AVAYA

IP Office Technical Bulletin

Bulletin No: **240**

Release Date: **17ᵗʰ July 2024**

Region: **Global**

Avaya is pleased to announce the availability of Service Pack 2 for IP Office Release 11.1.3 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 11.1.3 Service Pack 2 incorporates new software for:

> IP Office Core Switch 11.1.3.2.0 Build 6
> IP Office Server Edition 11.1.3.2.0 Build 6
> IP Office Application Server 11.1.3.2.0 Build 6
> Unified Communications Module 11.1.3.2.0 Build 6
> Preferred Edition (VoiceMail Pro) 11.1.3.2.0 Build 2
> one-X Portal 11.1.3.2.0 Build 8

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

ADMS 195095

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)	11.1.3.2.0 build 6	Yes
Manager	11.1.3.2.0 build 6	Yes
SSA	11.1.3.2.0 build 6	Yes
SysMonitor	11.1.3.2.0 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

ADMS 195095

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)	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	3.0.16	Yes
3735 Phone Firmware	3.0.16	Yes
3740 Phone Firmware	4.17.8	Yes
3745 Phone Firmware	4.17.8	Yes
3749 Phone Firmware	4.17.8	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	11.5.20	Yes
IPBS 1 Firmware	11.5.20	Yes
IPBS 1 Downgrade Firmware	11.5.11	Yes
IPBS 2 Boot Firmware	11.5.20	Yes
IPBS 2 Firmware	11.5.20	Yes
IPBS 2 Downgrade Firmware	11.5.11	Yes
IPBS 3 Boot Firmware	11.5.11	Yes
IPBS 3 Firmware	11.5.20	Yes
IPBS 3 Downgrade Firmware	11.5.11	Yes
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.5.20	Yes
DECT R4 - IPBL (DECT Gateway) Firmware	11.5.20	Yes
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	11.5.11	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	4.12.0	Yes
WinPDM (Windows Portable Device Manager)	4.1.9	Yes
Rack Charger Firmware	2.0.7	No
Advanced Charger Firmware	2.0.7	No
3720 Translation Tool	31	Yes
3725, 3740, 3749 Translation Tool	80	Yes
3730 Translation Tool	80	Yes
3735 Translation Tool	80	Yes
3720 Downloadable Languages	80	Yes
3725, 3740, 3749 Downloadable Languages	80	Yes
3730 Downloadable Languages	80	Yes

ADMS 195095

Delivered Software or Package	Version	Updated in this build
3735 Downloadable Languages	80	Yes
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	1.0.8.0.13	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 at;

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

Table 2: Firmware deliverables

ip500v2_be.bin	11.1.3.2.0 build 6
ip500v2_se.bin	11.1.3.2.0 build 6
avdcpb2.bin	11.1.3.2.0 build 6
dvppots.bin	11.1.3.2.0 build 6
naatm16.bin	11.1.3.2.0 build 6
nadcpV2.bin	11.1.3.2.0 build 6
nadcpaV1.bin	11.1.3.2.0 build 6
nadcpaV2.bin	11.1.3.2.0 build 6
dsaupnV1.bin	11.1.3.2.0 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 11.1.3.2.0 build 6 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-177066	A new SIP phone registration causes another SIP user to logout.
IPOFFICE-177018	System Restart due to uninitialized variables
IPOFFICE-177013	System Restart following adding Hunt group name containing one or more German umlauts and configuring this HG name as Source number of a user to collect voicemail
IPOFFICE-176976	DST schedule has run out on IP500v2 systems
IPOFFICE-176597	System Restart caused by completion of Analog Trunk call routed to Embedded Voicemail
IPOFFICE-176464	System Restart due to 500v2 Memory Leak
IPOFFICE-176463	Every login with IXW will increase the "Total Configured" parameter in Sysmon -> SIP Phone Status
IPOFFICE-176451	System Restart due to a SIP endpoint being deleted on timeout while object call is already gone.
IPOFFICE-175172	System Restart due to memory leak
IPOFFICE-175140	System Restart caused by call from teams to Digital terminal -> twinned to Dect
IPOFFICE-175127	Incoming call on active IX Workplace app on iPhone cannot be answered with call being forwarded to Voicemail
IPOFFICE-175043	System Restart caused by malformed SIP packets from the network
IPOFFICE-176054	System Restart following double deletion on a SIP endpoint
IPOFFICE-174599	DTMF over a SIP Line not working OK from J1XX stimulus phone
IPOFFICE-173226	System Restart if the FQDN exceeds 34 characters
IPOFFICE-171958	J Series sends DTMF to outgoing SIP trunk call only if 180 with SDP is received
IPOFFICE-171378	Caller is not hearing Voicemail prompts on incoming SIP trunk call towards Auto-Attendant

2.2 Voicemail Pro (Preferred Edition) 11.1.3.2.0 Build 2 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-174603	VMPRO crash on Primary server - Segmentation violation (ANSI) related to Emailer Thread
IPOFFICE-175956	Voicemail module " Increment and Test Counter " unexcepted delay in counting

2.3 Manager /Web Manager 11.1.3.2.0 build 6 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-177336	Web Manager on IP500V2 not displaying the correct Incoming Call Routes
IPOFFICE-176438	Web Manager unable to display Hunt Group Overflow name using Chinese/Japanese characters.

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-176198	Very slow access for Web User login on to one-X Portal
IPOFFICE-174508	A new Voicemail does not appear in one-x Portal WebClient page for Users

3 Known Issues

There are no known issues in this release.

4 New Feature Support

There are no new features delivered in this release.

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.

ADMS 195095

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

Assistance

6.1 Software and Documentation

Release 11.1.3 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

6.2 Future Service Packs

IP Office Release 11.1.3. Service Pack 3 is currently scheduled for release Dec 2024.

6.3 Document Revision History

Issue Number	Date	Changes
Issue 1	17th July 2023	First published edition.

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

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

ADMS 195095