



IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 10.1 Service Pack 2

Avaya is pleased to announce the availability of Service Pack 2 for IP Office Release 10.1 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 10.1 GA releases.

1. 1 Overview

IP Office Release 10.1 Service Pack 2 incorporates new software for:

- IP Office Core Switch 10.1.0.2.0.2
- IP Office Server Edition 10.1.0.2.0.2
- IP Office Application Server 10.1.0.2.0.2
- Unified Communications Module 10.1.0.2.0.2
- Preferred Edition (VoiceMail Pro) 10.1.0.2.0.3
- one-X Portal 10.1.0.2.0.6
- Soft Console 10.1.0.2.0.1
- “Powered by Avaya” Partner Hosted 10.1.0.2.0.2
- Avaya Communicator for Windows 2.1.4.291

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	Updated in this build
IP Office Firmware (Table 2 lists specific details)	10.1.0.2.0 build 2	Yes
Manager	10.1.0.2.0 build 2	Yes
SSA	10.1.0.2.0 build 2	Yes
SysMonitor	10.1.0.2.0 build 2	Yes
Video (CounterPath) SoftPhone	3.2.3.49.68975	No
MAC Softphone	3204.66292	No
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

Delivered Software or Package	Version	Updated in this build
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
9620, 9630, 9640, 9650 Phone Language Files	76	No
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V28R29 (6.6)	Yes
9608, 9611, 9621, 9641 Phone Firmware – Application	6.6.6.04 (6.6)	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	4.3.32	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

Delivered Software or Package	Version	Updated in this build
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	No
IPBS 1 Firmware	10.0.5	No
IPBS 1 Downgrade Firmware	7.1.2	No
IPBS 2 Boot Firmware	10.0.5	No
IPBS 2 Firmware	10.0.5	No
IPBS 2 Downgrade Firmware	7.1.2	No
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.0.5	No
DECT R4 - IPBL (DECT Gateway) Firmware	10.0.5	No
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	No
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
3735 Downloadable Languages	49	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	2.4.1.5	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

Delivered Software or Package	Version	Updated in this build
J129 Phones	1.0.0.0.43	No
J129		

Table 2: Firmware deliverables

ip500v2_be.bin	10.1.0.2.0 build 2
ip500v2_se.bin	10.1.0.2.0 build 2
avdcpb2.bin	10.1.0.2.0 build 2
dvppots.bin	10.1.0.2.0 build 2
naatm16.bin	10.1.0.2.0 build 2
nadcpV2.bin	10.1.0.2.0 build 2
nadcpaV1.bin	10.1.0.2.0 build 2
nadcpaV2.bin	10.1.0.2.0 build 2
dsaupnV1.bin	10.1.0.2.0 build 2
nadcpv2.bin loader update version	3.2(999)

Note: 4600 and 5600 series telephones are no longer supported in IP Office Release 10.1 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 10.1.0.2.0.2 Administration suite.

This Service Pack also delivers support for the 373x DECT handset 2.1.4 Software

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 IP Office 10.1.0.2.0.2 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-134645	No Missed Call log entry on the phone after call forward on no answer is set on 16xx/96xx telephones
IPOFFICE-131176	System Restart IP500 V2 - When System has more than the supported number of Users
IPOFFICE-137083	Missed call logs are not appearing for hunt group (collective or sequential) users on the one-x mobile
IPOFFICE-128263	BT RACE password change mechanism failing
IPOFFICE-132323	System Restart - IP Office Primary system resets due to Deadlock in threads
IPOFFICE-136524	IP Office did not detect CO busy tone in Costa Rica
IPOFFICE-136358	System Restart Server Edition - Primary server reboots due to underspecified VMWare Server
IPOFFICE-128993	IP Office sending wrong calling party number to twinned user
IPOFFICE-132663	No call log entry after forward on no answer to a shortcode
IPOFFICE-135282	System Restart SE: Primary IP Office System crashing when ACW call "on-hold" is cleared when the User logs off
IPOFFICE-134416	Intermittent tones replace audio path on a O/G SIP call
IPOFFICE-129240	UUI and P-intrinsic data received by IP Office via REFER is not sent via INVITE to transfer destination

IPOFFICE-134638	System Restart SE - Primary Server restarting IP Office service due to Auth code issue
IPOFFICE-135933	System Restart SE : Due to corrupt SDP message from SIP provider

3.2 Voicemail Pro (Preferred Edition) 10.1.0.2.0.3 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-135586	VMPPro .ini files ownership changed from "VMPro" to "root" after restoring the VMPro backup

3.3 one-X Portal 10.1.0.2.0.6 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-136469	one-X Portal terminates unexpectedly.
IPOFFICE-135267	The Administrator user cannot access the one-X portal.
IPOFFICE-124035	Agent Control tab of the Queues and Agent Control gadget doesn't show the Hunt Group membership
IPOFFICE-130954	one-X portal voicemail passcode requesting 197 characters
IPOFFICE-134448	one-X Portal database corrupted during 9.1 upgrade to 10.1 release

3.4 Manager /Web Manager 10.1.0.2.0.2 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-135266	Manager for IP Office Server Edition Audit Trail shows blank Security User
IPOFFICE-135003	IP500 V2 Embedded Webmanager does not allow adding a USER button on a User
IPOFFICE-131989	IP Office IP500 V2 unable to save Button configuration with WebManager.
IPOFFICE-131585	Voicemail Node not working if configured from WebManager
IPOFFICE-136424	Lines associated to Japanese PRI Card do not show on WebManager
IPOFFICE-132378	Customer getting error Access to Web Services failed due to invalid credentials every 5 min
IPOFFICE-136194	LDAP Synchronization fails to create user added from Active Directory
IPOFFICE-135857	Web Manager User search shows only the first 100 entries.
IPOFFICE-135520	Web Manager shows error if IP Route is created with non-default subnet mask

3.5 Desktop Integration – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-128588	Presence only works for 3 min at a time under windows 10 for ACW 2.1.4/IP Office 10.1
IPOFFICE-131096	Status text doesn't change when state changed manually from the application
IPOFFICE-128853	Number displayed in the call history of ACW client instead of name of the added outlook contact for both incoming & outgoing calls
IPOFFICE-134750	ACW incorrect match to Outlook contact for an unknown external number
IPOFFICE-135257	ACW Presence stuck in Unavailable after PC lock and unlock
IPOFFICE-131498	ACW manual status changes are intermittently not applied
IPOFFICE-136468	ACWs show status offline
IPOFFICE-136446	Simultaneous crash of multiple ACWs with Windows one-X Portal
IPOFFICE-136420	Very high TCP session count when using SE one-X Portal with remote ACW clients
IPOFFICE-132133	Missed Hunt Group calls not displayed Avaya Communicator for Windows (call logs) if a group is in collective mode
IPOFFICE-132391	Inbound Calls to a WebRTC Client are unable to establish audio for up to 6 seconds after the call is answered
IPOFFICE-134755	WebRTC calls take 40 seconds to connect if the PC has multiple active Network Adapters
IPOFFICE-131164	Incoming call to ICR (Integrated Contact Reporter) does not ring/pop up on the ICR webpage intermittently
IPOFFICE-131152	Continuous SSA snapshot shows more files getting created than are actually created
IPOFFICE-132425	one-X Portal Outlook plugin Transfer Search feature is not fully functional
IPOFFICE-134294	Unread Voicemail Message Indication unreliable on Outlook start-up

4 Known Issues

There are no known issues in this release

5 Technical Notes

5.1 Licensing Considerations

IP Office Releases 10.0 to 10.1 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 10.0 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 10.1 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 10.1 from a previous release an upgrade license is required. It is recommended that the IP Office Release 10.1 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 10.1.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 10.1:

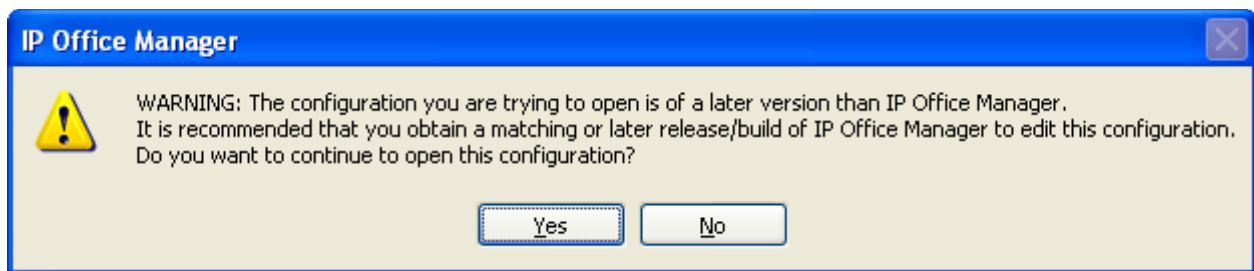
Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.1
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.1
IP500 V2	9.0.0.0 and later	-	Load 10.1
All modules	9.0.0.0 and later	-	Load 10.1

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 10.1. This will expand the loader to accommodate the 10.1 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 10.1; 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 10.1 Manager is not compatible with systems running this release. Before upgrading an IP Office system to the 10.1.0.2.0.2 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 10.1.0.2.0.2 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 10.1.0.2.0.2. 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
- 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 10.1

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

To upgrade a UCM to 10.1 Service Pack 2 from release 9.0 and below the “USB Upgrade” method must be used.

If upgrading to 10.0 Service Pack 4 or above 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.

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 10.1 Service Pack 3 is currently scheduled for release on the 3rd August 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		First published edition.

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