



IP Office Technical Bulletin

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Region: Global

General Availability(GA)- IP Office Release 11.0.4 Service Pack 6

Avaya is pleased to announce the availability of Service Pack 6 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 6 incorporates new software for:

- IP Office Core Switch 11.0.4.6.0 Build 18
- IP Office Server Edition 11.0.4.6.0 Build 18
- IP Office Application Server 11.0.4.6.0 Build 18
- Unified Communications Module 11.0.4.6.0 Build 18
- Preferred Edition (VoiceMail Pro) 11.0.4.6.0 Build 3
- one-X Portal 11.0.4.6.0 Build 3

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)	11.0.4.6.0 Build 18	Yes
Manager	11.0.4.6.0 Build 18	Yes
SSA	11.0.4.6.0 Build 18	Yes
SysMonitor	11.0.4.6.0 Build 18	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	11.0.4.6.0 build 18
ip500v2_se.bin	11.0.4.6.0 build 18
avdcpb2.bin	11.0.4.6.0 build 18
dvppots.bin	11.0.4.6.0 build 18
naatm16.bin	11.0.4.6.0 build 18
nadcpV2.bin	11.0.4.6.0 build 18
nadcpaV1.bin	11.0.4.6.0 build 18
nadcpaV2.bin	11.0.4.6.0 build 18
dsaupnV1.bin	11.0.4.6.0 build 18
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 11.0.4.6.0 Build 3 – 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-164996	All VMPro channels clearing active recording
IPOFFICE-164838	Call waiting is not working correctly
IPOFFICE-164599	System Restart related to Jxxx registration
IPOFFICE-164256	System Restart with a SIP xfer
IPOFFICE-164253	System Restart when SIP endpoint register/unregister event is not correctly sequenced
IPOFFICE-164105	System Restart when SIP endpoint register/unregister event is not correctly sequenced
IPOFFICE-163967	VMPro Dual Mode - Primary Voicemail incorrectly switching into Backup mode
IPOFFICE-163670	System Restart SE following call deletion corrupting SSI messages
IPOFFICE-163616	System Restart 500v2 Expansion system reset when clearing a call answered via Call Pickup Key
IPOFFICE-163434	Web manager backup/restore points not visible occasionally
IPOFFICE-163392	System Restart - Web Manager 11.0.4.4.0 build 6: IP Office service on Primary server crashing generating core-dump file on Web Manager update
IPOFFICE-162970	System Restart form buffer overrun
IPOFFICE-162859	Media Manager recordings not transferred from handover directory when using ICR recording on a line with incoming group id 0
IPOFFICE-162760	System Restart when performing Web Manager backup due to corrupted file structure
IPOFFICE-162700	IX Workplace user in a HG won't get the second call after hangs up the first call
IPOFFICE-162680	System Restart SE - With diag CP 11.0.4.2.67 Build 2 developed under IPOFFICE-160830
IPOFFICE-162661	System Restart when merging an IP Office Config with corrupted shortcodes
IPOFFICE-162452	System Restart when submitting an IP Office Config with Web Manager
IPOFFICE-162449	Web Manager removes users from hunt groups
IPOFFICE-162268	Unexpected number "Withheld" display with "Privacy" field
IPOFFICE-162094	System Restart related Webservices interaction for Bulk Provisions
IPOFFICE-161972	System Restart related to SIP Normal call clear
IPOFFICE-161856	IP500v2 blacklisting DECT R4 base station
IPOFFICE-161853	No audio after unsupervised transfers from J169 phone across SCN
IPOFFICE-161189	System Restart - IP Office 11.0.4.3.35 build 1: IP Office service on Primary server crashing generating core-dump file

IPOFFICE-161120	System Restart when SIP endpoint register/unregister event in not sequenced
IPOFFICE-160677	External domain name sent in Calling Party Number to IX Workplace running in Deskphone mode
IPOFFICE-155144	One-way speech for equinox when calling over SIP Trunk
IPOFFICE-164050	Timer issue on SIP Trunk
IPOFFICE-164128	VMPPro Dual Mode - Messages key fails on Secondary server users
IPOFFICE-164889	System Restart following SIP xfer from VMPPro
IPOFFICE-164543	TAPI MakeCall command removes spaces from number while Transfer -> TAPI Dial does not
IPOFFICE-164465	System Restart due to invalid pointer
IPOFFICE-163924	System Restart when SIP endpoint is unplugged during re-invite
IPOFFICE-163417	IP Office stops sending SMDR data in listening mode
IPOFFICE-163248	Inbound SIP trunk call -> ACCS - > ACCS route call action -> Transfer via same trunk will send the ACCS identity instead of Original caller as configured
IPOFFICE-162763	Powered By in License Grace period creates a Grace CTI Link Pro license after a system reboot
IPOFFICE-162395	System Restart when merging an IP Office Config with corrupted shortcodes
IPOFFICE-161375	System Restart due to Memory leak
IPOFFICE-160888	System Restart from missing Txn Keys
IPOFFICE-160496	Call from DECT extension to digital extension -> Unconditional call forward -> ISDN PRI results in no speech path
IPOFFICE-160065	DTMF Breakout 0 number scheduled in After Hours User Rights is ringing during the day
IPOFFICE-164015	Web manager SFTP backup fails
IPOFFICE-163489	System Restart Media Server related to RTP problem
IPOFFICE-160384	IP Office does not send diversion header information received from one sip trunk to another sip trunk

2.2 Voicemail Pro (Preferred Edition) 11.0.4.6.0 Build 3 – 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-164020	Voicemail to Email works only when SMTP Logging is enabled
IPOFFICE-163991	IP Office mailbox mode - Callers do not receive mailbox full notification when target mailbox quota has been exceeded

2.3 Manager /Web Manager 11.0.4.6.0 Build 18 – 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-163658	Download recordings from self-Administration login has duplicate recording files

IPOFFICE-163462	Updating users via Synchronization from LDAP in Web Manager will cause them to disappear from The Hunt Groups to which they are assigned to
IPOFFICE-163088	Web Manager - Edit call forwarding for multiple users cannot be saved
IPOFFICE-161224	LDAP user synchronisation failing when job is scheduled

2.4 Applications/Desktop Integration – Resolved field issues

There are no issues resolved in the in this release of IP Office:

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:

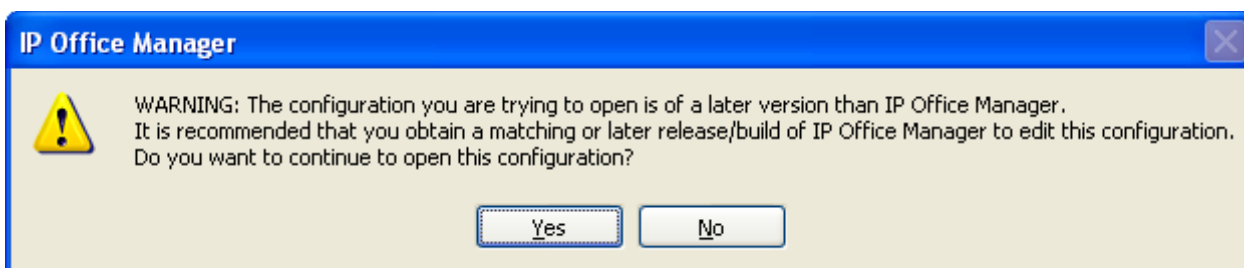
Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
IP500 V2	9.0.0.0 and later	-	Load 11.0
All modules	9.0.0.0 and later	-	Load 11.0

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 6 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 7 is currently scheduled for release September 2021.

5.3 Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
Issue 1	11 th June 2021	First published edition.

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