



IP Office Technical Bulletin

Bulletin No: 229
Release Date: 15th January 2021
Region: Global

General Availability(GA)- IP Office Release 11.1 Service Pack 2

Avaya is pleased to announce the availability of Service Pack 2 for IP Office Release 11.1.0 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 11.1 GA releases.

1 Overview

IP Office Release 11.1 Service Pack 2 incorporates new software for:

- IP Office Core Switch 11.1.0.2.0 Build 14
- IP Office Server Edition 11.1.0.2.0 Build 14
- IP Office Application Server 11.1.0.2.0 Build 14
- Unified Communications Module 11.1.0.2.0 Build 14
- Preferred Edition (VoiceMail Pro) 11.1.0.2.0 Build 4
- one-X Portal 11.1.0.2.0 Build 6

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)	11.1.0.2.0 build 12	Yes
Manager	11.1.0.2.0 build 12	Yes
SSA	11.1.0.2.0 build 12	Yes
SysMonitor	11.1.0.2.0 build 12	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	4.0.6.0.8	No
J139	4.0.6.0.8	No
J159	4.0.6.0.8	No
J169	4.0.6.0.8	No
J179	4.0.6.0.8	No
JEM24	4.0.6.0.8	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	11.1.0.2.0 build 14
ip500v2_se.bin	11.1.0.2.0 build 14
avdcpb2.bin	11.1.0.2.0 build 14
dvppots.bin	11.1.0.2.0 build 14
naatm16.bin	11.1.0.2.0 build 14
nadcpV2.bin	11.1.0.2.0 build 14
nadcpaV1.bin	11.1.0.2.0 build 14
nadcpaV2.bin	11.1.0.2.0 build 14
dsaupnV1.bin	11.1.0.2.0 build 14
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 11.1.0.2.0 build 14 – 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-162249	Call Pickup Members Button does not work on H323 phone is the ringing phone is on softphone(ACW or IX)
IPOFFICE-161201	System Restart Watchdog killing IP Office service on Primary server crashing generating core-dump file
IPOFFICE-160816	VMPro Park and Pag cuts off the end of park slot announcements
IPOFFICE-160435	IX Workplace client shows the call history as 'External' with Centralized Call Log as enabled and in call forward scenario wherein call is external incoming call which is not answered and then disconnected by calling party
IPOFFICE-160286	System Restart related to Media Server
IPOFFICE-160238	Manager config change not reflected in VMPro database
IPOFFICE-162365	System Restart on IP550v2
IPOFFICE-161365	IP Office config save takes 10-15 secs
IPOFFICE-160803	System Restart due to stack overflow issue after upgrade to 11.1
IPOFFICE-160770	System Restart due to wrong handle of txn keys in SIP messages
IPOFFICE-160638	Primary serve ntpd service does not start up automatically after reboot
IPOFFICE-160628	Call directed to Equinox Conference AutoAttendant drops after the external user dial the conference meeting ID
IPOFFICE-161908	Expansion SCN is Disabled Unlicensed in Subscription Mode

2.2 Voicemail Pro (Preferred Edition) 11.1.0.2.0 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-161383	VMPro failing to transfer recordings to third party Voice Recording Library
IPOFFICE-161304	Voicemail Pro version is stopping and is not recording calls
IPOFFICE-161299	IP Office unable to use "edit Play List" to re-record an opus file
IPOFFICE-161229	SMTP port 25 closed - Resiliency and Voicemail to Email doesn't work
IPOFFICE-161175	IP Office Server Edition Primary and Secondary VMPro Synchronization doesn't work as expected

IPOFFICE-161171	Error in VMPro Email Action when selecting prompt for Attach File to send e-mail
IPOFFICE-160844	VMPRO system crash
IPOFFICE-160810	App Server VMPRO Debug files disappear when system running with Voicemail verbose mode on
IPOFFICE-160405	Secondary Voicemail password and TUI mode changed on backup from Primary
IPOFFICE-160337	Frequent VMPro crashes
IPOFFICE-162282	Calls cannot be replayed in Media Manager in 11.1.0.1.0
IPOFFICE-161361	Media Manager times out and is unable to retrieve media recordings
IPOFFICE-160778	Some Media Manager recordings of larger length cannot be played on the browser
IPOFFICE-160160	Unable to playback Media Manager recordings using Firefox

2.3 Manager /Web Manager 11.1.0.2.0 build 14 – 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-161196	UCM Packet Capture does not work in 11.1 SP1 Web Control
IPOFFICE-163003	Web Manager Error code 400:badRequest error message
IPOFFICE-162237	WebManager Extension list allows a Read Only user to change an extension value
IPOFFICE-162027	Web Self Admin - Recordings download button still active when download recordings disabled
IPOFFICE-161170	"Apply Prompts" icon greyed out when a file is selected
IPOFFICE-161103	Delay in opening IP Office Self-Administration page on IPO500v2
IPOFFICE-161011	Cannot create new user with Fwd options in Web Manager
IPOFFICE-160768	Users cannot be edited in WebManager on an IP Office running in subscription mode
IPOFFICE-160372	Application server scheduled backup not working when Web Manager is logged out
IPOFFICE-160246	Web Manager HTTP/HTTPS backup fails with no evident error
IPOFFICE-159496	IP Media Manager option is not showing under Applications tab of the Web Manager

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-161013	One-X Portal service Resynchronization fails if Users Full Name contains an apostrophe
IPOFFICE-160971	One-X Portal service Resynchronization fails after upgrading IP Office 11.0 to 11.1 SP1, in case if IP Office user contains name with apostrophe
IPOFFICE-159935	OneX Web client user "Help" page links not working in non-English mode

3 Known Issues

There are no known issues in this release.

4 Technical Notes

4.1 Licensing Considerations

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.

4.2 Upgrade Instructions for Server Edition and Applications Server

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

Upgrading to IP Office Server Edition to R11.1 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> .

5 Assistance

5.1 Software and Documentation

Release 11.1 Service Pack 2 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 11.1 Service Pack 3 is currently scheduled for release April 2021.

5.3 Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
Issue 1	15 th January 2021	First published edition.
Issue 2	18 th February 20201	Updated builds to resolve DS30 issues

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