



IP Office Technical Bulletin

Bulletin No: 226
Release Date: 20th August 2020
Region: Global

General Availability(GA)- IP Office Release 11.0.4 Service Pack 4

Avaya is pleased to announce the availability of Service Pack 4 for IP Office Release 11.0.4 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 11.0 GA releases.

1 Overview

IP Office Release 11.0.4 Service Pack 4 incorporates new software for:

- IP Office Core Switch 11.0.4.4.0 Build 6
- IP Office Server Edition 11.0.4.4.0 Build 6
- IP Office Application Server 11.0.4.4.0 Build 6
- Unified Communications Module 11.0.4.4.0 Build 6
- Preferred Edition (VoiceMail Pro) 11.0.4.4.0 Build 4
- one-X Portal 11.0.4.4.0 Build 10

The IP Office Administration 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 V2 and Server Edition Systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version	Updated in this build
IP Office Firmware (Table 2 lists specific details)	11.0.4.4.0 build 6	Yes
Manager	11.0.4.4.0 build 6	Yes
SSA	11.0.4.4.0 build 6	Yes
SysMonitor	11.0.4.4.0 build 6	Yes
Java Run Time Environment	7.0 Update 25 (1.7.0.25)	No
2410 Phone Firmware	R6 - 030609	No
2420 Phone Firmware	R6 - 030609	No
5410 Phone Firmware	R6 - 030609	No
5420 Phone Firmware	R6 - 030609	No
1403 Phone Boot Firmware	03	No
1403 Phone Application Firmware	R07 (vintage 7)	No
1408 Phone Boot Firmware	25	No
1408 Phone Application Firmware	R48 (vintage 16)	No
1416 Phone Boot Firmware	25	No
1416 Phone Application Firmware	R48 (vintage 16)	No
14xx Phone Language	R10_v11_Pack01	No
14xx Chinese (GB) Phone Font File	R02_v01	No
9504 , 9508 (HW Variant 1 & 2) Phone Boot Firmware	R15 (vintage 30)	No
9504 , 9508 (HW Variant 3) Phone Boot Firmware	R17 (vintage 1)	No
9504 , 9508 Phone Application Firmware	R60 (vintage 13)	No
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware	2.9.1 (2.9 SP1)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW VPN Phone Firmware	2.3.252	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware – Boot Code - Supplied for use with VPN firmware	2.3	No
4620 (Not 4620SW)	2.3	No
4625 Phone Firmware	2.9.1 (2.9 SP1)	No
4601, 4602D, 4602SW, 5601, 5602D and 5602SW Phone Firmware	2.3	No
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.9.1 (2.9 SP1)	No
1603, 1608, 1616 Phone Firmware – Boot Code	1.350B (1.3 SP5)	No
1603, 1608, 1616 Phone Firmware – Application	1.350B (1.3 SP5)	No
1603I, 1608I, 1616I Phone Firmware – Boot Code	1.3110A (1.3 SP11)	No
1603I, 1608I, 1616I Phone Firmware – Application	1.3110A (1.3 SP11)	No
1603, 1608, 1616 Phone Language Files	69	No
1616 Button Module 32 App	1.1.0	No
9620, 9630, 9640, 9650 Phone Firmware - Boot Code	3.2.8	No
9620, 9630, 9640, 9650 Phone Firmware - Application	3.2.8	No
9620D01A, 9630D01A Phone Firmware - Boot Code	3.2.2	No
9620D01A, 9630D01A Phone Firmware - Application	3.2.2	No

Delivered Software or Package	Version	Updated in this build
9620, 9630, 9640, 9650 Phone Language Files	76	No
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V29R36 (6.8)	No
9608, 9611, 9621, 9641 Phone Firmware – Application	6.8.3.04 (6.8)	No
9608, 9611, 9621, 9641 Phone Language Files	132	No
3641/3645	117.058	No
HAT	4.1.4	No
AVPP	17x.040	No
T3 IP Phone Firmware	T247	No
T3 IP Phones Admin Tool	3.08	No
3701 Phone Firmware	22.04.04	No
3711 Phone Firmware	91.24.31.04	No
3711 Global Phone Firmware	91.24.36	No
3711 USB Driver	0.8	No
IP DECT - ADMM Firmware	1.1.13	No
IP DECT - ADMM Java Configuration	1.1.13	No
IP DECT – ADMM DECT Monitor	1.4	No
3720 Phone Firmware	4.7.2	No
3725 Phone Firmware	4.7.2	No
3730 Phone Firmware	2.5.16	No
3735 Phone Firmware	2.5.16	No
3740 Phone Firmware	4.8.17	No
3749 Phone Firmware	4.8.17	No
3720 Template	0.5	No
3725 Template	0.5	No
3740 Template	0.2	No
3749 Template	0.2	No
IPBS 1 Boot Firmware	10.4.6	No
IPBS 1 Firmware	10.4.6	No
IPBS 1 Downgrade Firmware	10.2.9	No
IPBS 2 Boot Firmware	10.4.6	No
IPBS 2 Firmware	10.4.6	No
IPBS 2 Downgrade Firmware	10.4.3	No
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.4.6	No
DECT R4 - IPBL (DECT Gateway) Firmware	10.4.6	No
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	10.4.3	No
DECT R4 - GRBS (ISDN RFP) Firmware	P7C 3/40	No
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3B 3/80	No
AIWS Firmware	2.73	No
AIWS2 Firmware	4.7.0	No
WinPDM (Windows Portable Device Manager)	3.12.2	No
Rack Charger Firmware	2.0.7	No
Advanced Charger Firmware	2.0.7	No
3720 Translation Tool	29	No
3725, 3740, 3749 Translation Tool	38	No
3730 Translation Tool	49	No
3735 Translation Tool	49	No
3720 Downloadable Languages	29	No
3725, 3740, 3749 Downloadable Languages	38	No
3730 Downloadable Languages	49	No
3735 Downloadable Languages	49	No
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No
1120E	4.04.23.00	No

Delivered Software or Package	Version	Updated in this build
1140E	4.04.23.00	No
1220/1230	4.04.23.00	No
D100_BS_MS	1.2.7	No
D100_BS_SL	0.9.6	No
B179	2.4.1.5	No
E159	8.25.2	No
E169	8.25.2	No
E129	1.25.2.26	No
H175 Phones		
H175	1.0.2.3	No
J100 Phones		
J129	4.0.4.0.10	No
J139	4.0.4.0.10	No
J159	4.0.4.0.10	No
J169	4.0.4.0.10	No
J179	4.0.4.0.10	No
JEM24	4.0.4.0.10	No
Kxxx Phones		
K155	2.0.0.0.4550	No
K165/K175	2.0.0.0.4029	No

Table 2: Firmware deliverables

ip500v2_be.bin	11.0.4.4.0 build 6
ip500v2_se.bin	11.0.4.4.0 build 6
avdcpb2.bin	11.0.4.4.0 build 6
dvppots.bin	11.0.4.4.0 build 6
naatm16.bin	11.0.4.4.0 build 6
nadcpV2.bin	11.0.4.4.0 build 6
nadcpaV1.bin	11.0.4.4.0 build 6
nadcpaV2.bin	11.0.4.4.0 build 6
dsaupnV1.bin	11.0.4.4.0 build 6
nadcpv2.bin loader update version	3.2(999)

2 IP Office Resolved Field Issues

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

2.1 IP Office 11.0.4.4.0 build 6 – Resolved field issues

The following field issues have been addressed in this release of IP Office:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-159936	System Restart due to Memory Leak
IPOFFICE-159567	System Restart due to DNS address handler problem
IPOFFICE-159555	Directory name is not displayed if the directory entry contains number having bracket and if the receiving call is over SIP trunk
IPOFFICE-159459	RTP steam remains active after call is cleared
IPOFFICE-159298	System Restart with 3rd Party Softphone
IPOFFICE-159289	Incoming Call via SIP Trunk via ACCS Send original caller ID cannot be configured
IPOFFICE-159260	System Restart SE - Restart when clearing a mobile twin call following an attempted transfer
IPOFFICE-159182	System Restart when trying to unregister a SIP phone
IPOFFICE-159017	System Restart: With error message "Siptcp user not found, socket context creation failed"
IPOFFICE-158928	AWS Partner Hosted - Email alarms sent out continuously for Alarm Clear relating to System and Additional hard drive
IPOFFICE-158668	EWS 2013: Visual Voice Listen does not display New/Old/Saved Messages
IPOFFICE-158572	System Restart related to Devlink3 output for ACCS call
IPOFFICE-158341	PRI incoming call blind transferred from J179 phone over SCN to 9508 telephone have no audio
IPOFFICE-156874	Manager application exits abruptly when a configuration save is attempted.
IPOFFICE-155913	One-way speech on J-series phones following connection to centralized queue announcements
IPOFFICE-155887	System Restart 500v2 due to a Race condition
IPOFFICE-150659	Request URI Cancel Header unrecognised by SBC
IPOFFICE-160180	System Restart with T series telephones
IPOFFICE-160130	System Restart caused by Network Provider closing a SIP call that was already closed at extension level
IPOFFICE-160091	System Restart when certain sequence of updating SIP terminals
IPOFFICE-159925	System Restart due to incorrect SIP handling messages
IPOFFICE-159919	System Restart during registration with an empty SIP message
IPOFFICE-159616	NonUniform Display Name vs User part in Sip from field in Invite caused by ICR
IPOFFICE-159428	System Restart with error message "Siptcp user not found"
IPOFFICE-159329	System Restart due to Memory leak

IPOFFICE-159312	System Restart when system tries to enable CMCDRListener(using Sockets) before creating the Sockets task
IPOFFICE-159248	Cannot save config using IPO Manager if Windows Language is in Chinese
IPOFFICE-159209	IPO rejects provider SIP INVITE with code 400 Bad Request
IPOFFICE-159203	Incoming Call via SIP Trunk call rejected by Service Provider
IPOFFICE-159081	System Restart due to "PlatformConnectionPoint"
IPOFFICE-158479	TAPI Timer GAP cause dead calls
IPOFFICE-157468	System Restart 500v2 due to Memory corruption
IPOFFICE-159607	DTMF tones not recognized for outgoing call from J1XX SIP stimulus phones
IPOFFICE-159572	Auto sync users to Avaya Spaces does not work in 11.0
IPOFFICE-160109	SSA shows wrong DDI in configuration alarms related to missing ICR entry
IPOFFICE-159844	CA certificate generated between 29 - 31 dec.2019 is invalid
IPOFFICE-158308	Secondary Server Web Manager and WebLM services in "stopped" state after upgrade
IPOFFICE-159870	Cyrillic characters aren't displayed correctly on J100 phones when incoming calls are routed via an ACCS
IPOFFICE-156286	Resilience issue for J100 Stimulus phones

2.2 Voicemail Pro (Preferred Edition) 11.0.4.4.0 Build 4 – Resolved field issues

The following field issues have been addressed in this release of IP Office:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-160186	Contact Recorder to Media Manager migration failing
IPOFFICE-160067	Media Manager Recordings tab filter "Parties" is returning Error
IPOFFICE-160002	IP Office 11.0.4.2: Intermittently recordings are not getting moved to additional HDD
IPOFFICE-159014	Media Manager does not free up disk by deleting old recordings when full

2.3 Manager /Web Manager 11.0.4.4.0 build 6 – Resolved field issues

The following field issues have been addressed in this release of IP Office:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-160246	Web Manager HTTP/HTTPS backup fails
IPOFFICE-159923	Web Manager: Extensions page would not load
IPOFFICE-159879	Contact Recorder Migration to Media Manager Fails
IPOFFICE-159496	Media Manager option is not showing under Applications tab of the Web Manager
IPOFFICE-159390	Cannot add user Short Codes from IP Office Web manager
IPOFFICE-159305	Manager - any setting in SIP Line changes DTMF setting on SIP trunk

IPOFFICE-154290	Playing back MM recordings via self admin crashing server
IPOFFICE-160088	Web manager Resiliency Administration fails with HTTP 401 code
IPOFFICE-158687	IP Office Web Self Administration reply recording for group not working
IPOFFICE-157900	Manager error "HTTP request failed: 404 Not Found"
IPOFFICE-159245	SIP Line URI tab unable to set 1024 maximum
IPOFFICE-158913	Unable to access the configurations using Manager with SE Central Access mode enabled

2.4 Applications/Desktop Integration – Resolved field issues

The following field issues have been addressed in this release of IP Office:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-150767	IPO Server Edition - One-X mobile stuck on a call
IPOFFICE-158758	Cannot start an outgoing call from ACW client when there is an incoming call alerting - when attempted both calls cleared on ACW

3 Known Issues

There are no known issues in this release.

4 Technical Notes

4.1 Licensing Considerations

IP Office Releases 10.0 to 11.0 supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous major release you must migrate all IP Office licences to R10 PLDS licences.

Pre-R10.0 Server Edition customers planning to use WebLM licencing will need to obtain a WebLM Host ID **before** the upgrade for generating the licences. The WebLM Host ID is the MAC address of the WebLM server. In a virtual environment, the WebLM Host ID is a virtual MAC address that starts with the letter "V". The WebLM Host ID must be used when generating a PLDS license file for the WebLM server, in order to implement a centralized licensing scheme for multiple IP Office systems.

For further information please see Appendix A "Licensing" of the Avaya IP Office Platform Release 11.0 Release Notes or the "Administering Avaya IP Office Platform with Web Manager" manual available from the IP Office Knowledgebase.

4.2 Upgrading IP Office IP500 V2 core software

When upgrading to Release 11.0 from a previous release an upgrade license is required. It is recommended that the IP Office Release 11.0 Software Upgrade license is installed before upgrading the system. Although the license key may not be recognized immediately by the system running an earlier major release of software, it will be recognized when the system is upgraded to Release 11.0.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 11.0:

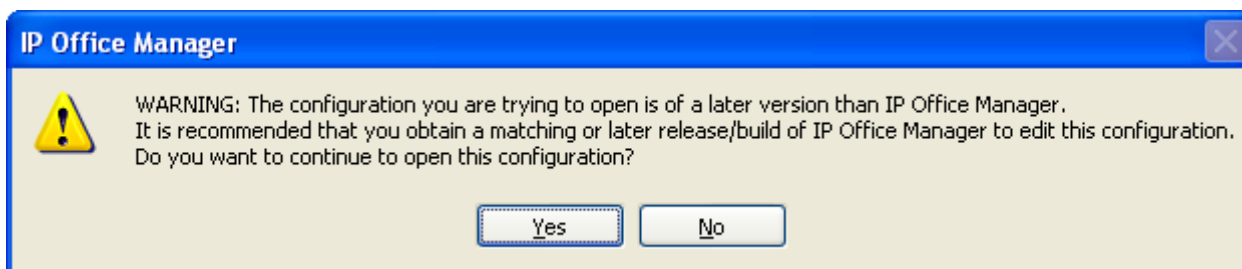
Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
IP500 V2	9.0.0.0 and later	-	Load 11.0
All modules	9.0.0.0 and later	-	Load 11.0

Note: IP500 V2 control units identified as PCS 14 and below must first install Release 8.1(65) (or higher 8.1) or any Release 9.0 before upgrading to Release 11.0. This will expand the loader to accommodate the 11.0 software image. If the control unit has not been used previously, care should be taken to ensure that no calls are made before the upgrade to Release 11.0; otherwise the system will require an upgrade license despite being "new".

For further information please see the "Upgrading Systems" section of the IP500 V2 Installation manual available from the IP Office Knowledgebase.

4.3 Upgrading IP Office Administration

Previous GA releases of IP Office before 10.1.0.3.0.2 Manager are not compatible with systems running this release. Before upgrading an IP Office system to release 11.0, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 11.0 release with an earlier version of Manager:



The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 11.0. It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office system software ensure a backup of the system configuration exists.

Note: All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

4.4 Upgrade instructions for IP Office one-X Portal

Any previous versions must be upgraded to 9.0 first before upgrading to this release. Further information can be found in the “Implementing one-X Portal for IP Office” manual available from the IP Office Knowledgebase.

4.5 Upgrade Instructions for Server Edition and Applications Server

If using a DVD to install this release of IP Office Server Edition and Applications Server, you can upgrade directly from the previous GA release (10.0 or 10.1) For further information, please refer to the “IP Office Application Server 10.0 Installation and Maintenance” and the “Upgrading” section of the “Deploying IP Office Server Edition Solution” manual available from the IP Office Knowledgebase. Upgrades are supported from the latest service packs of 10.0, 10.1 and 11.0.

Warning: In all cases, always backup all application data to a separate location before upgrading. Note: for systems running a version prior to 10.0 latest SP an upgrade to 10.0 latest SP is required.

Web Manager Upgrade Instructions

If you are upgrading IP Office Server Edition or Application Server using Web Manager, please read the following guidelines.

Note: If the system is currently running IP Office 9.1 software, the following steps are not required. It is only applicable for systems running either IP Office release 8.1 or 9.0 software.

The following instructions describe the process for upgrading an IP Office Server Edition system that is running either release 8.1 or 9.0.

1. Transfer the ISO image.
2. Start an Upgrade of the Primary system.
3. During the Upgrade, monitor the progress on Web Manager.
4. After the upgrade, Web Manager will trigger the post-upgrade step.
5. Login to Web Manager.
6. A warning will appear that a post-upgrade step is needed.
7. Check if a link Complete for post-upgrade step appears. If not and a progress bar is shown, then the post-upgrade was successfully triggered automatically by Web Manager.
8. If that link appears, click and trigger the post-upgrade.
9. After the post-upgrade step, a reboot can be triggered automatically.
10. Follow the same steps from 2 to 9 for the other systems from the solution.

The following services will be added to IP Office Server Edition on completion of the process:

- IP Office Web Collaboration
- IP Office WebRTC
- IP Office Contact Store
- IP Office Web License Management
- IP Office Media Manager

Upgrading a Virtual Server Edition System or Applications Server

If you are upgrading a Virtual Server Edition system or Applications Server and the system has been through a number of previous upgrades that introduced new Linux kernels, the upgrade report may indicate that the yum process died before completion. This is because the /boot partition is almost full.

To resolve this, please see “Upgrading an OVA” on page 25 of the IP Office Platform Release 10.0 Release Notes.

Note: This procedure is not required if the system is running version 9.1.7 or later version of software prior to the upgrade to Release 11.0

5 Assistance

5.1 Software and Documentation

Release 11.0.4 Service Pack 4 software can be downloaded using the following link to the Avaya Support web site:

<http://support.avaya.com>

All IP Office product documentation is available from the IP Office Knowledgebase:

<https://ipofficekb.avaya.com>

5.2 Future Service Packs

IP Office Release 11.0.4 Service Pack 5 is currently scheduled for release November 2020.

5.3 Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
Issue 1	12 th August 2020	First published edition.

Issued by:
Avaya SME Customer Product Engineering Support
Contact details:-

EMEA/APAC

NA/CALA

Email: gsstier4@avaya.com

Email: IPONACALAT4@avaya.com

Internet: <http://www.avaya.com>

© 2020 Avaya Inc. All rights reserved.