AVAYA

IP Office Technical Bulletin

Bulletin No:	**238**
Release Date:	**28th June 2023**
Region:	**Global**

Avaya is pleased to announce the availability of IP Office Release 11.1.3 software. This is a scheduled Feature Pack also addressing a number of issues found in the previous IP Office 11.1 GA releases.

1 Overview

IP Office Release 11.1.3.0 incorporates new software for:

> IP Office Core Switch 11.1.3.0 Build 23
> IP Office Server Edition 11.1.3.0 Build 23
> IP Office Application Server 11.1.3.0 Build 23
> Unified Communications Module 11.1.3.0 Build 23
> Preferred Edition (VoiceMail Pro) 11.1.3.0 Build 7
> one-X Portal 11.1.3.0 Build 26

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 5 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

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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)	11.1.3.0 build 23	Yes
Manager	11.1.3.0 build 23	Yes
SSA	11.1.3.0 build 23	Yes
SysMonitor	11.1.3.0 build 23	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

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Delivered Software or Package	Version	Updated in this build
9620D01A, 9630D01A Phone Firmware - Application	3.2.2	No
9620, 9630, 9640, 9650 Phone Language Files	76	No
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V29R46 (6.8)	No
9608, 9611, 9621, 9641 Phone Firmware – Application	6.8.5.02 (6.8)	No
9608, 9611, 9621, 9641 Phone Language Files	224	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	2.13.11	No
3735 Phone Firmware	2.13.11	No
3740 Phone Firmware	4.15.10	No
3745 Phone Firmware	4.15.10	No
3749 Phone Firmware	4.15.10	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	
IPBS 1 Firmware	11.5.11	No
IPBS 1 Downgrade Firmware	11.2.10	No
IPBS 2 Boot Firmware	11.2.10	No
IPBS 2 Firmware	11.5.11	No
IPBS 2 Downgrade Firmware	11.2.10	No
IPBS 3 Boot Firmware	11.5.11	No
IPBS 3 Firmware	11.5.11	No
IPBS 3 Downgrade Firmware	11.2.10	No
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.5.11	No
DECT R4 - IPBL (DECT Gateway) Firmware	11.5.11	No
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	11.2.10	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	4.11.2	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	70	No
3730 Translation Tool	70	No
3735 Translation Tool	70	No

Delivered Software or Package	Version	Updated in this build
3720 Downloadable Languages	31	No
3725, 3740, 3749 Downloadable Languages	70	No
3730 Downloadable Languages	70	No
3735 Downloadable Languages	70	No
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
B199	1.0.8.3.2	Yes
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	4.0.10.3.2	No
J139	4.0.10.3.2	No
J159	4.0.10.3.2	No
J169	4.0.10.3.2	No
J179	4.0.10.3.2	No
J189	4.0.10.3.2	No
JEM24	4.0.10.3.2	No
Kxxx Phones		
K155	2.2SP5.3.1.1	No
K165/K175	2.2SP5.3.1.1	No

For the latest details on supported Endpoints on IP Office please refer to the Avaya Product Compatibility Matrix.

https://secureservices.avaya.com/compatibility-matrix/menus/product.xhtml

Table 2: Firmware deliverables

ip500v2_be.bin	11.1.3.0 build 23
ip500v2_se.bin	11.1.3.0 build 23
avdcpb2.bin	11.1.3.0 build 23
dvppots.bin	11.1.3.0 build 23
naatm16.bin	11.1.3.0 build 23
nadcpV2.bin	11.1.3.0 build 23
nadcpaV1.bin	11.1.3.0 build 23
nadcpaV2.bin	11.1.3.0 build 23
dsaupnV1.bin	11.1.3.0 build 23
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 11.1.3.0 build 23 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-173230	System Restart due to malformed network SIP packet
IPOFFICE-172109	System Restart due to flood of ICMP
IPOFFICE-171971	System Restart due to malformed network SIP packet
IPOFFICE-171969	System Restart when a group call times out to a VMPro that is not active
IPOFFICE-171361	EVM does not take total subscription licenses
IPOFFICE-171349	System Restart due to TCP/TLS memory leak
IPOFFICE-171270	System Restart when using Call Recording
IPOFFICE-171247	[+HOT] System Restart caused by Memory leak
IPOFFICE-171225	When IX Workplace on iPhone with APN is logged on, Bridge and Coverage Appearance Buttons no longer work on J1XX stimulus phones
IPOFFICE-171187	System Restart SE related to the generation of the 46xxsettings.txt file
IPOFFICE-171108	System Restart when syncing users from SMGR
IPOFFICE-171072	System Restart when target is across a SCN network
IPOFFICE-170909	System Restart related to SoftConsole connection problem
IPOFFICE-170891	System Restart after receiving 80 character forward number via TAPI
IPOFFICE-170745	Incoming SIP trunk call towards Hunt Group do not ring on IX Workplace Client if User has performed Extension Logout *36 on desk-phone
IPOFFICE-170415	System Restart following the ACCS User not responding
IPOFFICE-169949	Outgoing RTP sequence numbers are reset on SIP trunk connection when call transferred by CIE system
IPOFFICE-168591	TAPI-Control does not work for Workplace client if a hardphone Extension is associated
IPOFFICE-171365	DIG ADPx30 RJ45B expansion keeps rebooting following an upgrade
IPOFFICE-171345	System Restart related to CIE call handling

2.2 Voicemail Pro (Preferred Edition) 11.1.3.0 Build 7 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-171296	User Voicemail status do not sync between Primary and Secondary/Backup VMPRO in a resiliency setup
IPOFFICE-171146	VMPro client unable to open Custom Prompt directory on server
IPOFFICE-171061	Unable to add/modify voicemail 'Module' on French/German language PC using Voicemail Pro Client
IPOFFICE-171376	When Call recordings done during failover, are moved from secondary VMPRO to Primary the Media Manager is unable to show those and generates and error message as no valid license

2.3 Manager /Web Manager 11.1.3.0 build 23 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-174586	WebControl Administrator Password not supporting special character "&"
IPOFFICE-172159	"Group No Answer Destination" update do not display correctly on Web Manager
IPOFFICE-171757	Inconsistency in the display of SBC IP address configuration of LAN1 Network Topology between Web Manager and IPO Thick Manager
IPOFFICE-170440	Security Monitor password cannot be changed in WebManager
IPOFFICE-172104	User/SIP-tab data gets changed if User Name and/or Extension are edited in Manager
IPOFFICE-171865	IP Office Manager allowing two MS Teams Lines per SE Solution with misleading Help information

2.4 Applications/Desktop Integration – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-171329	In User Portal Voicemails are not appearing correctly.
IPOFFICE-171098	User function key setup, the user list not ordered correctly
IPOFFICE-171078	Voicemail greetings cannot be changed by .wav file upload in User Portal
IPOFFICE-171974	Backup of a 500v2A when connected as gateway via COM fails in Subscription based IP Office solution system
IPOFFICE-171263	Upgrade of 500v2A as gateway to Subscription SE via COM or from Web Manager does not work

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3 Known Issues

There are no known issues in this release.

4 New Feature Support

4.1 Internal or Mobile Twinning Selection

Avaya Workplace Client Users can have both Internal Twinning and Mobility features configured by the System Administrator. Those Users can then select which is active using their client's Incoming Call Features menu. Only one method of twinning can be on at any time.

4.2 Simultaneous Device Call Controls

Avaya Workplace Client users with simultaneous or twinned telephone devices can move and retrieve calls between those devices and their Avaya Workplace Client device. When a user answers a call on another device, the User can use their Avaya Workplace Client to retrieve that call on the client (Retrieve Call).
When a user answers a call on their Avaya Workplace Client, user can move the call to their other device (Move Call).

4.3 46xxspecials.txt File Supported

IP Office now supports the use of the 46xxspecials.txt file with Avaya Workplace Client clients. This allows custom settings to be applied to the clients whilst still using the auto-generated 46xxsettings.txt file for the main IP Office settings.

4.4 User Self-Avatar

Previously for the user's self-avatar, Avaya Workplace Client just displayed the user's initials. Now, for user's logged in using Avaya Spaces or SSO, Avaya Workplace Client can use the user's avatar from the Avaya Spaces or SSO account (Gmail, Office365, Salesforce) used to login. Alternatively, it can use their avatar for Microsoft Exchange if using Exchange Web Services (EWS) integration.

4.5 Auto-Answer

Avaya Workplace Client Users can now enable an Incoming Call feature setting to automatically answer calls. When on, all calls (audio, video and group) that would have rung on the client device are auto answered.

4.6 Support of the B199

IP Office now supports the B199 1.0 FP8 software.

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4.7 J139 Additional feature Support

Bridged Appearance functionality is now supported on the J139. J139 supported feature set has been raised to parity with other J100 series phones (J159/J179/J189)

4.8 Additional Support of WebRTC NAT Traversal

As part of WebRTC NAT traversal,SBCs configuration is now configurable on Lanx/Network Topology instead of being configured NUSNs.

4.9 CEC Enhancements

Medium and High profiles for received certificate checks now include key usage presence check (if key usage does not present in certificate, certificate validation will fail), unknown critical extensions check (if a critical extension is not known, certificate validation will fail) and extended key usage check (if it matches the certificate purpose).

Medium and High profiles are not updated during upgrade and customers will have to manually change to the new profiles from security settings. Once changed, there is no way to switch back to old profiles (full backup is recommended before a profile change).

Support for extended hostname validation using certificate's Subject Alternate Name (SAN) extension or Common Name field (legacy).

CIPHERS_LEVEL_H323 and CIPHERS_LEVEL_SIP NUSNs converted into two new config items (H.323 Security Level and SIP Security Level)

4.10 New Hardware

This Release will include support for the following new Modules:
PRIU V2
VCM 32 V3
VCM 64 V3

These design changes were necessary to address obsolete hardware components.
The new modules are supported in the IP500 V2 and IP500 V2A when running 11.1.3 or newer software.
The behavior and functionality are the same as the old Modules and Software configuration is the same as the old Modules.

Note - The new modules will not enter production until CY Q2 2024

5 Technical Notes

5.1 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.

5.2 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

5.3 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

6 Assistance

6.1 Software and Documentation

Release 11.1.3.0 Feature Pack 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

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6.2 Future Service Packs

IP Office Release 11.1.3 SP1 is currently scheduled for release November 2023.

5.3 Document Revision History

Issue Number	Date	Changes
Issue 1	28th June 2023	First published edition.

Issued by:
Avaya SME Customer Product Engineering Support
Contact details: -

EMEA/APAC   *NA/CALA*
Email : **gsstier4@avaya.com**   *Email :* **IPONACALAT4@avaya.com**

Internet : **http://www.avaya.com**
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