



## IP Office Technical Bulletin

**Bulletin No:** 232  
**Release Date:** 14<sup>th</sup> January 2022  
**Region:** Global

---

### **General Availability(GA)- IP Office Release 11.0.4 Service Pack 7**

Avaya is pleased to announce the availability of Service Pack 7 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. This Service Pack also addresses any known log4j vulnerabilities.

#### **1 Overview**

IP Office Release 11.0.4 Service Pack 7 incorporates new software for:

- IP Office Core Switch 11.0.4.7.0 Build 6
- IP Office Server Edition 11.0.4.7.0 Build 6
- IP Office Application Server 11.0.4.7.0 Build 6
- Unified Communications Module 11.0.4.7.0 Build 6
- Preferred Edition (VoiceMail Pro) 11.0.4.7.0 Build 3
- one-X Portal 11.0.4.7.0 Build 18

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:

<b>Delivered Software or Package</b>	<b>Version</b>	<b>Updated in this build</b>
IP Office Firmware (Table 2 lists specific details)	11.0.4.7.0 Build 6	Yes
Manager	11.0.4.7.0 Build 6	Yes
SSA	11.0.4.7.0 Build 6	Yes
SysMonitor	11.0.4.7.0 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

<b>Delivered Software or Package</b>	<b>Version</b>	<b>Updated in this build</b>
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

<b>Delivered Software or Package</b>	<b>Version</b>	<b>Updated in this build</b>
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
<b>H175 Phones</b>		
H175	1.0.2.3	No
<b>J100 Phones</b>		
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
<b>Kxxx Phones</b>		
K155	2.0.0.0.4550	No
K165/K175	2.0.0.0.4029	No

**Table 2: Firmware deliverables**

ip500v2_be.bin	11.0.4.7.0 build 6
ip500v2_se.bin	11.0.4.7.0 build 6
avdcpb2.bin	11.0.4.7.0 build 6
dvppots.bin	11.0.4.7.0 build 6
naatm16.bin	11.0.4.7.0 build 6
nadcpV2.bin	11.0.4.7.0 build 6
nadcpaV1.bin	11.0.4.7.0 build 6
nadcpaV2.bin	11.0.4.7.0 build 6
dsaupnV1.bin	11.0.4.7.0 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 11.0.4.7.0 Build 6 – Resolved field issues**

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

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-167415	System Restart and partial configuration loss following config merge from the Web Configuration Service
IPOFFICE-167201	WebLM license error display
IPOFFICE-167178	System Restart when using Avaya Cloud Services
IPOFFICE-166987	System Restart when attempting Workplace Registration via Avaya Spaces
IPOFFICE-166870	System Restart due to SIP phones issue
IPOFFICE-166831	Following an upgrade to 11.0.4.6.0 External Calls triggers Auto-Intercom feature
IPOFFICE-166506	IP Office associating SIP session with the wrong SIPPhoneReceiver in certain scenarios
IPOFFICE-166381	System Restart when using certain third party TAPI Apps
IPOFFICE-166039	System Restart when SIP device unregisters with a call in progress
IPOFFICE-165997	Hunt Group call fails if Fallback destination is set to an external number
IPOFFICE-165837	System Restart when call has Hunt Group Announcements
IPOFFICE-165483	System Restart due to incorrect unregistering of SIP phones
IPOFFICE-164065	System Restart on Secondary server when J1xx phones failback to Primary
IPOFFICE-162541	Unexpected SSA alarm :-additional disk drive removed
IPOFFICE-160843	16xx incoming/outgoing call displays "External" instead of CLI
IPOFFICE-160558	Web Manager for IP500V2 shows an error message when installing Third Party Certificate
IPOFFICE-165147	Norstar/BCM T7316E phones on a DS30-B2/DS30-B Modules and TCM8 Cards randomly stop ringing
IPOFFICE-163538	IP Office giving incorrect alarms
IPOFFICE-166148	System Restart caused by ACW call to ISDN line
IPOFFICE-166084	AAAD transfer is failing
IPOFFICE-165552	System Restart SE with specific AWFOS call scenario
IPOFFICE-165458	Group No Ans Destination default incorrect
IPOFFICE-165088	Embedded voicemail prompt wrong in Cantonese
IPOFFICE-163778	System Restart 500v2 - 11.0.4.4.0 SIPPhoneReceiver destroyed
IPOFFICE-163248	Transfer via same trunk will send the ACCS identity instead of Original caller as configured
IPOFFICE-167066	Wrap-Up Time not working on 11.0.4.6 for Workplace clients

## **2.2 Voicemail Pro (Preferred Edition) 11.0.4.7.0 Build 3 – Resolved field issues**

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

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-164167	Media Manager version shows wrong version in Web manager of standalone Application server after installing a Media Manager CP

## **2.3 Manager /Web Manager 11.0.4.7.0 Build 6 – Resolved field issues**

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

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-164292	Web Control is unable to UN-check "Use local time source" and "Synchronize system clock before starting service"
IPOFFICE-167318	Personal contacts on Web Self Admin without index, if edited create a duplicate entry overwriting the first contact
IPOFFICE-166359	Web Manager wrong user listing for already added users into a hunt group
IPOFFICE-165814	User templates in Web Manager are not adding to Hunt groups
IPOFFICE-165478	Scheduled LDAP sync is failing to create users in IP Office
IPOFFICE-165452	User created from template in Web Manager does not duplicate Web Self-Admin Rights
IPOFFICE-164489	Web manager unable to login
IPOFFICE-161795	Unable to view Service Users using Web Manager when accessing system via LAN2 address

## **2.4 Applications/Desktop Integration – Resolved field issues**

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-164997	One-X Portal XMPP unable to start service
IPOFFICE-166531	Manager - Certificate expiration warning always occurs 180 days before certificate expiration

## **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:

<b>Platform</b>	<b>Current Release</b>	<b>Upgrade Step 1</b>	<b>Upgrade Step 2</b>
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

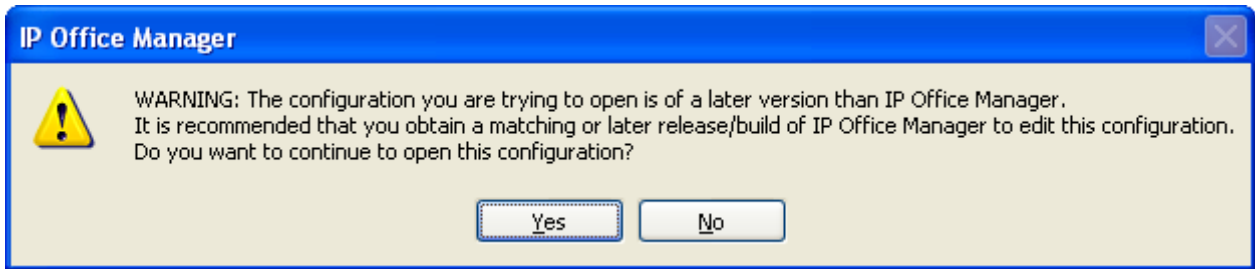
**Note:** IP500 V2 control units identified as PCS 14 and below must first install Release 8.1(65) (or higher 8.1) or any Release 9.0 before upgrading to Release 11.0. This will expand the loader to accommodate the 11.0 software image. If the control unit has not been used previously, care should be 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 7 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 8 is currently scheduled for release May 2022.

## **5.3 Document Revision History**

<b><u>Issue Number</u></b>	<b><u>Date</u></b>	<b><u>Changes</u></b>
Issue 1	14 <sup>th</sup> January 2022	First published edition.
Issue 2	14 <sup>th</sup> January 2022	Document Correction

*Issued by:*

*Avaya SME Customer Product Engineering Support*

*Contact details:-*

NA/CALA

EMEA/APAC

Email: [gsstier4@avaya.com](mailto:gsstier4@avaya.com)

Email: [IPONACALAT4@avaya.com](mailto:IPONACALAT4@avaya.com)

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

© 2022 Avaya Inc. All rights reserved.