AVAYA

IP Office Technical Bulletin

Bulletin No: **237**

Release Date: **23 June 2023**

Region: **Global**

General Availability(GA)- IP Office Release 11.0.4 Service Pack 8

Avaya is pleased to announce the availability of Service Pack 8 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 8 incorporates new software for:

> IP Office Core Switch 11.0.4.8.0 Build 17
> IP Office Server Edition 11.0.4.8.0 Build 17
> IP Office Application Server 11.0.4.8.0 Build 17
> Unified Communications Module 11.0.4.8.0 Build 17
> Preferred Edition (VoiceMail Pro) 11.0.4.8.0 Build 2
> one-X Portal 11.0.4.8.0 Build 13

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.

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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)	11.0.4.8.0 Build 17	Yes
Manager	11.0.4.8.0 Build 17	Yes
SSA	11.0.4.8.0 Build 17	Yes
SysMonitor	11.0.4.8.0 Build 17	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

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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	V29R46 (6.8)	Yes
9608, 9611, 9621, 9641 Phone Firmware – Application	6.8.5.2 (6.8)	Yes
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	2.13.11	Yes
3735 Phone Firmware	2.13.11	Yes
3740 Phone Firmware	4.15.10	Yes
3745 Phone Firmware	4.15.10	Yes
3749 Phone Firmware	4.15.10	Yes
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	10.4.6	Yes
IPBS 2 Boot Firmware	11.5.11	Yes
IPBS 2 Firmware	11.5.11	Yes
IPBS 2 Downgrade Firmware	10.4.6	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	10.4.6	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	4.7.0	Yes
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	70	Yes
3730 Translation Tool	70	Yes
3735 Translation Tool	70	Yes
3720 Downloadable Languages	29	No
3725, 3740, 3749 Downloadable Languages	70	Yes
3730 Downloadable Languages	70	Yes
3735 Downloadable Languages	70	Yes
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No

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Delivered Software or Package	Version	Updated in this build
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	2.4.1.5	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	11.0.4.8.0 build 17
ip500v2_se.bin	11.0.4.8.0 build 17
avdcpb2.bin	11.0.4.8.0 build 17
dvppots.bin	11.0.4.8.0 build 17
naatm16.bin	11.0.4.8.0 build 17
nadcpV2.bin	11.0.4.8.0 build 17
nadcpaV1.bin	11.0.4.8.0 build 17
nadcpaV2.bin	11.0.4.8.0 build 17
dsaupnV1.bin	11.0.4.8.0 build 17
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 11.0.4.8.0 Build 17 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-170919	System Restart related to Jade media and RTCP processing
IPOFFICE-170532	Wrap up timer does not work when call is blind transferred using one-X portal web interface
IPOFFICE-170415	System Restart RegistrationPollingTimerExpired
IPOFFICE-170391	System Restart RemovePercentEncoding, source length longer than 5500
IPOFFICE-170238	Embedded Voicemail - sections of messages missing from recordings
IPOFFICE-170219	System Restart due to buffer overruns
IPOFFICE-170097	System Restart when adding Users to a Conference
IPOFFICE-169935	External incoming call on Auto Attendant can be transferred on User that has Incoming Call Bar
IPOFFICE-169930	Emergency view button doesn't work with emergency calls over H323 QSIG line
IPOFFICE-169898	System Restart caused by buffer leak
IPOFFICE-169748	System Restart due to deleted VMPro message
IPOFFICE-169740	System Restart when a call targets an User
IPOFFICE-169608	System Restart triggered by buffer allocation problem
IPOFFICE-169443	System Restart related to PlayLocalTone loop
IPOFFICE-169223	External incoming call on Auto Attendant can be transferred on User that has Incoming Call Bar
IPOFFICE-169007	IP Office SMTP Email for Emergency Alert does not send email
IPOFFICE-168670	System Restart when Expansion unit loses connection with the Primary
IPOFFICE-168086	External calls that are put on hold, randomly have no audio
IPOFFICE-168004	Avaya Call Reporter consumes one Avaya IP Endpoints license
IPOFFICE-167829	System Restart due to incorrect Dev Link message
IPOFFICE-166010	System Restart related to H323 device registering using a SIP extension number
IPOFFICE-169886	Workplace contact search fail with Lower case Polish characters
IPOFFICE-171118	Malformed packet causing Asoft process reaching 100% CPU utilization.
IPOFFICE-170761	System Restart on Backup operation
IPOFFICE-170439	System Restart caused by call from an ISDN BRI S-Bus to and ISDN BRI ETSI line
IPOFFICE-168998	System Restart caused by config change

IPOFFICE-166375	One way speech path problems for IPO to ACCS 7.1.0.2
IPOFFICE-161207	3rd party SIP endpoint DECT terminal results in no speech path if g729 is used on DECT line
IPOFFICE-169230	Memory Leak causing VMPro WebSocket connection to lose connection
IPOFFICE-169802	System Restart related to media negotiation between h323 and SIP stimulus phone and network timeout
IPOFFICE-170157	Busy wrap up is not working for IX Workplace users
IPOFFICE-166947	System Restart caused by config change

2.2 Voicemail Pro (Preferred Edition) 11.0.4.8.0 Build 2 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-170306	Security Scan of Windows VMPro displays Adware.OpenCandy present
IPOFFICE-170217	VMPRO crashing intermittently
IPOFFICE-169387	VMPro immediate backup fails
IPOFFICE-169931	VMPro Service crashes if an analog user dials *7 in a user mailbox

2.3 Manager /Web Manager 11.0.4.8.0 Build 17 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-170579	Unable to access the configurations using Manager with SE Central Access mode enabled
IPOFFICE-169672	Manager Media Manager Replay Self-Administration when editing User's Extension or Full Name
IPOFFICE-169005	IP Office Manager cannot make changes on Users
IPOFFICE-169720	Web Manager not operational
IPOFFICE-169676	Web-self Administration page with invalid email error display if "Voicemail" visible/write option is unchecked under user's web self-administration Manager tab
IPOFFICE-168841	Web Manger Button Programming doesn't show/allow to add user in the solution
IPOFFICE-168737	Web Self-Administration Button Programming not showing Lock Buttons for certain Buttons

2.4 Applications/Desktop Integration – Resolved field issues

JIRA Number	Description of Issue
IPOFFICE-169246	Distorted Voicemail Prompts for Embedded Voicemail
IPOFFICE-171012	SMGR error when attempting to create an analogue user

3 Known Issues

When installing either Avaya IP Office Soft Console, VMProClient, One-X Desktop Clients (Outlook Plugin and Call Assistant) on a Windows machine, User Access Control will show publisher as Unknown. This is due to an internal MSI file in the installer that is not signed with Avaya Inc certificate.

Users can continue the installation process by allowing the application to make changes on the system by clicking 'Yes' option provided and complete the installation. In case of any concern the user has option to cancel the installation process. To verify authenticity of the installer, the user can check the Avaya Inc certificate on installer file properties.

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:
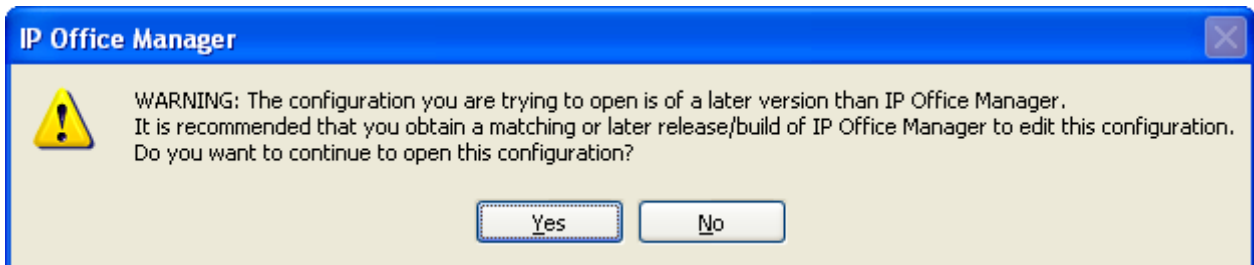
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 11.0. It is not necessary to restart the PC after upgrading unless instructed to do so.

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 8 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

This is the final Service Pack for IP Office Release 11.0.4 any future issues will be resolved in IP Office 11.1 or later software streams

5.3 Document Revision History

Issue Number	Date	Changes
Issue 1	23rd June 2023	First published edition.

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