



IP Office Technical Bulletin

Bulletin No: 234
Release Date: 18^h March 2022
Region: Global

General Availability(GA)- IP Office Release 11.1.2 Service Pack 2

Avaya is pleased to announce the availability of Service Pack 2 for IP Office Release 11.1.2 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 11.1.2 Service Pack 2 incorporates new software for:

- IP Office Core Switch 11.1.2.2.0 Build 20
- IP Office Server Edition 11.1.2.2.0 Build 20
- IP Office Application Server 11.1.2.2.0 Build 20
- Unified Communications Module 11.1.2.2.0 Build 20
- Preferred Edition (VoiceMail Pro) 11.1.2.2.0 Build 8
- one-X Portal 11.1.2.2.0 Build 30

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 and IP Office Subscription.

For IP Office Subscription systems using 11.1FP2 and above upgrades should be carried out using COM. (See Section 3 of this Technical Bulletin for upgrade instructions)

For other IP Office Subscription technical information and updates see the following link:
<https://sales.avaya.com/en/general/ip-office-subscription-devops-technical-updates>

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)	11.1.2.2.0 build 20	Yes
Manager	11.1.2.2.0 build 20	Yes
SSA	11.1.2.2.0 build 20	Yes
SysMonitor	11.1.2.2.0 build 20	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	4.7.8	No
3725 Phone Firmware	4.7.8	No
3730 Phone Firmware	2.10.6	No
3735 Phone Firmware	2.10.6	No
3740 Phone Firmware	4.12.4	No
3749 Phone Firmware	4.12.4	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	11.5.11	Yes
IPBS 1 Firmware	11.5.11	Yes
IPBS 1 Downgrade Firmware	11.2.10	Yes
IPBS 2 Boot Firmware	11.2.10	Yes
IPBS 2 Firmware	11.5.11	Yes
IPBS 2 Downgrade Firmware	11.2.10	Yes
IPBS 3 Boot Firmware	11.5.11	Yes
IPBS 3 Firmware	11.5.11	Yes
IPBS 3 Downgrade Firmware	11.2.10	Yes
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.5.11	Yes
DECT R4 - IPBL (DECT Gateway) Firmware	11.5.11	Yes
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	11.2.10	Yes
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	4.9.0	No
WinPDM (Windows Portable Device Manager)	4.0.0	No
Rack Charger Firmware	2.0.7	No
Advanced Charger Firmware	2.0.7	No
3720 Translation Tool	31	No
3725, 3740, 3749 Translation Tool	54	No
3730 Translation Tool	54	No
3735 Translation Tool	54	No
3720 Downloadable Languages	31	No
3725, 3740, 3749 Downloadable Languages	54	No
3730 Downloadable Languages	54	No
3735 Downloadable Languages	54	No

Delivered Software or Package	Version	Updated in this build
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No
1120E	4.04.23.00	No
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	2.4.4.3	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	4.0.7.0.7	No
J139	4.0.7.0.7	No
J159	4.0.7.0.7	No
J169	4.0.7.0.7	No
J179	4.0.7.0.7	No
JEM24	1.0.1.0.15	No
Kxxx Phones		
K155	2.2.0.5.8508	No
K165/K175	2.2.0.5.8008	No

Table 2: Firmware deliverables

ip500v2_be.bin	11.1.2.2.0 build 20
ip500v2_se.bin	11.1.2.2.0 build 20
avdcpb2.bin	11.1.2.2.0 build 20
dvppots.bin	11.1.2.2.0 build 20
naatm16.bin	11.1.2.2.0 build 20
nadcpV2.bin	11.1.2.2.0 build 20
nadcpaV1.bin	11.1.2.2.0 build 20
nadcpaV2.bin	11.1.2.2.0 build 20
dsaupnV1.bin	11.1.2.2.0 build 20
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 11.1.2.2.0 build 20 – 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-169565	Audio media issues for Native Remote Worker setup with NAT
IPOFFICE-169403	All groups missing from Hunt Group queue configuration screen in one-X Portal
IPOFFICE-169373	Following an upgrade one-X portal user login failing with the error "Your phone system is unavailable. Please try again later"
IPOFFICE-169110	No audio on inbound PRI call blind transferred by J169 phone on IP Office Primary to Analog phone over SCN
IPOFFICE-168671	System Restart when call targeted a group members recently removed
IPOFFICE-168526	System Restart when doing Call Listen checks
IPOFFICE-168086	External calls that are put on hold, loose audio
IPOFFICE-167774	Customer is seeing 2 ghost connections in the Small Community Networking tab
IPOFFICE-168998	System Restart caused by config change
IPOFFICE-166947	System Restart following issue with encrypted file size
IPOFFICE-169508	No audio from VMPro announcement following an upgrade
IPOFFICE-169230	Memory Leak causing VMPro WebSocket connection to lose connection
IPOFFICE-169246	Distorted Voicemail Prompts for Embedded Voicemail

2.2 Voicemail Pro (Preferred Edition) 11.1.2.2.0 Build 8 – 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-169229	Voicemail is restarting on UCM setup when User is playing messages on User Portal
IPOFFICE-169094	Wav callflow prompt duplicated and converted to opus when rerecorded using the VMPro client
IPOFFICE-169072	Media manager->Connectors->NAS does not provide Path option
IPOFFICE-169156	VMPRO module announcement audio getting cut short for one/two seconds at the beginning while playing

2.3 Manager /Web Manager 11.1.2.2.0 build 20 – 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-169499	Unable to upload .opus/.wav files into VMPro Custom Prompts folder using 'File Manager'
IPOFFICE-169401	Web Manager System Directory "Export All" exports only current page
IPOFFICE-169334	'File Manager' menu not available on Application server Web Manager
IPOFFICE-169144	Incorrect User limit of 2000 on IP Office Subscription
IPOFFICE-168862	Web Manager - Common Object Consolidation View message returned when attempting to edit User Rights
IPOFFICE-167832	Web Manager - IP Office services going unknown after upgrade
IPOFFICE-167748	Web Control - CA Certificate Import fails

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-169741	One-X Portal service not starting OK
IPOFFICE-169618	Issue when attempting to login with an invalid Administrator username or password
IPOFFICE-169444	User Portal: Recordings Filter Records not showing correct items per page
IPOFFICE-169346	User Portal - Next page button not working correctly when filtering recordings
IPOFFICE-169298	User Portal - Mute button is not shown on the Call control status
IPOFFICE-169625	Hebrew letters change to incorrect characters in IP Office User configuration after User Portal config edit
IPOFFICE-167841	Workplace Space Authentication does not work as expected if "Unique Identity" for the user is configured with email id more than 15 characters

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://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/upgrade/index.htm>

4.3 Upgrade Instructions for IP Office Subscription Systems using COM

The web-based Customer Operations Manager (COM) service is now available to support customer premises systems that are using IP Office Subscription mode. The COM service runs in the same cloud that is providing the customer systems with their subscriptions. For upgrade instructions see the following link:

https://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/comsub/Subscription_System_Upgrade.html

5 Assistance

5.1 Software and Documentation

Release 11.1.2 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 11.1.2 Service Pack 3 is currently scheduled for release September 2022.

5.3 Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
Issue 1	18 th March 2022	First published edition.

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