



IP Office Technical Tip

Technical Tip No: 028 IP Office Version 2.0 Upgrade
Installation Notes
Date: 3rd February 2004

Product: IP Office Revision: 2.0	Version: 2.0 Date: 3 rd February 2004
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Upgrade Installation Notes for IP Office 403/406/412

Avaya SMBS Technical Support continues to receive issues from the field surrounding the IP Office upgrade process from 1.4(x) to version 2.0.

When upgrading from a version of software prior to 2.0 the following procedures must be observed and the instructions followed to achieve a successful upgrade.

Note: It is recommended that any units not running IP Office 1.4 software should be upgraded to this version first before upgrading to 2.0. If this process is not followed Avaya cannot guarantee that the configuration will be upgraded as intended.

Before any upgrade commences the old Admin suite must be removed and the 2.0 Admin suite must be installed. The IP Office 2.0 Admin CD is now fronted by the Microsoft installer, which behaves differently to the InstallShield package used on previous releases. The following points on this should be noted:

- In all cases the old version of the Admin suite must be uninstalled using add/remove programs before the 2.0 Admin suite is installed. The install will not occur unless the previous software has been removed. The same applies if moving between versions of the 2.0 Admin suite.
- Microsoft .NET is required to support some of the new applications. It is recommended that .NET is installed. This may take several minutes to complete.
- If installing on a PC with .NET Framework version 1.0 installed, this **must** be un-installed before installing 1.1. This can be done by going into Control Panel, selecting Add/Remove Programs and then selecting the 1.0 Microsoft .NET Framework.

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Note: If upgrading the system software from a Windows 2000 PC directly connected to the IP Office, ensure that the IP address is set as static for the duration of the upgrade. When in client mode, Windows 2000 can lose its IP address settings immediately if it detects a disconnection from the LAN (this occurs as the unit reboots during the upgrade process). This can cause the upgrade to fail and the unit to be left with no software.

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Important Information – IP 403 Upgrade Only

There are two IP 403 binaries in this release: one for updating the loader, version 1.99(1003) and the real binary, version 2.0(16). The loader upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V1_99 directory and the real binary is in the Manager\IP403V2_0 directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories. Failure to follow these instructions will result in a failure of the upgrade to your system.

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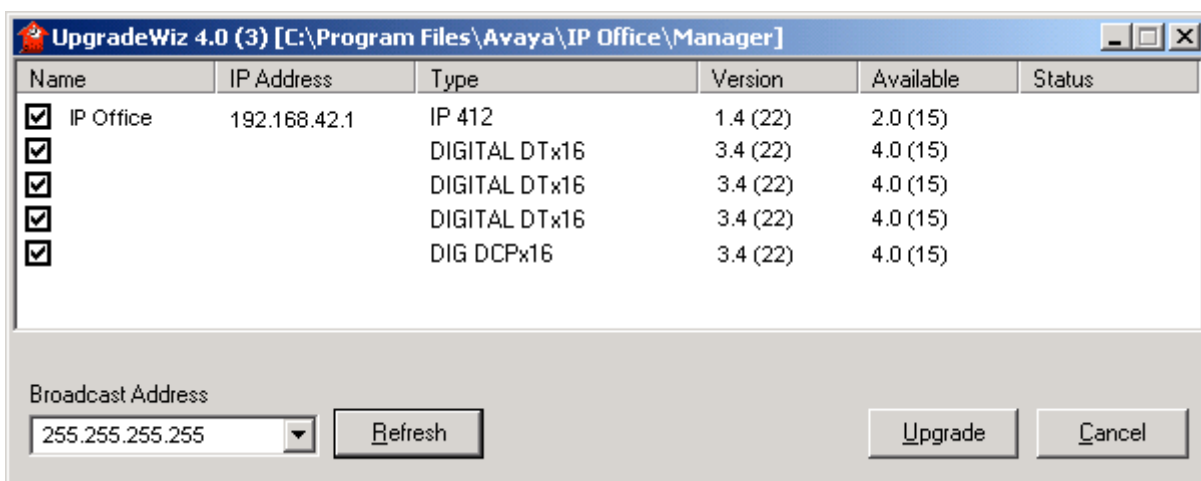
IP 406/412 Upgrade Instructions

To upgrade the Control and Expansion units do the following:

1. Ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails the current configuration may be erased, so a backup copy is essential.
2. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
3. After a few seconds the upgrade wizard should show the Control and Expansion units found.
4. If no units are found using the broadcast address 255.255.255.255 this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.

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5. A window similar to the following is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



6. The current Version and Available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
7. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window

IP 403 Upgrade Instructions

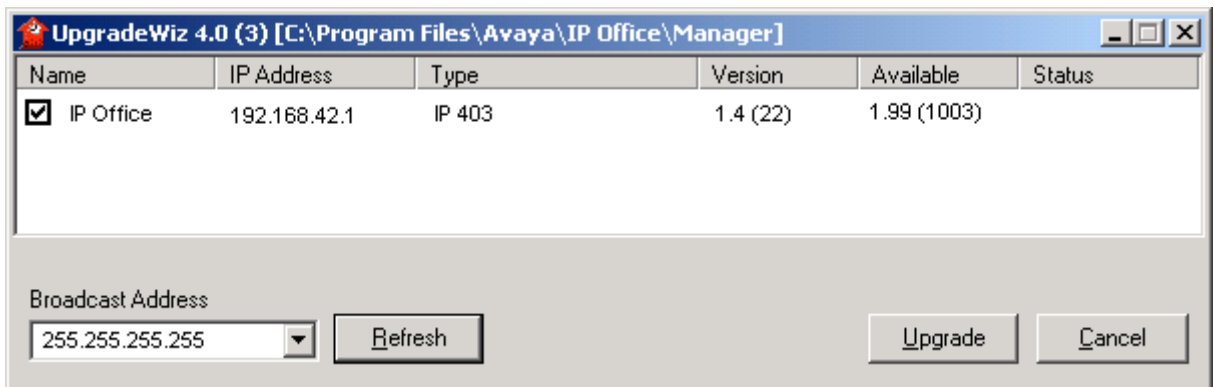
***** Please read all of the following instructions before upgrading an IP 403 *****

The following procedure is applicable to the IP 403 only. All other CPU's can be upgraded from 1.4 to 2.0 using the standard upgrade procedure described in the previous section.

Upgrading the 403 from 1.4 to 2.0 requires an upgrade of the loader software to version 0.81. The upgrade procedure is as follows:

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1. Install the Admin Suite as normal. Do not open the Manager application.
2. Using the Explorer on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V1_99 folder. This will contain a file called ip403.bin. This file is level 1.99 of the IP Office 403 firmware and contains the loader that is necessary to be able to upgrade from 1.4 to 2.0 and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails the current configuration may be erased, so a backup copy is essential.
4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
5. After a few seconds the upgrade wizard should show the Control and Expansion units found.
6. If no units are found using the broadcast address 255.255.255.255 this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.
7. A window similar to the following is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



8. The current Version and Available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.

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9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
10. When version 1.99 firmware is installed in the IP Office 403 system the front panel LED's will flash a pattern indefinitely indicating that another version of the IP Office firmware must be loaded into the IP Office 403 base unit in order to make it fully functional.

When version 1.99 firmware is installed, the functionality of the IP Office system is very much reduced, there is no trunk support, there is no telephone handset support, there is no support for VoIP functionality, etc. There is also no support for expansion units, consequently these will not be visible in the upgrade wizard when the CPU is running 1.99

11. Using the Explorer on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2_0 folder. This will contain a file called ip403.bin. This is the 2.0 IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
12. Repeat steps 4 – 9 of the above procedure.
13. The IP Office 403 system should now be at version 2.0.
14. Now that version 2.0 is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

Note: If you attempt to put 2.0 software directly onto the IP 403 without installing the new loader version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid “DTE Port Maintenance”, which is available from the Job Aids section at the following website:

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<https://support.avaya.com/>

Note: The above procedure does not need to be performed if the IP Office 403 base unit was delivered from the factory already containing version 2.0 or later firmware.

- The above procedure need only ever be completed once.
- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.
- Inadvertently repeating the above procedure will do no harm. Version 1.99 firmware for the IP Office 403 system detects whether or not the loader needs upgrading automatically and will only ever perform the modification once.
- Confirmation of the activities outlined above may be obtained by connecting a PC serial port terminal to the DTE port on the back of the IP Office 403 and monitoring the session. An indication that the loader has been upgraded is provided.
- The AT-X4 command has been added to the new IP 403 loader to erase the extra configuration space now available. This should be used in conjunction with AT-X2 and AT-X3 when defaulting an IP 403 unit via the DTE port.

Unit Compatibility

Expansion unit interoperability

All expansion units must be upgraded or downgraded to match the CPU software.

System Interoperability

When connecting 2 systems of differing software levels together via PPP the following rules apply:

	System 2						
	1.0(60)	1.1(25)	1.1(27)	1.2(14)	1.3(16)	1.4(22)	2.0(x)
System 1							
1.0(60)	✓	✓	✓ see note 1	✓ see note 1	✓ see note 1	✓ see note 1	✓ see note 1
1.1(25)	✓	✓	✓ see note 1	✓ see note 1	✓ see note 1	✓ see note 1	✓ see note 1
1.1(27)	✓ see note 1	✓ see note 1	✓	✓	✓	✓	✓

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1.2(14)	✓ see note 1	✓ see note 1	✓	✓	✓	✓	✓
1.3(16)	✓ see note 1	✓ see note 1	✓	✓	✓	✓	✓
1.4(22)	✓ see note 1	✓ see note 1	✓	✓	✓	✓	✓
2.0(x)	✓ see note 1	✓ see note 1	✓	✓	✓	✓	✓

Note 1: When this combination is used IP Header compression and Multilink must be disabled on the link. These options are not supported between these software revisions.

Upgrade Installation Notes for VoiceMail Pro

When upgrading from one software level to another the original software needs to be uninstalled. The uninstallation process only removes those files installed during the application's original installation. Any other files added since are not removed, such as VoiceMail messages. Any callflows that have been created will still operate, but they will not be editable after the upgrade. To make sure that the callflows can be edited they need to be exported before the upgrade process and then imported into the new software version.

Note: After uninstalling any existing VoiceMail server, always reboot the PC. Uninstalling does not remove any existing messages and greetings.

Backing Up the VoiceMail Pro Database

Before removing VoiceMail Pro, you should create a backup copy of the callflow database. This will contain any customizations made to the default callflow.

Note: The Root.vmp file contains the compiled callflow (created using Save & Make Live). This type of file cannot be loaded back into the VoiceMail Pro Client for editing. The editable version of the callflow is stored in the file VMData.mdb.

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Export callflows and click Next.
4. Enter a file path and file name ending in .mdb, for example C:\temp\backup.mdb. Click Next.

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5. Click Finish to start the export then click Close to complete the export procedure.
6. Close the program.

Uninstall VoiceMail Pro

1. Open the Windows Control Panel.
2. Select Add/Remove Programs.
3. Select IP Office VoiceMail Pro and click Change/Remove.
4. From the options offered select Remove and click Next.
5. Follow any prompts given during the removal process.
6. When the process has been completed select the option "Yes, I want to restart my computer now" and click Finish.

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Upgrade Installation

1. Insert the VoiceMail Pro CD. The Installation wizard should auto-start.
2. Select the language to be used during the installation. Click OK.
3. At the Welcome screen click Next.
4. At the customer information screen accept the defaults and click Next.
5. Select the type of installation required:

Note: On Windows NT/2000/XP, the VoiceMail Pro Server is automatically installed as a service.
 - **Typical Install:** Installs all the components of VoiceMail Pro including campaigns and the Campaign Web component.
 - **Compact Install:** Installs all the components of VoiceMail Pro including campaigns.
 - **Custom Install:** Allows selection of which components to install. The default selection before any changes is the same as the Typical selection.
6. At the Choose Destination Location screen accept the default locations, click Next to continue.
7. Depending on the type of installation some or all of the following options will appear.
 - If the Campaign Web Component is being installed, the Web Server type, location of the web server's HTML root, and the CGI bin directories will be prompted for.
 - On Windows NT/2000/XP, if installing the VoiceMail Pro Server, the user account that the VoiceMail Pro service should use needs to be entered.
8. Unless there are specific reasons to do otherwise accept the displayed program folder.
9. A summary of those items about to be installed is displayed. You can use Back to return to the previous screens and alter the selection if required. Click Next to begin the installation.
10. When the installation is complete select the option "Yes, I want to restart my computer now" and click Finish.

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Restoring the VoiceMail Pro Database

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Import Call Flows and click Next.
4. Use the Browse button to locate the backup file then click Next.
5. 5. Click Finish to start the import then click Close to complete the import procedure.

Note: After upgrading to VoiceMail Pro 2.0 the system will default to Intuity mode and Advice of Call Recording will be enabled. To change these options start the VoiceMail Pro Client and change these settings from Administration | Preferences | General.

Users of VoiceMail Pro running in IP Office mode will be asked to record their name when they first dial into VoiceMail Pro after the upgrade.

Upgrade Installation Notes for User Applications

When upgrading from one software level to another the original software needs to be uninstalled first. The un-installation process only removes those files installed during the application's original installation. Any other files added since are not removed, such as PhoneManagerDirectory.txt (the file in which directory entries are stored). The settings for PBX configuration, Speed Dials, Calls In/Out/Missed tabs etc., are stored in the registry and will also remain.

To upgrade to any of the 2.0 User applications do the following:

Uninstall User Applications

1. Open the Windows Control Panel.
2. Select Add/Remove Programs.
3. Select IP Office User Suite and click Change/Remove.
4. From the options offered select Remove and click Next.
5. Follow any prompts given during the removal process.

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Upgrade Installation

1. Insert the User CD. The installation wizard should auto-start.
2. At the Welcome screen click Next.
3. At the next screen select the User name from the list that this installation is associated with.
4. Click on Next and then Finish.
5. At the InstallShield Wizard Welcome screen click on Next.
6. At the Choose Destination Location screen accept the default locations, or choose a different installation directory, click Next to continue.
7. At the Select Components screen select the applications you want to install and click Next to continue.
8. If you are using Phone Manager in Agent Mode enter the Agent number at the next screen, or leave this blank and click Next.
9. Click Next to accept the Program Folder.
10. When the installation is complete click on Finish.

Keeping eConsole and eBLF Applications

As the eConsole and eBLF have been replaced by the SoftConsole, some users may wish to upgrade their Phone Manager installation but still continue to run either of these applications.

This can be accomplished by following these instructions:

Uninstall User Applications

1. To make sure that the eConsole and eBLF are not removed you **MUST** rename the directory in which the programs reside before uninstalling any applications. By default the programs can be found at C:\Program Files\Avaya\IP Office\eConsole.
2. After you have renamed the directory open the Windows Control Panel.
3. Select Add/Remove Programs.

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4. Select IP Office User Suite and click Change/Remove.
5. From the options offered select Remove and click Next.
6. Click on OK to confirm that you want to remove all applications.
7. When the removal process is complete click on Finish.
8. Once the old applications have been removed Insert the 2.0 User CD. The installation wizard should auto-start.
9. At the Welcome screen click Next.
10. At the next screen select from the list the User name with which this installation is associated.
11. Click on Next and then Finish.
12. At the InstallShield Wizard Welcome screen click on Next.
13. At the Choose Destination Location screen accept the default locations, or choose a different installation directory, click Next to continue.
14. At the Select Components screen select the applications you want to install and click Next to continue.
15. If you are using Phone Manager in Agent Mode enter the Agent number at the next screen or leave this blank and click Next.
16. Click Next to accept the Program Folder.
17. When the installation is complete click on Finish.
18. The program shortcuts for eConsole and eBLF will have been removed but the programs will not. Set these shortcuts up again and you will be able to run the eConsole and eBLF applications as before.

Upgrade Installation Notes for SMDR

The existing standalone SMDR application is not compatible with IP Office version 2.0 and from this release will no longer be available in its present format. CCC version 4 incorporated the SMDR output into its Delta Server and it is a version of this that will be used going forward.

First of all uninstall the existing SMDR application. Once this has been done using the Admin CD explore the CD and go to the CBC directory and then into the Delta Server directory. From here run the setup.exe program to install the Delta Server. Once installed this program can be found from the start menu at Programs | CCC | Delta Server, not Programs | IP Office | IP Office SMDR as it was before.

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From the start menu select Programs | CCC | Delta Server and run this program, if required to do so in the “Select Server” screen tick the check box next to the IP Office system that you want to connect to.

From the event viewer screen click on the SMDR icon, the output file location should be the same as it was when the standalone SMDR application was installed (C:\Program Files\Avaya\IP Office\SMDR\SMDR_Output\SMDR.csv). If it is not the same then you can either change the location or leave it as it is. If you do make a change to this location make sure that the application reading the SMDR output file is changed to point to the new file location. Select the check box next to the output file location; SMDR output is now running again.

Note: If SMDR was not installed before the default output file location will be:

C:\Program Files\Avaya\IP Office\CCC\DeltaServer\SMDR_Output\SMDR.csv

Miscellaneous Upgrade Notes

Loading Software onto the PCMCIA Memory Card

The PCMCIA memory card used to run the Embedded Voicemail in IP Office – Small Office Edition is able to hold the operating software required for Avaya 46xx IP telephones. The following procedure outlines how the software can be transferred onto the memory card using TFTP:

1. In the System form in Manager set the “File Writer” address to the PC sending the file by TFTP.
2. A typical example of the command from the CMD prompt is:
 - o C:\TFTP -i 192.168.42.1 PUT C:\holdmusic.wav

This will write the file, in this example a Music On Hold file, to the memory card. If wanting to load the software for 46xx IP Handsets onto the flash card follow the same procedure, substituting “C:\holdmusic.wav” with the location and filename of each of the files required for the IP Handsets.

3. Once you have loaded all of the required files to the flash card go back into the System form in Manager and set the TFTP Server address to the unit’s own IP address. E.g: 192.168.42.1 – This will then allow the download of the files from the memory card.

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