



IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 10.0 Service Pack 6

Avaya is pleased to announce the availability of Service Pack 6 for IP Office Release 10.0 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 10.0 GA releases.

1. 1 Overview

IP Office Release 10.0 Service Pack 6 incorporates new software for:

- IP Office Core Switch 10.0.0.6.0.3
- IP Office Server Edition 10.0.0.6.0.3
- IP Office Application Server 10.0.0.6.0.3
- Unified Communications Module 10.0.0.6.0.3
- Preferred Edition (VoiceMail Pro) 10.0.0.6.0.9
- one-X Portal 10.0.0.6.0.6
- Soft Console 10.0.0.6.0.3
- “Powered by Avaya” Partner Hosted 10.0.0.6.0.3
- Avaya Communicator for Windows 2.1.4.274

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.

IP Office Administration consists of the following software:

Delivered Software or Package	Version	Update d with this build
IP Office Firmware (Table 2 lists specific details)	10.0.0.6.0 build 3 (10.0.600.3)	Yes
IP Office Applications		
Manager	10.0.0.6.0 build 3	Yes
SSA	10.0.0.6.0 build 3	Yes
SysMonitor	10.0.0.6.0 build 3	Yes
Video (CounterPath) SoftPhone	3.2.3.49.68975	No
MAC Softphone	4.1.1.2 DEV CE4112c	No
Java		
Java Run Time Environment	7.0 Update 25 (1.7.0.25)	No
DCP Phone Firmware		
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)	Yes
1416 Phone Boot Firmware	25	No
1416 Phone Application Firmware	R48 (vintage 16)	Yes
14xx Phone Language	R10_v11_Pack 01	No
14xx Chinese (GB) Phone Font File	R02_v01	No
9504 , 9508 Phone Boot Firmware	R17 (vintage 30)	No
9504 , 9508 Phone Application Firmware	R60 (vintage 13)	No
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)	No
IP Phone Firmware		
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

Delivered Software or Package	Version	Update d with this build
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	Yes
9620, 9630, 9640, 9650 Phone Firmware - Application	3.2.8	Yes
9620D01A, 9630D01A Phone Firmware - Boot Code	3.2.2	No
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	V28R23 (6.6)	Yes
9608, 9611, 9621, 9641 Phone Firmware – Application	6.6.5.06 (6.6)	Yes
9608, 9611, 9621, 9641 Phone Language Files	132	No
Wi-Fi Phone Firmware/Tools		
3641/3645	117.058	No
HAT	4.1.4	No
AVPP	17x.040	No
T3 Phone Firmware and Associated Applications		
T3 IP Phone Firmware	T247	No
T3 IP Phones Admin Tool	3.08	No
IP DECT Phone Firmware and Associated Applications		
3701 Phone Firmware	22.04.04	No
3711 Phone Firmware	91.24.31.04	No
3711 Global Phone Firmware	91.24.36	No

Delivered Software or Package	Version	Update d with this build
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
DECT R4 Phone Firmware and Associated Tools		
3720 Phone Firmware	4.3.32	No
3725 Phone Firmware	4.3.32	No
3730 Phone Firmware	2.0.9	No
3735 Phone Firmware	2.0.9	No
3740 Phone Firmware	4.3.32	No
3749 Phone Firmware	4.3.32	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	10.0.5	Yes
IPBS 1 Firmware	10.0.5	Yes
IPBS 1 Downgrade Firmware	7.1.2	No
IPBS 2 Boot Firmware	10.0.5	Yes
IPBS 2 Firmware	10.0.5	Yes
IPBS 2 Downgrade Firmware	7.1.2	No
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.0.5	Yes
DECT R4 - IPBL (DECT Gateway) Firmware	10.0.5	Yes
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	7.1.2	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	4.5.1	Yes
WinPDM (Windows Portable Device Manager)	3.11.0	No
Rack Charger Firmware	2.0.6	No
Advanced Charger Firmware	2.0.6	No
3720 Translation Tool	29	No
3725, 3740, 3749 Translation Tool	38	No
3730 Translation Tool	49	No
3735 Translation Tool	49	No
3720 Downloadable Languages	29	No
3725, 3740, 3749 Downloadable Languages	38	No
3730 Downloadable Languages	49	No

Delivered Software or Package	Version	Updated with this build
3735 Downloadable Languages	49	No
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No
Avaya Nortel SIP Phones		
1120E	4.04.23.00	No
1140E	4.04.23.00	No
1220/1230	4.04.23.00	No
DECT D100 Phones		
D100 BS MS	1.2.7	No
D100 BS SL	0.9.6	No
B179		
B179	2.4.1.5	No
E159		
E159	8.25.2	No
E169		
E169	8.25.2	No
E129 Phones		
E129	1.25.2.26	No
H175 Phones		
H175	1.0.2.2	No
J129 Phones		
J129	1.0.0.0.43	No

Table 2: Firmware deliverables

ip500v2_be.bin	10.0.0.6.0 build 3 (10.0.600.3)
ip500v2_se.bin	10.0.0.6.0 build 3
avdcpb2.bin	10.0.0.6.0 build 3
dvppots.bin	10.0.0.6.0 build 3
naatm16.bin	10.0.0.6.0 build 3
nadcpV2.bin	10.0.0.6.0 build 3
nadcpaV1.bin	10.0.0.6.0 build 3
nadcpaV2.bin	10.0.0.6.0 build 3
dsaupnV1.bin	10.0.0.6.0 build 3
nadcpv2.bin loader update version	3.2(999)

Note: 4600 and 5600 series telephones are no longer supported in IP Office Release 10.0 software.

2 Added Support

IP Office 10.1 included support of the updated version of the digital station modules DS16B2 and DS30B2 with material codes as below.

Material Code	Description
700511093	IP Office IP500 Digital Station 16B2 RJ45
700511094	IP Office IP500 Digital Station 30B2 RJ45

The updated DS16/30B2 digital station modules have now started to be provisioned by Avaya tools – a supply chain transition is occurring from the older to the newer version of the digital station module for IP Office 9.1 and later.

The updated DS16/30B2 digital station modules are supported on **any version of IP Office 10.1**.

Please note that a **minimum of IP Office 9.1 Service Pack 12 or IP Office 10.0 Service Pack 5 is required to support the updated DS16/30B2 digital station modules**.

The updated DS16/30B2 digital station modules are **not supported on any software prior to IP Office 9.1**. The earlier DS16B (700501585) and DS30B (700501586) are still available to order as merchandise for earlier software versions.

DS16/30B2 Expansion Modules are supported by the avdcpb2.bin firmware file which is available on the 10.0.0.5.0.3 and 10.0.0.6.0.3 Administration suite.

3 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.

3.1 IPOffice 10.0.0.6.0.3 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-132367	SIP Tag in "To:" header issue causes SBC to reject the call
IPOFFICE-131236	IP500v2 Server Edition Expansion system 10.0.0.4 system restarts
IPOFFICE-131148	DTMF digit 9 is not recognized by IPOCC IVR when callers call into certain DIDs
IPOFFICE-129284	IP Office toll restrictions are not used by J129 phones in conferences
IPOFFICE-128489	IP500v2 – System restart following Forward Unconditional setting changes from a 9641
IPOFFICE-128034	96X1 Users cannot change twinned number from telephone UI, Select softkey missing
IPOFFICE-127972	IP500v2 Japanese PRI – incoming calls on channel 16 rejected with cause 44 Requested circuit/channel unavailable
IPOFFICE-127967	IP500v2 – System restart – Buffer leak causing Abnormal Termination
IPOFFICE-127910	J129/H175 incoming call displays “External” instead of CLI
IPOFFICE-126349	Hunt Group Users get missed hunt group calls on their call history even if not configured to do so
IPOFFICE-123146	Japanese locale – 14xx phones display invalid characters when selecting Contacts>New
IPOFFICE-122650	Call Pickup not working on IP DECT phones for external call over SIP trunk
IPOFFICE-119274	Manager showing a partial configuration when validation is enabled and group pane view is disabled
IPOFFICE-130777	VoiceMail message is off by 4 hours
IPOFFICE-128451	Call pick up members feature doesn't work properly when users are created in different IPO units of a SCN system
IPOFFICE-124507	User gets "Number not in use prompt" when trying enable/disable the huntgroup membership via FNE short code
IPOFFICE-128013	Toll-Bypass Restrictions for India locale is not working. A user who answered an incoming PRI call is able to get another user from different location into a conference
IPOFFICE-130470	36xx Spectralink phone broken dial tone
IPOFFICE-127914	System Restart - IP500v2 - WebManager causing restarts when ADI licenses present in configuration
IPOFFICE-124602	H.323 phone is taking too long to register after IP500V2 reboot
IPOFFICE-123379	Unsupervised transfer is not possible from SIP Endpoints in the same location when the CAC is reached
IPOFFICE-122975	Call transfers are possible when CAC is reached on Location

3.2 Voicemail Pro (Preferred Edition) 10.0.0.6.0.9 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-128970	Voicemail Pro reset on IP Office version 9.1.9
IPOFFICE-132141	Fresh installation of IP Office 10.0 SP5 doesn't allow for Voicemail Pro to act as Fallback on Secondary Server if Primary IP Office Service is stopped.
IPOFFICE-131079	Server Edition Primary/Secondary – Primary VM pro becomes unresponsive and Secondary Voicemail runs and does not fail back to Primary

IPOFFICE-123733	Forwarding a Voicemail message with a comment should not say "delivery scheduled" if the comment/recording is less than 3 seconds
IPOFFICE-129165	OnAvaya - VRL failing on some users
IPOFFICE-128059	Voicemail Pro Restore on Windows server from a Backup on Linux server is not working

3.3 one-X Portal 10.0.0.6.0.6 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-129168	XMPP Group disappears on MAC client users who are part of that XMPP group.
IPOFFICE-127993	Unable to import more than 100 entries in one-X Portal personal directory
IPOFFICE-126370	User's DND status no retained and shows a Available in one-X Portal after restart of Applications Server / one-X Portal service
IPOFFICE-123280	one-X Portal Users unable to change their own password
IPOFFICE-122759	Telephony and Presence status incorrect for an Avaya Communicator for Windows User who's PC is either disconnected or in hibernation
IPOFFICE-131439	Hotkeys of one-X Portal Call Assistant does not work after upgrading the IP Office and one-X Desktop client version from 9.1.6 to version 10.0 SP4
IPOFFICE-123781	No call log in one-X Portal or Avaya Communicator for Windows if a group call rings in collective ring mode

3.4 Server Edition 10.0.0.6.0.3 – Resolved field issues

The following field issues have been addressed in this release of Server Edition:

JIRA Number	Description of Issue
IPOFFICE-130891	IP Office Primary Server Edition 10.0 Service Pack 3, system restart
IPOFFICE-131135	Partner Hosted Server Edition Restarts
IPOFFICE-130538	Intermittent login failures since deployment of ACW CP 2.1.4.265
IPOFFICE-129525	Outbound call with auth code over Analogue/SIP/E1 trunk transferred to internal user, external number + auth code is displayed on internal user
IPOFFICE-128184	Server Edition restarts on 10.0.0.4
IPOFFICE-128056	Web Manager triggering alarms frequently
IPOFFICE-128046	Click on any tab on Contact Recorder – main page displays "404" Not Found" error after upgrade from 9.1.7 to 9.1.11
IPOFFICE-123317	Server Edition restarts – when releasing a call while playing DTMF from a shortcode
IPOFFICE-123093	Server Edition 10.0 SP2 reporting multiple core dumps
IPOFFICE-121192	Web Manager message "Common object consolidation process has completed" is issued in loop
IPOFFICE-132265	Using Web Management to activate custom prompts has an incorrect file size limit
IPOFFICE-128728	System restart – When using a T38 Fax Server on the Server Edition Primary

IPOFFICE-128672	System restart Server Edition – Multiple system reboots
IPOFFICE-122720	System restart Server Edition related to http interaction
IPOFFICE-120859	LDAP template in Web Manager causes new user profile to default to basic instead of power user
IPOFFICE-132072	Web Manager - When Service Users change password are unable to make changes on Expansions
IPOFFICE-127810	Web Manager - Synchronize service users and System password does not work for IP500V2 expansion systems
IPOFFICE-127537	Server Edition Primary server freeze on VMware machine

3.5 IP Office Desktop Integration – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-122806	Skype for Business 2016 – the call button not showing on the client
IPOFFICE-128182	Avaya IP Office Plug-In on Outlook 2016 can not send Instant Message

4 Known Issues

There are no known issues in this release

5 Technical Notes

5.1 Licensing Considerations

IP Office Release 10.0 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.

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 10.0 Release Notes or the “Administering Avaya IP Office Platform with Web Manager” manual available from the IP Office Knowledgebase.

5.2 Upgrading IP Office IP500 V2 core software

When upgrading to Release 10.0 from a previous release an upgrade license is required. It is recommended that the IP Office Release 10.0 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 10.0.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 10.0:

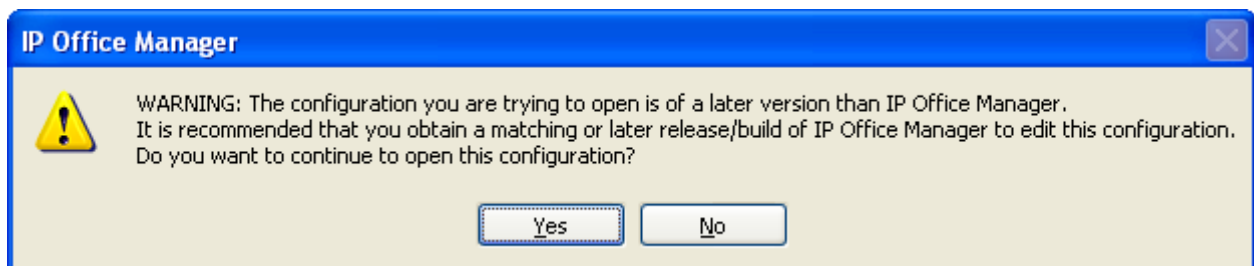
Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.0
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.0
IP500 V2	9.0.0.0 and later	-	Load 10.0
All modules	9.0.0.0 and later	-	Load 10.0

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 10.0. This will expand the loader to accommodate the 10.0 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 10.0; 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.

5.3 Upgrading IP Office Administration

The previous GA release of IP Office 10.0 Manager is not compatible with systems running this release. Before upgrading an IP Office system to the 10.0.0.6.0.3 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 10.0.0.6.0.3 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 10.0.0.6.0.3. 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.

5.4 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.

5.5 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 Release 9.0 and above. 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.

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.

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 10.

5.6 Upgrade Instructions for IP Office Unified Communications Module (UCM)

To upgrade a UCM to 10.0 Service Pack 6 from release 9.0 and below the “USB Upgrade” method must be used.

If upgrading to 10.0 Service Pack 4 from release 9.1, the “Web Management Upgrade” method is recommended. The “USB Upgrade” method can also be used if preferred.

For further information about upgrading the UCM please refer to section 5.9 “Upgrading the module” of the “Installing and Maintaining the Unified Communications Module” manual.

In addition, Avaya recommends that customers with the UCM V2, (Avaya ID 700507449), check to see if a firmware upgrade is required. Please see IP Office Technical Tip 288 for further information.

5.7 Avaya E129 SIP telephone upgrade

A firmware upgrade of the E129 SIP telephone is triggered automatically by the IP Office system. The firmware upgrade can take up to 15 minutes. During this procedure the telephone will restart three times. Once initiated the firmware upgrade should not be interrupted. The telephone should not be powered down, disconnected from the network or restarted by the administrator from the SSA.

6 Assistance

6.1 Software and Documentation

Release 10.0 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:

<http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html>

6.2 Future Service Packs

IP Office Release 10.0 Service Pack 7 is currently scheduled for release on the 18th March 2018. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site:

<https://support.avaya.com/css/P8/documents/100067004>

6.3 Document Revision History

Issue Number	Date	Changes
Issue 1	15 th December 2017	First published edition.
Issue 2	20 th December 2017	Revision of firmware versions
Issue 3	22 nd December 2017	Correction of firmware version format

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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