IP Office Technical Bulletin

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General Availability (GA) of the IP Office 4.2 Q4 2008 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.2 Q4 2008 Maintenance Release. This is a scheduled Maintenance release addressing a number of field issues found in the IP Office 4.X releases.

1 Overview

This Maintenance Release incorporates new software for IP Office Core Switch 4.2(11), VoiceMail Pro 4.2(24) and User CD 4.2(19), comprising of Phone Manager 4.2(19), Softconsole 4.2(9) and TAPI 1.0.0.32.

The IP Office and application software can be downloaded from the Avaya Support Website:

http://support.avaya.com

This software is for use with the IP Office IP500, IP412, IP406V2, and the IP Office Small Office Edition.

The contents of the IP Office Administration CD are:

Delivered Software or Package	Version
IP Office Firmware	4.2(11)
IP Office Manager	6.2(11)
System Monitor	6.2(11)
System Monitor	5.2(65)
Upgrade Wizard	6.2(11)
SSA Viewer	6.2(11)
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	8.016
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.8.8.7
4625 Telephone Firmware	8.016
5601, 5602 Telephone Firmware	2.3
2410 Telephone Firmware	5.00

Delivered Software or Package	Version
2420 Telephone Firmware	5.00
5410 Telephone Firmware	5.00
5420 Telephone Firmware	5.00
VoiceMail Lite	2.1.4
CBC	3.1.8
Delta Server	5.2.24
IP DECT – ADMM Firmware	1.1.11
IP DECT – ADMM Java Configuration	1.1.11
IP DECT – ADMM DECT Monitor	1.4
Feature Key Server	1.0.0.5
3701 Telephone Firmware	22.04.04
3711 Telephone Firmware	91.24.31.03
T3 IP Admin Tool	2.20
1603, 1608, 1616 Firmware	1.0.52.6
1616 Button Module Firmware	1.0.08

Note: Upgrading IP DECT 3711 Telephone Firmware

When upgrading from very early versions of 3711 telephone firmware to the global version 91.24.31.03 you may encounter an issue with “WRONG CARD” flashing on the display after the upgrade. To overcome this issue perform the following on the 3711 telephone:

- Press “Menu” and select “Security”
- Enter the PIN when requested (this is 0000 in default) and press OK
- Press OK to confirm the reset.

Note: Upgrading 5410 Telephone Firmware

To protect customers from the 5410 upgrade issue documented in Technical Bulletin 91 this and future releases of IP Office software will not upgrade any 5410 telephones which are **already running R5 firmware** when the Force Upgrade batch file is switched on. If you wish to upgrade a 5410 already running R5 firmware a NoUser Source Number must be entered using Manager in addition to the Force Upgrade batch file.

When the NoUser source number is used in conjunction with the Force Upgrade batch file this will initiate an upgrade of all 5410 telephones including those already running the R5 firmware. 5410 telephones running a previous release of firmware will upgrade as normal without the need to enter the NoUser source number when connected to a system running this release of IP Office software.

NoUser Source Number to allow 5410 telephones running R5 firmware to upgrade:

ALLOW_5410_UPGRADES

The contents of the VoiceMail Pro CD are:

Component	Version
VoiceMail Pro (GUI)	4.2(24)
VoiceMail Pro Server	4.2(24)
VoiceMail Pro Service	4.2(24)
VPIM Client	4.2(24)
VPIMDBSvr	4.2(24)
VPIMReceiver	4.2(24)
VPIMServer3	4.2(24)
IMSAdmin	4.2(24)
IMSServiceRestart	4.2(24)
UMSServer	4.2(24)
VMServer	4.2(24)

2 New Feature Support

2.1 1600 Series Telephone Support

This release of IP Office software includes support for the 1603, 1608 and 1616 series IP telephones. No license is required for 1600 series telephones to function with IP Office. 1700 Series telephones, as previously communicated in Technical Bulletin 97 will not be introduced.

Also supported with this release is the 1616 telephone Button Module. A maximum of 16 Button Modules can be connected to an IP Office system with a maximum of one per 1616 telephone.

The 1600 series telephones are the first Avaya IP telephones supported by IP Office that do not utilize TFTP for obtaining firmware or configuration settings.

A separate HTTP server is recommended for 1600 series telephones for storing operational software, backup and settings files.

To support the 1600 series telephone on small stand-alone IP Office sites, or systems with low numbers of IP Phones, IP Office can implement an HTTP to TFTP protocol converter. This allows the 1600 series telephone to operate without the need of a separate HTTP server.

The Embedded Voicemail memory card will support HTTP file requests for up to 50 1600 series telephones. This is done by setting the TFTP Server IP Address and HTTP Server IP Address to match the IP Office control unit LAN1 IP address.

The system can also be configured so that the IP Office relays the HTTP requests to a PC running the Manager or other TFTP server application. This is done by setting the HTTP Server to match the IP Office control unit LAN1 IP address and setting the TFTP Server IP address to the PC running the Manager or other TFTP server application. A maximum of 5 1600 series telephones can be supported in this configuration.

Please note that when utilising the 1600 series telephone backup and restore function a separate HTTP server must be used.

2.2 Microsoft Vista 64Bit Operating System Support

The following applications are now supported with the 64Bit variant of Microsoft Vista Ultimate and Business editions:

- IP Office Manager
- System Status Application
- Phone Manager
- Phone Manager PC Softphone
- SoftConsole
- Delta Server
- Licence Key Server
- Voicemail Lite

3 IP Office Resolved Field Issues

In the table below, Clearquest (CQ) number refers to the internal bug tracking database used by Avaya IOC. 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.

The following field issues have been addressed:

3.1 Resolved Field Issues in IP Office 4.2(11) and Manager 6.2(11)

CQ Number	Description of Issue
CQ39351	'E' telephone number character no longer outputting extension number after 'S' character in shortcodes
CQ39578	Transfer return not functioning if user busy, call routes to VM instead
CQ39617	Unable to transfer calls directly to VM using Visual Voice and User button
CQ39627	Softconsole with 2 or more held calls, can not transfer the Highlighted call using Control + T
CQ39631	Intermittent phantom ring on phone, only way to stop from ringing is to disconnect set and reconnect.
CQ39674	Cannot call out over PRI
CQ54514	Requirement to provide a delay before answering calls in embedded Auto Attendant
CQ55783	Ringback tone not heard when making internal call to a Master IP Dect handset with a twinned DS slave.
CQ58184	IP Hardphone - Visual Voice messages. Remote Hardphone - Visual Voice No Date/Time stamp
CQ59563	Using ** to call back the Extn that left the message intermittently fails
CQ59887	SCN - IP Dect Fwd on Busy – no NU or Busy tones when the Fwd on B destination is not available.
CQ61569	Audio and contrast settings are changed when using Follow Me Here
CQ61626	412 System restart - third buffer pool empty
CQ62519	When a transferred call is received sometimes the name of who transferred the call is not shown.
CQ62897	SMDRs when transferring using PM drag & Drop or Blind Transfer do not mention calling extension
CQ63966	When the IPO synchronizes with the LDAP Server it looses memory. Eventually the IPO may restart
CQ64052	IP500 continual system restart when commiting config with number of SIP URI entries
CQ64113	Visual Voice - T3 Menus - Incorrect Translation "PROSS"
CQ64339	IP phone on a remote SCN site to the VM - display details are incorrect when retrieving a new message
CQ64408	messages for HuntGroup not updated on PM if User "Disabled from Group" and new message left for H/G.
CQ64457	comfort click/beep recorded in VMPro greetings when using visual voice
CQ64470	Twinning - Slave/Master use different No Ans timeouts which causes restart.
CQ64922	Distributed Hunt Group - does not return busy - just silence
CQ65159	Force authorization code failing when dialling out via S08 line
CQ65284	System hold timeout cannot be disabled by setting to 0 seconds

CQ66080	System restart following login changes whilst call is ringing
CQ66201	SMDR output for outgoing call has incorrect end of line character
CQ66268	412 restarts when an unsupervised transfer is performed
CQ66312	Cloned from SMDR output for outgoing call has incorrect end of line character
CQ67029	SMDR Output from a Forwarded User does not get recorded from the SMDR.
CQ62813	4 VCM channels are displayed in SysMon & SSA when 2 VCM32/64 Base modules are installed.
CQ66295	IP phone firmware files missing from 4.2 GA admin cd
CQ62902	PMPro connected to an IP DECT - Call placed on hold by PMPro gives NU back to the Dect
CQ61161	Out of Hours User Rights restrictions not being followed.
CQ55521	CLIR from T3 phone not working from off-hook dial options
CQ61522	IPO 4.1.9, CLI Restriction from T3 phone not suppressing CLI
CQ64759	Transfer return to call answered on twinned slave does not work. Works on twinned master.
CQ39492	Received CLI not always displayed on Alog phones.
CQ39660	System restart after a user unexpectedly places outbound calls on all analog lines concurrently
CQ55620	Incorrect Display text on Russian phone screens 5610, 5620, 4621, 4625.
CQ57027	Call transferred using SC "Re-Attempt X-fer" button uses Original calling party User-Restriction settings
CQ64731	SIP provider compatibility - no speech or incompatible destination on IP500 to SIP
CQ65140	SIP call rejected as there is an extra space after the Media Format in the 200 OK
CQ65543	*31 pickup group call doesn't work if either the base Extn is blank or different from that of the logged in user
CQ66021	CallID Tapi 4.x claims the dropped consultation call is the connected call
CQ66153	System restart when conferencing with one-x mobile
CQ66276	4.1.15 Manager/Monitor and Core software - outputs an error after a restart
CQ66115	SSA - Control Unit Audit list does not sort in date order
CQ39615	Unusual visual voice interaction after changing username of system
CQ39644	One way speech on some calls to voicemail over SCN
CQ39669	Restart on receipt of remote BLF update?
CQ62642	IP412 system restart: Central 412 appears to loose contact with nodes prior to restart
CQ63940	System restart - decode is in the "PlatformConnectionGroupPaging:" area of the code.
CQ64102	Background noise during calls when using 5402 terminals.
CQ65102	Assisted transfer to group with announcements enabled doesn’t follow no answer result
CQ65767	System restart following group page
CQ66801	IP406V2 system restart due to Config Merge problem
CQ66540	TAPI Application cannot re-establish a call into an existing conference.
CQ39385	System goes into continuous restart after adding SIP URI's
CQ66344	IP500 restart when a call is placed to a distributed group containing 2 IP DECT handsets
CQ66348	Distributed huntgroup returning ringing instead of busy
CQ66787	CCC Agent Licenses are consumed when the Manager sends a Merge when increasing User Agents
CQ66864	T3IP telephone may stop responding when pressing the Level 2 button very quickly
CQ66865	T3IP with DSS expansion unit will delete a programmed directory entry if trying to allocate to Level Button 2
CQ67341	SSA 4.2.4 - Alarms - Service - Shows "1" but there are no errors displayed. Thereafter cannot set back to "0"
CQ39573	System restart after using trunk to trunk transfer to target an internally twinned phone
CQ39676	Hold recall timer not following documentation
CQ62251	No entry in Missed call log if extn configured with Line Appearance
CQ65656	Expedited packets are received from PMPro causing the IPO to queue processes and restart.
CQ65727	Soft Console - held calls are automatically reconnected when an enquiry call is released.
CQ66675	"dummy" interface which appears when the SSA Viewer\IP Networking\IP Route [Ping] option is selected.
CQ66904	Unable to display External Directory on 64xx phones.
CQ66955	Buffer "leak" in response to a Config merge from 3rd party dev connect device.
CQ67044	T3 phones + DS Module - Partner keys are not updated to show the correct state.
CQ64590	SSA shows empty MAC address for T3 IP Classic, when the IP Office is power reset and SSA logs back on
CQ39699	When 3rd number in escalation list is called it does not play Voice Mail greeting.
CQ64758	System restart following VM transfer to huntgroup containing 5610SW IP Phone

CQ65575	IPO config sent as a merge across an MPLS VPN - loses settings (NOT IP Address)
CQ65645	IP412 may restart when a merge config timed out
CQ66527	IP Phones - IP Office user experienced echo on calls that are recorded
CQ67408	Packet fragmentation - if we receive a fragmented SIP 200 OK packet it is not processed by IPO
CQ65553	T3 Italian Translation required for Voicemail fast access.
CQ39750	Unable to enter both Account code and Authorization code before the call is presented to ETSI
CQ64134	Park slots on phone display not updated when agent logs on
CQ68069	Change in hold behavior shown in CCV. Agent returns to Ready from Hold after expiry of wrap-up timer

3.2 VoiceMail Pro 4.2(24) resolved field issues

The following field issues have been addressed in the VoiceMail Pro 4.2(24) software:

CQ Number	Description of Issue
CQ65633	Voicemail 4.2 callflow not play a recording made if the call flow recording is similar to this - répondeur.wav)
CQ66379	Client and server incompatibility for callflows containing non-ASCII characters
CQ39693	IP Office and VoiceMail server appear to loose connectivity after outcalling attempts.
CQ39716	4.1 callflow viewed in 4.2 renames all check digits actions to 'test variable'
CQ65273	VMPro mailbox greetings are not expiring when set
CQ65857	French Accent on a Voicemail "Source of Transfer" will corrupt the display when calls transferred from VM Pro
CQ65917	"variable routing" will not route if the $CLI string is fully populated with digits
CQ65955	$CLI "source of Transfer" will show the SIP domain IP address prior to the number when VM transfers call
CQ66305	Specific start points for groups do not work when group names contain Spanish characters
CQ66409	Russian localization issues
CQ39723	Difference in behavior when forwarded messages to email from PMP and TUI.
CQ39728	Dial by name - no longer possible to select and save 'sort on first name'
CQ39720	Outcalling appears to slow down and stop after time on a busy system
CQ39752	Voicemail Service stopping on 4.1.42 on delivery of broadcast messages to large huntgroups.
CQ65615	Web Client for Voicemail / UMS - Bad translations when incorrect passwords entered at log-in
CQ65883	UMS Web Client - French translations of red text when incorrect password entered
CQ67117	VMPro - Personalised an ETA prompt, the system time to answer does not include minute / seconds.
CQ67913	Standard text emails do not display Swedish characters correctly

3.3 User CD 4.2(19) resolved field issues

The following field issues have been addressed in the Phone Manager 4.2(19), Soft Console 4.2(9) and TAPI 1.0.0.32 software:

CQ Number	Description of Issue
CQ62246	Ring on multimedia only setting ignored if incoming call has no CLI
CQ39404	PhoneManager Pro not popping ICLID information to External Program on a blind transfer from HG
CQ39697	Issue using drag and drop to transfer calls to speed dial tabs
CQ60873	PMPro agent mode - base extension number lost on restart if User name is 10 chars or longer
CQ65087	When PhoneManager uses a Speed Dial with an associated PIN number the Tag field displays the PIN code!
CQ65585	Call lists not populated in Phone manager when dial string terminated with a #
CQ65826	Unable to retrieve message when using the GUI.
CQ39544	Outcalling ring times are inconsistent
CQ66631	Phone Manager Softphone will not register when the User has a password programmed. Running on VISTA
CQ39568	Deleted Hunt Group messages remain displayed in Phone manager until it is restarted.
CQ39732	Phonemanager profile does not record change of type correctly.
CQ66961	4.2 IP SoftPhone will reset the ‘Core’ RTP sequence number after SoftPhone actions on the call (E.g - Hold)

CQ67055	No TX from 4.2.12 IP Softphone when call is made immediately after dropping previous call
CQ65556	Phone manager - Voicemail Tab does not show Group messages
CQ66413	PhoneManager dialling screen - Spanish Translation issues
CQ65775	Issue with DND and logged off users not reflected in the Phone Manager status of a logged off user .
CQ66863	Esc no longer clears group calls from a PMPro user
CQ65466	Soft Console - Selecting IPOffice Directory + Outlook contacts only shows the Outlook contacts

4 Known Issues

The following are known issues when the IP Office is configured as a HTTP server and using Manager as the TFTP server with 1600 series telephones:

The language files will not upload correctly to a 1600 series telephone. The telephone will display a HTTP 905 message when attempting to load the necessary files.

1600 series telephones may not upgrade or load the latest changes from the 46xxsettings.txt file. During the HTTP/TFTP conversion process the telephone settings files and software are created with an extension of .http in the Manager installation folder. For example, 46xxsettings.txt.http. These files are not deleted automatically. A 1600 series telephone will then upload the existing .http files instead of the updated file.

These issues are resolved in a Manager critical patch 6.2(114801) which is available from the Avaya Support website.

5 Technical Notes

5.1 Upgrade IP Office Admin CD

The Admin CD will detect previous installed versions and upgrade automatically. Previous release 3.2 Admin will require to be uninstalled and then reinstalled using the 4.2(11) Admin CD. It is not necessary to restart the PC after upgrading unless instructed to do so.

5.2 IP Office Expansion Unit Compatibility

All IP Office expansion units must be upgraded corresponding to the CPU software.

5.3 Upgrade of IP Office systems with limited RAM

The binaries supplied since IP Office 3.1 have grown substantially in size, in most cases by almost 400 KB. Future upgrades using the “Validate” option may not be possible due to a lack of available space in RAM to store the binary during the upgrade.

To overcome this issue when upgrading if a system has insufficient RAM to hold the images, the administrator is presented the option to restart the system into ‘Offline Mode’, which will free up enough memory to allow the upgrade to take place.

When the Upgrade Wizard runs you will notice that it will perform an “initial check”, this is the stage at which it is checking for available RAM. When a system is in offline mode this is indicated by in the ”Type” column of the upgrade wizard. Offline Mode is only supported from IP Office release 3.1. If the Manager application detects that “offline

mode" is necessary any expansion modules selected for upgrade will be deselected and will need to be upgraded after the IP Office main unit has upgraded.

An offline system only provides the services required to perform the upgrade and will not provide full telephony functionality. Remote upgrades (dial up connections) are possible in offline mode.

If a unit is restarted while in Offline mode it will restart in normal mode. If the IP Office unit receives no communication from the upgrade wizard for 15 minutes when in offline mode, the unit will restart into normal mode.

The Upgrade wizard does not automatically track the status of a unit entering Offline Mode. The 'Refresh' button should be used to determine when the system has restarted into offline mode. When the upgrade wizard confirms the system is in offline mode the upgrade can proceed as normal.

Offline mode is not recommended for upgrading multiple IP Office systems in a single operation. Each system should be upgraded in turn.

5.4 Upgrade Instructions for VoiceMail Pro

The VoiceMail Pro must be at a minimum of 4.0 GA before automatic upgrades can be performed to this maintenance release.

Running VoiceMail Pro CD 4.2(24) will automatically detect the previous build as stated above and upgrade automatically. It is always advisable to back up the VoiceMail Pro configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading to VoiceMail Pro 4.2(24) please ensure that all applications running on the VoiceMail Pro server PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

6 Assistance

6.1 Documentation and Software

Documentation and Software can be downloaded from:

http://avaya.com/support

1. Select FIND DOCUMENTATION and DOWNLOADS by PRODUCT NAME
2. Select IP Office
3. Select the Software release required
4. Select the Documentation Categories required

Software can also be ordered on CD/DVD if required.

7 Known Caveats

IP Office Caveats are detailed online at:

http://marketingtools.avaya.com/knowledgebase/caveats

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