



**Avaya IP Office™ Platform Release 11.1
Service Pack 1 –
Release Notes / Technical Bulletin 227
General Availability**

Issue 005



1	Contents	2
1	Contents.....	2
2	Document changes	4
3	Introduction	4
4	Important Information – Avaya IP Office Server Edition Upgrade	4
5	What’s New.....	5
5.1	ACCS / IP Office Azure Offer (Subscription).....	6
5.2	R11.1 CentOS 7 Upgrade Process.....	6
5.3	ICU Retain Configuration.....	6
5.4	Powered By IP Office.....	6
5.5	CTI Control of IX Workplace Clients on IP Office	7
5.6	Emergency View – Kari’s Law	7
5.7	Avaya IX Workplace – Domain migration to avayacloud.com	7
5.8	Avaya Endpoints and Clients:	7
6	Security	7
7	Build Versions	8
7.1	IP Office 11.1 GA Software Versions	8
7.2	IP Office Module Firmware	8
7.3	Phone Firmware Support	9
8	Upgrading to IP Office R11.1 SP1	13
9	Supported Releases	13
10	Supported OS and Browsers	13
10.1	Windows (PC).....	13
11	Supported Hardware.....	17
12	Known Issues and Workarounds.....	18
12.1	General.....	18
13	Resolved issue.....	20
14	Technical Notes.....	22
14.1	Licensing.....	22
14.2	Upgrading IP Office Administration.....	22
14.3	Upgrade Instructions for IP Office one-X® Portal	22
14.4	Upgrade Instructions for IP Office Server Edition and Application Server.....	22

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14.5	Upgrade Instructions for using WebLM Licensing	23
14.6	Avaya USB Creator Tool	23
14.7	Upgrade Instructions for IP Office Unified Communications Module (UCM)	23
14.8	Installation Instructions for Avaya Communicator for Microsoft Lync	24
15	Languages Added	24
16	Documentation errata	25
17	<i>Contacting support</i>	25
17.1	Contact Support Checklist	25
18	Contact Support Tasks	26



2 Document changes

Date	Description
Aug 20th, 2020	Document issued – Issue 001
Aug 20 th 2020	Issue 002 – correct VM Pro version in the Build Versions table.
Sept 4 th 2020	Issue 4 - Up Issued UCM to build 96 – with one-X Build 17 for UCM Only
Sept 11 th 2020	Issue 5 – corrected Server 2016 support for VM Pro UMS Clients

3 Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office™ Platform Release 11.1 Service Pack 1. Avaya's offer is referred to as "IP Office R11.1 SP1" throughout this document.

For a full, detailed product description for Avaya IP Office 11.1 Service Pack 1 see the following URL.

<https://sales.avaya.com/en/pss/ip-office>

4 Important Information – Avaya IP Office Server Edition Upgrade

- IP Office for Linux (Server Edition, Virtualize Server Edition, Select)

Avaya IP Office R11.1 SP1 Server Edition is based on the CentOS 7 operating system. To upgrade from an earlier release the system must first be upgraded to Avaya IP Office 11.0.4 Service Pack 4 and the maintainer must follow the IP Office 11.1 SP1 Server Edition upgrade process. <https://downloads.avaya.com/css/P8/documents/101065904>

- Avaya IP Office VM Pro Call Flows:

Following upgrade to R11.1 SP1 it has been observed that some systems that have a dedicated VM Pro callflow may experience an issue where the start points are not followed.

Post upgrade please make a test call that targets a callflow start point. If this call does not connect as expected please take the following steps:

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1. Login through Voicemail Pro Windows client to Voicemail Server running on SE solution
2. When asked to download the callflow, please select download to allow download of the call flow from the server.
3. Post successful download of callflow, please click “save and make live” from the toolbar to make the current callflow active on the system.
4. Make a second test call to the VM Pro start point and verify the call now targets correctly.
5. Logout from the Voicemail Pro thick client.

5 What's New

Avaya IP Office 11.1 Service Pack 1 delivers a number of features and enhancements.

These are summarized in the table below.

IP Office Premises
<p>Core Content:</p> <ul style="list-style-type: none">• Support for the ACCS/IP Office Azure Offer (Subscription)<ul style="list-style-type: none">○ Note: Channel Marketplace will support ACCS with an August 31, 2020 update• R11.1 CENTOS7 Upgrade Process• Retain Configuration is now default during ICU• Powered By:<ul style="list-style-type: none">○ Amazon Powered By and Amazon CPE○ OVA (VMWare) Powered By and CPE• EmergencyView (Kari's Law) in both Basic and Standard Edition IP Office <p>Clients and End points:</p> <ul style="list-style-type: none">• IX™ Workplace:<ul style="list-style-type: none">○ Avaya Spaces domain migration to avayacloud.com• Vantage 2.2 SP3 and Vantage Connect Button Module Integration• J100 4.0.6• B199 IP Conference phone 1.0 Feature Pack 2• CTI Control of IX Workplace Client

Note 1: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 11.1 SP1 are supported on all Editions, platforms and phones - please see each feature's description for details.

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Note 2: The R11.1 SP1 software will support planned HW components and parts upgrade planned for late CY20. Advanced notice to the business partner for cut over timeframe will be communicated through the IP Office Offer Document update.

5.1 ACCS / IP Office Azure Offer (Subscription)

Channel Marketplace will support ACCS / IP Office on 31st August with an August 2020 update.

Subscription Support:

- Azure hosted Primary and ACCS, Partner or Customer Hosted
- Azure hosted Primary + Secondary and ACCSx2, Partner or Customer Hosted
- Azure hosted ACCS, Partner or Customer hosted, IP Office SE on customer site
- **ACCS + Standalone IP500 V2 not supported**

5.2 R11.1 CentOS 7 Upgrade Process

- Simple, reliable and repeatable; can be followed by T1/2 support without specialist knowledge
- Platforms supported: Server Edition Primary, Secondary, Expansion, Linux Apps server, UCMv1 UCMv2, CPE OVA, CPE AMI, Powered By OVA, Powered By AMI.
- Upgrade from 11.0.4.4 as starting version, no need for licenses.
- Minimize downtime.
- Re-use of upgrade media possible without technician intervention

5.3 ICU Retain Configuration

When ICU is started on an existing system the checkbox for 'Retain Configuration' is unchecked. With R11.1 SP1 Retain Configuration will be checked by default.

5.4 Powered By IP Office

With R11.1 SP1 the following virtualised images will be supported:

- CPE:
 - OVA (VMWare) and AMI (Amazon)
- Powered By:
 - OVA (VMWare) and AMI (Amazon)

5.5 CTI Control of IX Workplace Clients on IP Office

This allows the IX Workplace client to be controlled by another application (e.g. ACCS or IPOCC agent UI; IPO soft console; 1XP; Outlook plug-in or Call Assistant).

5.6 Emergency View – Kari’s Law

Primarily a US Requirement – Kari’s Law provides a method for indicating outbound emergency (911) calls to a security desk. Supported in all editions.

5.7 Avaya IX Workplace – Domain migration to avayacloud.com

In IP Office R11.1 SP1 the default Spaces domain has been migrated to avayacloud.com IP Office Manager, Web Manager and IX Workplace clients will now reflect this domain.

5.8 Avaya Endpoints and Clients:

With R11.1 SP1 the following Endpoints and Client versions are supported:

- J1xx series 4.0.6
- B199 1.0 FP2
 - Simplified sleep mode
 - Configure re-sync interval via provisioning and import
 - QoS
- Vantage 2.2 SP3
 - Button Module support

6 Security

For detailed information on implementing and maintaining IP Office Platform security, please refer to [Avaya IP Office Platform Security Guidelines](#) posted on the IP Office Knowledgebase link below.

<http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html>



7 Build Versions

7.1 IP Office 11.1 GA Software Versions

Component	Version
Admin CD	11.1.0.1 Build 95
VMPPro (Linux)	11.1.0.1 Build 10
One-X Portal (Linux)	11.1.0.1 Build 14
Server Edition DVD	11.1.0.1 Build 95
Server Edition OVA	11.1.0.1 Build 95
Server Edition Virtual Image Partner Hosted (PH_OVA)	11.1.0.1 Build 95
Unified Communication Module	11.1.0.1 Build 96
SoftConsole	11.1.0.1 Build 2
Media Manager	11.1.0.1 Build 95
Avaya one-X Web Client	11.1.0.1 Build 14
Avaya Communicator for Windows	2.1.4.0 Build 324
Avaya Communicator for iPad	2.0.7
Avaya Communicator for Web	1.0.20.1722
Avaya Aura System Manager for IP Office	8.1
IP Office Contact Center (IPOCC)	10.1.2.0
Avaya Contact Center Select (ACCS)	7.1.0.1
Radvision XT500 / 4300 / 7100	8.3.8.57
Avaya one-X Mobile Preferred for IP Office (Android version)	10.0.0.5.224
Avaya one-X® Mobile Preferred for IP Office (iOS version)	4.1.12.769
WebLM Server	8.1
IX Workplace (Windows/Mac/IOS/Android)	3.9.1
Cloud Operation Manager	11.1.0.1 build 3

7.2 IP Office Module Firmware

Module	Version
IP500V2	11.1.0.1 Build 95
POTSV2 Module	11.1.0.1 Build 95
DCPV2 Module	11.1.0.1 Build 95
ATM Module	11.1.0.1 Build 95



DS30/16 V2 Module	11.1.0.1 Build 95
DS30A/16A BST Module	11.1.0.1 Build 95
DS30B/16B Module	11.1.0.1 Build 95

7.3 Phone Firmware Support

Phone Model	Version
1600 H.323 Phone Firmware (Separate Boot Code and App)	
1603 & 1608 & 1616 Boot Code	1.350B
1603 & 1608 & 1616 App	1.350B
1603-L & 1608-L & 1616-L Boot Code	1.3110A
1603-L & 1608-L & 1616-L App	1.3110A
1616 Button Module 32 App	1.1.0
1600 Phone Language Files	502
9600 H.323 Phone Firmware (Separate Boot Code and App)	
9620 & 9630 Boot Code	3.2.2
9620 & 9630 App	3.2.2
9640 & 9650 Boot Code	3.2.8
9640 & 9650 App	3.2.8
9620D01A & 9630D01A Boot Code	3.2.8
9620D01A & 9630D01A App	3.2.8
9600 Phone Language Files	76
96x1 H.323 Phone Firmware (Separate Kernel and App)	
9608 & 9611 & 9621 & 9641 Kernel – Not capable for SHA2	S96x1_UKR_V25r10_V25r10
9608 & 9611 & 9621 & 9641 Kernel – Capable for SHA2	S96x1_UKR_V29r36_V29r36
9608 & 9611 Application – Not capable for SHA2	S9608_11HALBR6_6_1_15_V474
9621 & 9641 Application – Not capable for SHA2	S9621_41HALBR6_6_1_15_V474
9608 & 9611 Application	S9608_11HALBR6_5_0_06_V474
9621 & 9641 Application	S9621_41HALBR6_5_0_06_V474
96x1 Phone Language Files	148
Sonic Firmware	S9608_11_HALKRR6_8_3_04
11x0 & 12x0 SIP Phone Firmware	
1120	04.04.23
1140	04.04.23
12x0	04.04.23
B1x9 Firmware	
B179	2.4.3.5
B199	1.0 FP2

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DECT D100 Firmware	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
J129 Firmware	R4_0_6_08
J139 Firmware	R4_0_6_08
J159 Firmware	R4_0_6_08
J169 Firmware	R4_0_6_08
J179 Firmware	R4_0_6_08
DCP Phone Firmware	
1403	Application R07
1403	Boot 03
1408	Application R48
1408	Boot 25
1416	Application R48
1416	Boot 25
9500	Application R60
9500	Boot R17
9500	Zarlink R0_09
DCP Phone Languages	
14xx	R10_v11_Pack01
DCP Phone Font Files	
14xx Chinese (GB)	R02_v01
14xx Korean (KSC)	R02_v01
14xx Japanese (JIS)	R02_v01
IP DECT Phone Firmware/Tools	
Avaya 3701	22.04.04
Avaya 3711	91.24.31.04
Avaya 3711 Global	91.24.36
Avaya 3711 USB Driver	0.8
IP DECT ADMM Firmware/Tools	
IP DECT - ADMM Firmware	1.1.13
IP DECT - ADMM Java Configuration	1.1.13
IP DECT - ADMM DECT Monitor	1.4
DECT R4 Phone Firmware/Tools	
Avaya 3720	4.7.2
Avaya 3725	4.7.2
Avaya 3730	2.5.16



Avaya 3735	2.5.16
Avaya 3740	4.8.17
Avaya 3745	4.8.17
Avaya 3749	4.8.17
Avaya 3720 Template	0.5
Avaya 3725 Template	0.5
Avaya 3730 Template	0.1
Avaya 3735 Template	0.1
Avaya 3740 Template	0.2
Avaya 3745 Template	0.1
Avaya 3749 Template	0.2
DECT R4 Firmware/Tools	
DECT R4 - IPBS1 Boot Firmware	10.4.6
DECT R4 - IPBS1 Firmware	10.4.6
DECT R4 - IPBS1 Downgrade Firmware	10.4.3
DECT R4 - IPBS2 Boot Firmware	10.4.6
DECT R4 - IPBS2 Firmware	10.4.6
DECT R4 - IPBS2 Downgrade Firmware	10.4.3
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.4.6
DECT R4 - IPBL (DECT Gateway) Firmware	10.4.6
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	10.4.6
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80
DECT R4 - AIWS Firmware	2.73
DECT R4 - AIWS2 Firmware	4.7.0
DECT R4 - WinPDM (Windows Portable Device Manager)	3.13.2
DECT R4 - Rack Charger Firmware	2.0.7
DECT R4 - Advanced Charger Firmware	2.0.7
DECT R4 - Avaya 3720 Translation Tool	29
DECT R4 - Avaya 3725/3740/3749 Translation Tool	40
DECT R4 - Avaya 3720 Downloadable Languages	29
DECT R4 – Avaya 3730, 3735 Translation Tools	49
DECT R4 - Avaya 3725/3740/3749 Downloadable Languages	40
DECT R4 - Company Phonebook Tool	9
DECT R4 - Avaya 3730/3735 Downloadable Languages	49
DECT R4 - Local Phonebook Tool	1
Wi-Fi Phone Firmware/Tools	
3641/3645	117.058



HAT	4.1.4
AVPP	17x.040
H175 Phone Firmware	
H175	1.0.2.3
K1x5 Phone Firmware and Applications	
K1x5 2.2 SP3	2.2.0.3.7x53



8 Upgrading to IP Office R11.1 SP1

IP Office Support Services (IPOSS) customers entitled to IP Office software updates/upgrades under a current support agreement will be upgraded in accordance with the terms of their support contract.

Customers operating earlier releases of IP Office software without an IPOSS contract will need to purchase an upgrade to get to IP Office R11.0/10.1.

The terms and conditions of the IP Office Support Services offer and how to purchase support coverage can be found on the link below.

<https://sales.avaya.com/en/pss/ip-office-support-services?view=collateral>

9 Supported Releases

IPOSS policy will continue as N-1 as it includes maintenance and configuration support if needed, and provide upgrade entitlement to R11.1. There are no additional Service Packs planned for R10.1 after April 2020.

10 Supported OS and Browsers

10.1 Windows (PC)

Operating System Editions and Service Packs

Note 1 – from IP Office 11.1 Microsoft Windows 7 is no longer supported

Operating System	Service Pack	Editions
Windows 8.1	N/A	Pro, Enterprise
Windows 10		Pro (SMB), Enterprise
Server 2012	N/A	Standard
Server 2012 R2	N/A	Standard
Server 2016	N/A	Standard and Essentials

Server 2008R2 (64 Bit) is no longer supported

Operating System Support - Server Components

Application	Win 7		Win 8.1(2)		Win 10		Server 2012/2012R2(1)	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	
Preferred Edition Server (VMPro)	VM Pro for Windows Not Supported from 11.1							
Standalone	X	X	✓	✓	✓	✓	✓	✓
... Plus UMS	X	X	X	X	X	X	✓	✓
... Plus Campaigns	X	X	X	X	X	X	✓	✓
... with IMS	X	X	X	X	X	X	X	X
... MAPI service for VMPro on Linux	X	X	X	X	X	X	✓	✓
one-X® Portal for IP Office Server	One-X Portal for Windows Not Supported from 11.1							
TAPI – 1st Party	X	X	✓	✓	✓	✓	✓	✓
TAPI - 3rd Party	X	X	✓	✓	✓	✓	✓	✓
TAPI – WAV (3)	X	X	✓	X	✓	X	X	X

Note:

(1) IPOCC Server 2012R2

(2) As per Microsoft Win 8.1 is the replacement/Service Pack for 8.0 so we no longer support 8.0 - <http://windows.microsoft.com/en-GB/windows/service-packs-download#sptabs=win8other> (link valid 16-Jun-2014)

(3) TAPI WAV is not recommended for new designs and is not supported on 64-bit operating systems. It is also not supported on any Linux platforms.

Operating System Support - Thick Client Apps

Application	Win 7		Win 8.1		Win 10		Server 2012/2012R2	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit
Preferred Edition Client	X	X	✓	✓	✓	✓	✓	✓
SoftConsole Manager	X	X	✓	✓	✓	✓	X	✓
SysMon	X	X	✓	✓	✓	✓	✓	✓
SSA	X	X	✓	✓	✓	✓	✓	✓
TAPI 1st Party	X	X	✓	✓	✓	✓	✓	✓
TAPI WAV	X	X	✓	X	✓	X	X	X

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Application	Win 7		Win 8.1		Win 10		Server 2012/2012R2	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit
Avaya Windows Communicator (ACW) <i>(replaces Flare)</i>	X	X	✓	✓	✓	✓	X	X
Avaya IX Workplace for Windows	X	X	✓	✓	✓	✓	X	X
one-X® Portal Plug-In for Outlook	X	X	✓	✓	✓	✓	X	X
Call Assistant	X	X	✓	✓	✓	✓	X	X
Plug-In for MS Lync 2013 / Skype for Business	X	X	✓	✓	✓	✓	X	X
Web Conferencing (Adobe Flash and Java Applet for sharing)	X	X	✓	✓	✓	✓	X	X
IP Office Contact Centre	X	X	✓	✓	✓	✓	X	X

Notes:

(1) Legacy support only

Please note that IP Office Native Salesforce.com Plug-in is no longer supported and refer to Avaya Communicator for Web as an alternative solution.

Mac Thick Client Apps

Application	OSX 10.8 Mountain Lion	OSX 10.9 Mavericks	OSX 10.10 Yosemite	OSX 10.11 El Capitan	OSX 10.12 Sierra	OSX 10.13 High Sierra
Web Conferencing (Adobe Flash and Java Applet for sharing)	✓	✓	✓	✓	✓	✓

Application	OSX 10.8 Mountain Lion	OSX 10.9 Mavericks	OSX 10.10 Yosemite	OSX 10.11 El Capitan	OSX 10.12 Sierra	OSX 10.13 High Sierra
Avaya IX Workplace for Mac	X	X	X	✓	✓	✓

Browsers

Application	IE10 (2)	IE11	Microsoft Edge	FFXX (1)	Chrome XX (1)	Safari 8	Safari 9	Safari 10(3)
one-X® Portal for IP Office Client	✓	✓	✓	✓	✓	✓	✓	TBD
Web Conferencing	✓	✓	✓	✓	✓	✓	✓	TBD
Web Manager Web Control Page	✓	✓	✓	✓	✓	✓	✓	✓
D100 DECT Admin	✓	✓	✓	✓	✓	✓	✓	TBD
IP DECT R4 Admin	✓	✓	✓	✓	✓	✓	✓	TBD
Avaya Communicator for Web	X	✓	X	X	✓	X	X	X
Media Manager	✓	✓	✓	✓	✓	X	X	X
Cloud Operations Manager (COM) (Update at GA)								
IP Office Web Client	X	X	X	X	✓	X	X	X

Notes:

(1) These browsers update on a 6-week cycle with most users automatically updated within two weeks. IP Office will aim to support future versions of these fast release browsers to the extent possible as tested and verified.

(2) Only on Server 2012 (note Server2012R2 supports IE11)

(3) TBDs for Safari 10 will be updated post GA version of the R11.1 Offer document

Exchange

Application	Exchange 2010	Exchange 2013	Exchange 2016
VMPro UMS	✓	✓	X

Application	Exchange 2010	Exchange 2013	Exchange 2016
one-X® Portal (IM Presence)	✓	✓	✓
one-X® Portal (Calendar)	✓	✓	X

Outlook

Application	Outlook 2010	Outlook 2013	Outlook 2016
VMPPro IMS	X	X	X
TAPI (for dialing)	✓	✓	✓
VMPPro UMS IMAP	✓	✓	✓
one-X® Portal Outlook Plugin	✓	✓(1)	✓(1)

(1) Currently for Outlook 2013 and higher, the contact screen popping feature is not supported

11 Supported Hardware

Platform and features supported on the platform will be modified with the IP Office R11.1 SP1 release. Supported platforms are:

- IP500 V2 Control unit
- IP Office for Linux (Server Edition, Virtualize Server Edition, Select)
 - **NOTE: Upgrade to IP Office Server Edition 11.1 SP1 is supported only from 11.0.4 SP4 and MUST follow the 11.1 SP1 Server Edition Upgrade process.**

IP Office software supports Server Edition hardware platforms; the Dell PowerEdge R640 server and the Dell PowerEdge R240 server are the most current servers available. The R240 was introduced in August 2020 and the R640 a July 2020.

Note: IP OFFICE 500 VERSION 2 EXTENSION CARD ETR 6 will be targeted to end of sales in 2017. Please look forward to the End-of-Sales Notice for further details.

Customers may migrate to IP Office R11.1 by purchasing an upgrade for Release 10 and applying the R11.1 software, or by acquiring an upgrade as part of their entitlement per the terms of their valid IP Office Support Services support contract, as applicable. Customers migrating to IP Office R11.1 will be required to have an IP500 V2 control unit or supported servers with Server Edition. IP500 base cards, trunk cards and expansion modules are supported with IP500 V2 control unit and may migrate to the V2 control unit. Licenses will require a dongle swap to move from the IP500 key card to the IP500 V2 SD card.

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All other Release 11.1 features are supported on all platforms. IP Office R11.1 Select features are supported with Select material codes.

IP400 Trunk and Station Modules supported in IP Office R11.1:

- Analog trunk 16
- Digital Station V2: 16 and 30 port variants
- Phone V2: 16 and 30 port variants

Refer to the *IP Office R9.1 Offer/Product Update* document for IP400 cards that are no longer supported.

12 Known Issues and Workarounds

12.1 General



Summary	Component/s	Release Note
<p>Post upgrade to R11.1 SP1 it has been observed that occasionally VM Pro start points cannot be reached as before.</p>	<p>VM Pro</p>	<p>Problem: VM Pro Callflow startpoints cannot be reached after an upgrade.</p> <p>Impact: VM Pro Callflow will not function as before.</p> <p>Workaround: Attach the VM Po Windows client and perform a save and make live. See section Important Information – Avaya IP Office Server Edition Upgrade</p>
<p>SMTP sender list under System Preferences for VMPro is not faithfully preserved.</p>	<p>VM Pro</p>	<p>Problem: Upon upgrade from 11.0.4.4 to 11.1.0.1, the first entry in the SMTP sender list under System Preferences for VMPro is not faithfully preserved.</p> <p>Impact: This will affect VMPro activities that utilise this sender address viz. synchronisation with redundant server, vm-to-email targeted to the domain specified in the first entry.</p> <p>Workaround: The value of the first SMTP Sender entry needs to be manually copied from the pre-upgrade system to the upgraded one.</p>
<p>Media Manager Service not starting after upgrade</p>	<p>VM Pro Media Manager</p>	<p>Problem: Following an upgrade to IP Office Server Edition or Applications Server 11.1 or 11.1 SP1 it has been observed that occasionally the Media Manager Service will not start</p>



		Impact: Media Manager will be unavailable Workaround: A Critical Patch will be available shortly after 11.1 SP1 GA.
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13 Resolved issue

Key	Summary
IPOFFICE-159892	System Restart when enabling or disabling the APN settings from Web Manager
IPOFFICE-159991	11.1 one-X Portal service Resynchronization issue if IP Office Directory contains name with an Apostrophe
IPOFFICE-160540	Cyrillic characters aren't displayed correctly on J100 phones when incoming calls are routed via an ACCS
IPOFFICE-160002	Intermittently Media Manager recordings are not getting moved to additional HDD
IPOFFICE-160372	Application server scheduled backup not working when Web Manager is logged out
IPOFFICE-160246	Web Manager HTTP/HTTPS backup failure
IPOFFICE-159923	Web Manager Extensions page will not load



<u>IPOFFICE-159879</u>	Contact Recorder Migration to Media Manager Fails
<u>IPOFFICE-159390</u>	Cannot add user Short Codes from IP Office Web Manager
<u>IPOFFICE-158040</u>	Unable to Edit Multiple Users for Voicemail email mode, if GMAIL API is disabled

14 Technical Notes

14.1 Licensing

IP Office release 10 and higher only supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous release, you must migrate all of your pre-R10 licenses (ADI, PLDS, mix of ADI/PLDS, virtual) to R10 PLDS licenses. For further information, the “Administering Avaya IP Office™ Platform with Web Manager” manual available from the IP Office Knowledgebase.

14.2 Upgrading IP Office Administration

Earlier releases of IP Office Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 11.1.0.1 release, unless from 11.1.0.0, the Administration suite must also be upgraded.

The IP Office Administration installer will detect previous installed versions and upgrade automatically. It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office, system software ensures 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.

Warning: In all cases, always backup all application data to a separate location before upgrading.

14.3 Upgrade Instructions for IP Office one-X® Portal

For further information, please refer to the “Implementing one®-X Portal for IP Office” manual available from the IP Office Knowledgebase.

Warning: In all cases, always backup all application data to a separate location before upgrading.

14.4 Upgrade Instructions for IP Office Server Edition and Application Server

IP Office Server Edition 11.1 employs CENTOS7 as its core operating system.



Upgrading to IP Office Server Edition requires the engineer to use the procedure detailed in the R11.1 SP1 Server Edition Upgrade document.

<https://downloads.avaya.com/css/P8/documents/101065904>

14.5 Upgrade Instructions for using WebLM Licensing

IP Office Server Edition customers who are upgrading to 11.1 from a previous (not 11.x) release, and who will be using WebLM licensing, will need to obtain a WebLM Host ID **before** the upgrade for generating the licenses. 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.

14.6 Avaya USB Creator Tool

The USB Creator Tool is not supported for upgrade from 11.0.4 SP4 to 11.1 SP1

The Avaya USB Creator Tool can be used to load an ISO image onto a USB memory key from which the server can boot and either install or upgrade. This software tool is downloadable from the same page as the ISO files. For further information on this tool, please refer to the “Installing and Maintaining the Avaya IP Office™ Platform Application Server” or the “Installing and Maintaining the Unified Communications Module” located on <https://support.avaya.com>.

14.7 Upgrade Instructions for IP Office Unified Communications Module (UCM)

When upgrading from previous releases, please refer to the following table to determine the upgrade scenario and the method to be used:

From:	To:						
	9.0.0/9.0.1/9.0.2	9.0.3/9.0.4	9.1	10.0	10.1	11.0	11.1 SP1
9.0.0	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	N/A
9.0.1	Web Control ZIP						
9.0.2							

9.0.3		USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	N/A
9.0.4							
9.1			Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management	N/A
10.0, +				Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management	N/A
11.1 SP1							RUFUS

14.8 Installation Instructions for Avaya Communicator for Microsoft Lync

The Avaya Communicator for Microsoft Lync plug-in is distributed as a ZIP file, which contains:

- `lyncRuntime.msi`
- `AvayaCommunicatorForMicrosoft.X.IPO-X.6.X.X-SNAPSHOT.msi`

The plug-in is installed as an add-in to Lync 2010, Lync 2013 or Skype for Business clients.

Perform the following steps to install the plug-in:

1. Install the prerequisite by double-clicking `lyncRuntime.msi`, and follow the installation wizard. This step only needs to be done once per computer.
2. Install the plug-in by double-clicking `AvayaCommunicatorForMicrosoft.X.IPO-X.6.X.X-SNAPSHOT.msi`, and follow the installation wizard.

15 Languages Added



IP Office release 11.1.0.1 adds no new languages.

16 Documentation errata

The latest versions of detailed release information can be found in the below locations:

- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - <http://marketingtools.avaya.com/knowledgebase>
- The Avaya support site – Contains all administrator and user documentation for IP Office - <http://support.avaya.com>

The Release 11.1 Documentation will be available by GA:

- Go to support.avaya.com
- Select [Find Documentation and Technical Information by Product Name](#) under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '11.1' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

The latest version of the IP Office Documentation Catalogue, which describes the organization of all IP Office documents and indicates the type of information in each document, is found at <https://downloads.avaya.com/css/P8/documents/101049083>.

The latest version of the **IP Office Product Description Document**, which defines the IP Office product in more detail, can be found on the Avaya Partner Portal (www.avaya.com/salesportal) and will require a valid Single Sign On (SSO) user name and password to view it online.

The latest version of the **IP Office 11.1 Offer Definition**, which is a communication that summarizes “what’s new” within the IP Office Release 11.1 product, can be found on the Avaya Partner Portal

17 Contacting support

17.1 Contact Support Checklist

If you are having trouble with *IP Office*, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.



2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

18 Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.