16116	Attendance details not being recorded with VCN
16441	Automatically import User Names and Passwords
22970	Back/Next/Cancel buttons not translated in IP Office Connection install screen
22971	Back/Next/Cancel buttons not translated in Set Admin User install screen
18098	booking conference application error
15781	Can log 2 delegate into web conference at using the same PIN
15333	Cannot activate conference
19839	Cannot input more than 8 participants from LAB at any one time
16202	Dialling into a PC does not work if you have pin enabled
15515	CLI checking does not work
17706	client connection to Conference Center Server loose connection
19608	Conference Center: Email notifications unreliable
17731	Conference server calls wrong wav files for end of conference warning.

18528	Conference service doesn't auto-start until after being manually started once first
18732	Conference Template: multiple emails sent to participants when using a Conference template
18761	Conference Templates issue: Scheduler shows wrong Conference started.
18731	Conference Templates: incorrect time on email when modify a template
21698	Conference Templates: wrong failure route taken and cannot enter Conference manually
19867	Conference Center Failure Results not followed
21402	Conference Center- Unable to delete old conferences
20618	Conference email invite has {0} in the subject.
15591	Conference Finished route instead of Conference Full route
15779	Conference Full failure when it it is not full but people in web conferencing
22967	Conference resource availability screen text formatting issue
19166	Conference scheduler fails to send email notification to participants
22999	Conferencing Center Help states version 3.0 Not 3.1
16451	Default Join Conference language is always English-UK
15793	Don't know the version of Conference Center being installed
15767	Duplicate Pin Numbers via e-mail notification to conference users
15731	Email conference notification does not work
15738	Email field gets populated with Dummy@dummy.com
15699	Empty Voting results is displayed
19390	End of conference warning is not being played out
19450	End of conference warning time is not saved when template is created
19791	Error occurs when using templates if upgraded rather than fresh install
15907	Incomplete dial in causes delegate space to be locked out of Conference
15737	Incomplete list of IP Office Users when adding delegates
18672	Inconsistency of Template deletion with rest of product
15569	Incorrect announcement if delegate doesn't answer VCN
19799	Incorrect installation descriptions: "Test Description ... " during installation.
22476	Incorrect voice prompt for conference entry in China
22993	Install descriptions not translated fully/at all
15335	Installer doesn't enforce Admin password rule
23567	Installer String in English.
18772	Issue with reporting when using Conference templates
16448	MSDE Install Fails for Conference Center with existing MSDE installed
21547	MSDE install from 2.1 Conference Center CD fails with error message in Spanish Pc
15965	No access to conference in progress if details incorrect or times out
15291	No date display option in General Reports tab
22783	No help files for Query Database in Web Booking (Eng user Login).
18526	No help via web client if distributed Conference Center installation.
16100	PIN checking with VCN does not work
15334	Conference Center Service does not reserve resources on Switch
15494	Conference Center Service fails following 2003 Server installation
15491	Conference Center Service fails following XP Professional installation
15261	Conference Center Service sometimes fails to start automatically on reboot
16166	Conference Center still functions without the license on the IP Office
16452	Conference Center Admin cannot view current Conferences
16627	Conference Center server stops power conference activation
15792	Conference Center doesn't work if phone number not populated
16446	Conference Center via Outlook/Exchange
16103	Problems validating Conf ID
15701	Reporting: Delegates not left Conference if still in Conference after finish time
18666	typed email address not automatically saved in My Contacts

18730	"Update" not in email notification when details changed
18671	Save Template button is disabled if move to a different page of participants
18667	Save Template button is disabled if Send Email is clicked
15722	Separators in web scheduler are displayed incorrectly
15504	Service doesn't send VoiceMail Pro response when ~ is entered as Conference ID
19746	Swedish Character translation issue
16243	System reboot after entering wrong conference PIN & never work again
22509	Unable to create a new conf using the same Conference ID within 10 minutes of previous
18938	Uninstall does not remove the ECS Conference Service.
17302	Uninstall leave numerous directories and files on the server
16885	User email address not provided to the server by the Switch
16144	VCN failure route diverts to extn 202
15606	Voting question length doesn't meet REQ 94
19401	Voting results summary doesn't always display Ticks/crosses/underscores result
15260	Voting summary report shows multiple votes for single question
22781	Web Booking allows to create new user having user id with space at end
17418	Web Client: Empty address field causes web client to reload blank
20231	Web Host Install prompts for location of service files, but not installing service

4 Technical Notes

4.1 Upgrade Installation Notes

When upgrading to 3.0(59) from a version of software prior to 2.1(35) the following procedures must be observed and the instructions followed to achieve a successful upgrade.

NOTE: It is recommended that any units not running the 2.0 or higher software should be upgraded to version 2.0 first before upgrading to 2.1(35). If this process is not followed Avaya cannot guarantee that the configuration will be upgraded as intended.

Before any upgrade commences the old Admin Suite must be removed and the 2.1 Admin Suite must be installed. The IP Office 2.1 Admin CD is fronted by the Microsoft installer, which behaves differently to the Install Shield package used on releases prior to 2.0.

The following points should be noted:

- In all cases the old version of the Admin suite must be uninstalled using add/remove programs before the 2.1 Admin Suite is installed. The install will not occur unless the previous software has been removed. The same applies if moving between versions of the 2.1 Admin Suite.
- Microsoft .NET is required to support some of the applications. It is recommended that .NET is installed. This may take several minutes to complete.
- If installing on a PC with .NET Framework version 1.0 installed, this must be un-installed before installing 1.1. This can be done by going into Control Panel, selecting Add/Remove Programs and then selecting the 1.0 Microsoft .NET Framework.

NOTE: If upgrading the system software from a Windows 2000 PC directly connected to the IP Office, ensure that the IP address is set as static for the duration of the upgrade. When in client mode, Windows 2000 can lose its IP address settings immediately if it detects a disconnection from the LAN (this occurs as the unit reboots during the upgrade process). This can cause the upgrade to fail and the unit to be left with no software.

IMPORTANT INFORMATION – IP 403 UPGRADE ONLY

If upgrading from software version 1.x you must follow the instructions in section titled "IP 403 Upgrade Instructions" to upgrade the software loader on the IP 403. If the IP 403 is already at 2.0 you can follow the instructions in section the section titled "IP401, IP406, IP412, and Small Office Edition Upgrade Instructions."

There are two IP 403 binaries in this release: one for updating the loader, version 1.99(1003) and the real binary, version 3.0(59). The loader upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V1_99 directory and the real binary is in the Manager directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories. Failure to follow these instructions will result in a failure of the upgrade to your system.

IMPORTANT INFORMATION – WAN3 UNIT UPGRADE ONLY

If you have a WAN3 unit connected and configured to your main IP Office system you must upgrade the WAN3 unit separately to the Main IP Office and its modules.

Please follow the normal upgrade procedure for your Main IP Office unit and it's modules as outlined in this document.

Once the other units have been upgraded successfully, please follow the same procedure to upgrade the WAN3 unit.

IMPORTANT INFORMATION – REMOTE UPGRADE OF UNITS

If you already have the 2.1 GA software installed on ALL of your IP Office system units and expansion modules then you can now perform a remote upgrade.

To perform a remote upgrade, you MUST be using a 2.1 or higher version of the manager and wizard applications. DO NOT USE ANY OTHER PREVIOUS VERSION OF THE MANAGER OR UPGRADE WIZARD.

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

IMPORTANT INFORMATION – UPGRADE OF IP 403 UNITS

If you have the 2.1 GA or higher software installed on your IP Office 403 system units and expansion modules then you can now perform a remote upgrade.

There are two IP 403 binaries in this release: one for updating the memory allocation table, version 2.99(1000) and the real binary, version 3.0(59). The memory allocation upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V2_99 directory and the real binary is in the Binary directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories, or change the working directory accordingly.

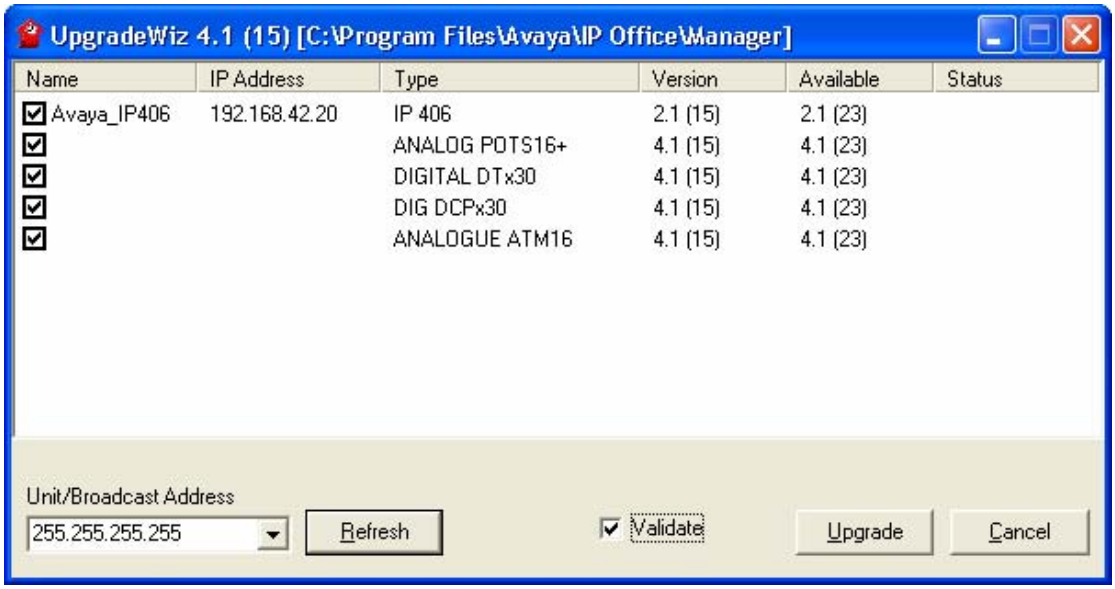
To perform an upgrade from previous 2.1 releases (prior to 2.1(35)) to 3.0(59), you MUST be using a 2.1 or higher version of the manager and wizard applications, and MUST upgrade to 2.99(1000) as supplied on the administration CD before performing an upgrade to 3.0(59). Failure to follow these instructions will result in a failure of the upgrade to your system.

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

4.1.1 IP 401, IP 406, IP 412, and Small Office Edition Upgrade Instructions

To upgrade the Control and Expansion units do the following:

1. Ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails the current configuration may be erased, so a backup copy is essential.
2. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
3. After a few seconds the upgrade wizard should show the Control and Expansion units found.
4. If no units are found using the broadcast address 255.255.255.255 this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.
5. A window similar to the following is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



6. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
7. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.

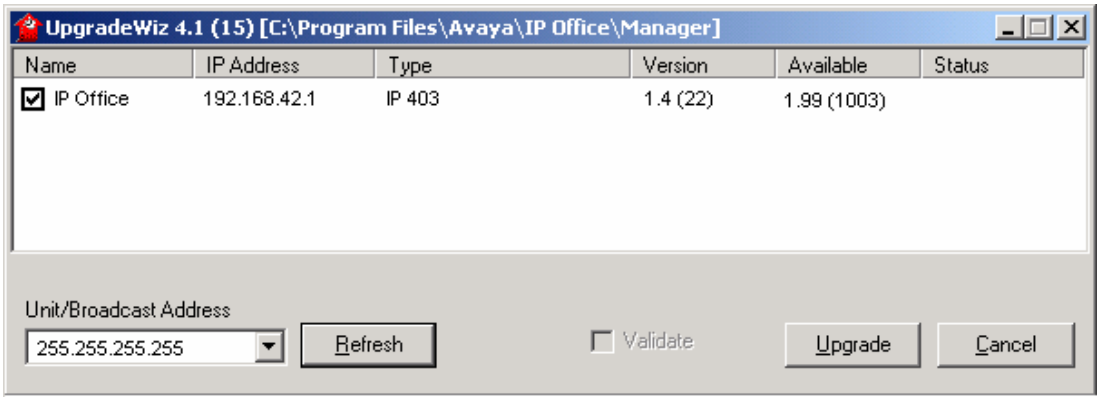
4.1.2 IP 403 Upgrade Instructions for upgrading from a release prior to 2.x

NOTE: Please read all of the following instructions before upgrading an IP 403.

Upgrading the IP 403 from 1.x to 2.x requires an upgrade of the loader software to version 0.81. The upgrade procedure for this is as follows:

1. Install the Admin Suite as normal. Do not open the Manager application.
2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V1_99 folder. This will contain a file called ip403.bin. This file is level 1.99 of the IP Office 403 firmware and contains the loader that is necessary to be able to upgrade from 1.x to 2.x, and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.
4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
5. After a few seconds the upgrade wizard should show the Control and Expansion units found.
6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.

7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
10. When version 1.99 firmware is installed in the IP Office 403 system the front panel LED's will flash a pattern, indicating that another version of the IP Office firmware must be loaded into the IP Office 403 base unit in order to make it fully functional. When the version 1.99 firmware is installed, the functionality of the IP Office system is very much reduced - there is no trunk support; there is no telephone handset support; there is no support for VoIP functionality, etc. There is also no support for expansion units, so consequently these will not be visible in the upgrade wizard when the CPU is running version 1.99.
11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2_1 folder. This will contain a file called ip403.bin. This is the 2.1 IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
12. Repeat steps 4 – 9 of the above procedure.
13. The IP Office 403 system will now be at version 2.1.
14. Now that version 2.1 is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

NOTE: If you attempt to put 2.1 software directly onto an IP403 system running 1.x software without installing the new loader version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid "DTE Port Maintenance", which is available from the Job Aids section at the following website:

http://support.avaya.com

You can also access the Job Aid by following the link given in the section titled "Job Aids" which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.0 or later firmware.

- The above procedure need only ever be completed once.
- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.
- Inadvertently repeating the above procedure will do no harm. Version 1.99 firmware for the IP Office 403 system detects whether or not the loader needs upgrading automatically and will only ever perform the modification once.
- Confirmation of the activities outlined above may be obtained by connecting a PC serial port terminal to the DTE port on the back of the IP Office 403 and monitoring the session. An indication that the loader has been upgraded is provided.
- The AT-X4 command has been added to the new IP 403 loader to erase the extra configuration space now available. This should be used in conjunction with AT-X2 and AT-X3 when defaulting an IP 403 unit via the DTE port.

4.1.3 IP 403 Upgrade Instructions if upgrading from a release previous to 2.1(31)

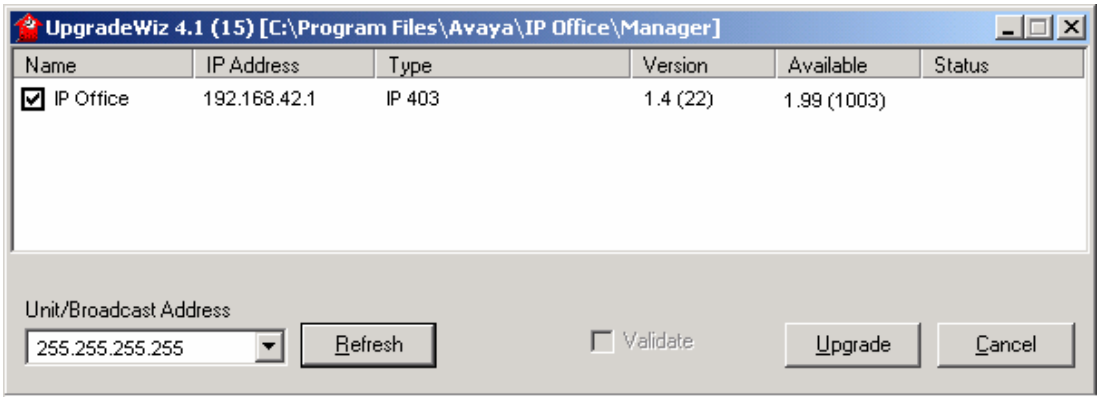
NOTE: Please read all of the following instructions before upgrading an IP 403.

The following procedure is applicable to the IP 403 only when running 2.1.x software.

Upgrading the IP 403 from below 2.1.31 to 3.0(59) requires an intermediate upgrade of the system software to version 2.99(1000). The upgrade procedure for this is as follows:

1. Install the Admin Suite as previously detailed. Do not open the Manager application.
2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2_99 folder. This will contain a file called ip403.bin. This file is level 2.99(1000) of the IP Office 403 firmware and contains the software that is necessary to be able to upgrade from 2.1.x to 3.0(59), and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.

3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.
4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
5. After a few seconds the upgrade wizard should show the Control and Expansion units found.
6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.
7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
10. When version 2.99(1000) firmware is installed in the IP Office 403 system the system should be rebooted, then the following step run as soon as possible.
11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | Bin folder. This will contain a file called ip403.bin. This is the 3.0(44) IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
12. Repeat steps 4 – 9 of the above procedure.
13. The IP Office 403 system will now be at version 3.0(59).
14. Now that version 3.0(59) is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

NOTE: If you attempt to put 3.0(59) directly onto an IP 403 system running 2.1.x software prior to 2.1(35) without installing the new 2.99(1000) version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid "DTE Port Maintenance", which is available from the Job Aids section at the following website:

https://emea-businesspartner.avaya.com/Support/TechnicalDatabase.html

You can also access the Job Aid by following the link given in the section titled "Job Aids" which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.1(31) or later firmware.

- The above procedure need only ever be completed once.
- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.
- Inadvertently repeating the above procedure will do no harm. Version 2.99(1000) firmware for the IP Office 403 system detects whether or not the memory addressing needs upgrading automatically and will only ever perform the modification once.
- Confirmation of the activities outlined above may be obtained by connecting a retrieving a configuration file from the system via the manager application, and examining the versions displayed of the system unit and associated modules.

4.1.4 Unit Compatibility - Expansion Unit Interoperability

All expansion units must be upgraded or downgraded to match the CPU software.

4.2 Upgrade Instructions for VoiceMail Pro

4.2.1 Upgrading from 3.0 GA Voicemail Pro

The new backup /restore utilities allow the upgrade of a VoiceMail Pro system by performing the following steps:

1). Export the voicemail call flows using the Import/Export feature.
2). Backup the VoiceMail Pro registry settings using the 'Backupreg.bat' file supplied on the CD.
3). Uninstall the current VoiceMail Pro software.
4). Reboot the server.
5). Restore the VoiceMail Pro registry settings using the 'Restorereg.bat' file supplied on the CD.
6). Install the new VoiceMail Pro software.
7). Reboot the server.
8). Import the VoiceMail Pro call flows backed up in step 1.

4.2.2 Upgrading from 2.x or 1.x GA VoiceMail Pro

Backup your data. Always perform a backup of data BEFORE performing an upgrade. For information in how to back up your existing data, please see the following section 'Backing up the VoiceMail Pro database'.

When upgrading from one software level to another the original software needs to be uninstalled. The un-installation process only removes those files installed during the application's original installation. Any other files added since are not removed, such as VoiceMail messages. Any callflows that have been created will still operate, but they will not be editable after the upgrade. To make sure that the callflows can be edited they need to be exported before the upgrade process and then imported into the new software version.

NOTE: After uninstalling any existing VoiceMail server, always reboot the PC. Uninstalling does not remove any existing messages and greetings.

4.2.2.1 Backing-Up the VoiceMail Pro Database

Before removing VoiceMail Pro, you should create a backup copy of the callflow database. This will contain any customizations made to the default callflow.

NOTE: The Root.vmp file contains the compiled callflow (created using Save & Make Live). This type of file cannot be loaded back into the VoiceMail Pro Client for editing. The editable version of the callflow is stored in the file VMData.mdb.

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Export Callflows and click next.
4. Enter a file path and file name ending in .mdb, e.g. C:\temp\backup.mdb. Click Next.
5. Click Finish to start the export then click Close to complete the export procedure.
6. Close the program.

4.2.2.2 Uninstall VoiceMail Pro

1. Open the Windows Control Panel.
2. Select Add/Remove Programs.
3. Select IP Office VoiceMail Pro and click Change/Remove.
4. From the options offered select remove and click next.
5. Follow any prompts given during the removal process.
6. When the process has been completed select the option "Yes, I want to restart my computer now" and click Finish.

4.2.2.3 Upgrade Installation

1. Insert the VoiceMail Pro CD. The Installation wizard should auto-start.
2. Select the language to be used during the installation. Click OK.
3. At the Welcome screen click next.
4. At the customer information screen accept the defaults and click next.
5. Select the type of installation required:

   Note: On Windows NT/2000/XP/2003, VoiceMail Pro Server is automatically installed as a service.

- **Typical Install:** Installs all the components of VoiceMail Pro including campaigns and the Campaign Web component.
- **Compact Install:** Installs all the components of VoiceMail Pro including campaigns.
- **Custom Install:** Allows selection of which components to install. The default selection before any changes is the same as the typical selection.

6. At the Choose Destination Location screen accept the default locations, click next to continue.
7. Depending on the type of installation some or all of the following options will appear:
   - If the Campaign Web Component is being installed, the web server type, location of the web server's HTML root, and the CGI bin directories will be prompted for.
   - On Windows NT/2000/XP/2003, if installing the VoiceMail Pro Server, the user account that the VoiceMail Pro service should use needs to be entered.
8. Unless there are specific reasons to do otherwise, accept the displayed program folder.
9. A summary of those items about to be installed is displayed. You can use Back to return to the previous screens and alter the selection if required. Click Next to begin the installation.
10. When the installation is complete select the option “Yes, I want to restart my computer now” and click Finish.

4.2.2.4 Restoring the VoiceMail Pro Database

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Import Call Flows and click next.
4. Use the Browse button to locate the backup file then click next.
5. Click Finish to start the import then click Close to complete the import procedure.

Note: After upgrading to VoiceMail Pro 2.x from 1.x the system will default to INTUITY mode and Advice of Call Recording will be enabled. To change these options, start the VoiceMail Pro Client and change these settings from Administration | Preferences | General. Users of VoiceMail Pro running in IP Office mode will be asked to record their name when they first dial into VoiceMail Pro after the upgrade.

5 Assistance

5.1 Manuals & CD's

The latest IP Office manuals and CD's can be downloaded from:

http://support.avaya.com

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | R3.0 English.

5.2 Job Aids

A number of Job Aids are now available to complement the technical manuals and offer a step-by-step "how to do" approach. These Job Aids can be found at:

http://support.avaya.com

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | General Info.

5.3 IP Office Technical Training

Avaya University training courses have been updated to reflect the new features offered with the IP Office 3.0 release. Details of the courses and their availability can be found at the Avaya Learning Centre:

http://www.avaya-learning.com

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