



## IP Office Technical Bulletin

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**Region:** Global

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### **General Availability (GA) - IP Office Release 10.0 Service Pack 7**

Avaya is pleased to announce the availability of Service Pack 7 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 Overview**

IP Office Release 10.0 Service Pack 7 incorporates new software for:

- IP Office Core Switch 10.0.700.2
- IP Office Server Edition 10.0.700.2
- IP Office Application Server 10.0.700.2
- Unified Communications Module 10.0.700.2
- Preferred Edition (VoiceMail Pro) 10.0.700.3
- one-X Portal 10.0.700.8
- Soft Console 10.0.700.1
- “Powered by Avaya” Partner Hosted 10.0.700.2
- 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:

<b>Delivered Software or Package</b>	<b>Version</b>	<b>Updated in this build</b>
<b>IP Office Firmware</b>		
IP Office Firmware (Table 2 lists specific details)	10.0.0.7.0 build 2	Yes
<b>IP Office Applications</b>		
Manager	10.0.0.7.0 build 2	Yes
SSA	10.0.0.7.0 build 2	Yes
SysMonitor	10.0.0.7.0 build 2	Yes
Video (CounterPath) SoftPhone	3.2.3.49.68975	No
MAC Softphone	3204.66292	No
<b>Java</b>		
Java Run Time Environment	7.0 Update 25 (1.7.0.25)	No
<b>DCP Phone Firmware</b>		
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
<b>IP Phone Firmware</b>		
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

<b>Delivered Software or Package</b>	<b>Version</b>	<b>Updated in this build</b>
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
<b>Wi-Fi Phone Firmware/Tools</b>		
3641/3645	117.058	No
HAT	4.1.4	No
AVPP	17x.040	No
<b>T3 Phone Firmware and Associated Applications</b>		
T3 IP Phone Firmware	T247	No
T3 IP Phones Admin Tool	3.08	No
<b>IP DECT Phone Firmware and Associated Applications</b>		
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
<b>DECT R4 Phone Firmware and Associated Tools</b>		
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

<b>Delivered Software or Package</b>	<b>Version</b>	<b>Updated in this build</b>
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
<b>Avaya Nortel SIP Phones</b>		
1120E	4.04.23.00	No
1140E	4.04.23.00	No
1220/1230	4.04.23.00	No
<b>DECT D100 Phones</b>		
D100_BS_MS	1.2.7	No
D100_BS_SL	0.9.6	No
<b>B179</b>		
B179	2.4.1.5	No
<b>E159</b>		
E159	8.25.2	No
<b>E169</b>		
E169	8.25.2	No
<b>E129 Phones</b>		
E129	1.25.2.26	No
<b>H175 Phones</b>		
H175	1.0.2.2	No
<b>J129 Phones</b>		
J129	1.0.0.0.43	No

**Table 2: Firmware deliverables**

ip500v2_be.bin	10.0.0.7.0 build 2
ip500v2_se.bin	10.0.0.7.0 build 2
avdcpb2.bin	10.0.0.7.0 build 2
dvppots.bin	10.0.0.7.0 build 2
naatm16.bin	10.0.0.7.0 build 2
nadcpV2.bin	10.0.0.7.0 build 2
nadcpaV1.bin	10.0.0.7.0 build 2
nadcpaV2.bin	10.0.0.7.0 build 2
dsaupnV1.bin	10.0.0.7.0 build 2
nadcpv2.bin loader update version	3.2(999)

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

<b>Material Code</b>	<b>Description</b>
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 10.0.0.7.0.2 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 IPOffice 10.0.0.7.0.2 – Resolved field issues**

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

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-124955	Incoming calls from SM to IP Office twinned to a cellphone show the CLID of the called extension instead of that of the Original Caller.
IPOFFICE-136882	Call pick up feature does not work when users are created in different IP Office units of a SCN system.
IPOFFICE-134620	System Restart Server Edition with an expired hunt group timer looping
IPOFFICE-132384	No audio for remote SCN digital phone when conferenced in while ringing
IPOFFICE-131460	System Restart: Abnormal Reboot - Segmentation Violation
IPOFFICE-131137	System Restart Server Edition - Primary Server restarting IP Office service with unknown cause
IPOFFICE-123741	Hunt group name is not displayed on phone screen when external calling party number withheld
IPOFFICE-134612	IP Office Linux DHCP server on LAN2 is not working as intended: DHCP proxy is NOT possible
IPOFFICE-133303	System Restart Server Edition - Reboot on 10.0 caused by conference teardown
IPOFFICE-123136	Incoming Trunk calls if transferred to another internal extension which is already on call, user does not see "On Another Call" visual notification on his phone's display
IPOFFICE-131990	Following an IP Office Server Edition Reboot several J129 sets get a new IP address and fail to automatically log back in

#### **3.2 Voicemail Pro (Preferred Edition) 10.0.0.7.0.3 – Resolved field issues**

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

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-138064	VMPPro 10.1.1.6 fails after failing to forward VM to e-mail
IPOFFICE-136763	VMPPro 10.0 SP6: Primary and Secondary Voicemail Pro services crash
IPOFFICE-136597	VMPPro restart on 9.1.12
IPOFFICE-136066	VMPRO restart on Critical Patch 10.0.0.5.2 and not falling back to Secondary
IPOFFICE-135618	VMPPro restart using MAPI integration
IPOFFICE-135591	VMPPro restart on 9.1.12
IPOFFICE-134951	VMPRO 10.0.5.0 fails every 2 hours after failing to forward VM to e-mail
IPOFFICE-134639	VMPPro Restarted during a failed Sync

IPOFFICE-133255	Primary/Backup VMPro pair, Primary VMPro went down 3 times during failover
IPOFFICE-132386	Primary VMPro stops working and secondary VMPro takes over
IPOFFICE-131438	In a primary/ secondary VMPro setup, fallback from Secondary to Primary never takes place if users with VM configured were modified from Manager
IPOFFICE-130869	Application Server VMPro stops responding intermittently

### **3.3 one-X Portal 10.0.0.7.0.8 – Resolved field issues**

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-134746	one-X Portal - User is unable to see the scheduled conferences in Meetings View tab
IPOFFICE-134596	ACW Presence - Inconsistent behavior on network disconnection and PC hibernation
IPOFFICE-131091	one-X Mobile on Android with IP Office 10.0.3 is sending DTMF RTP payload as 120
IPOFFICE-127340	Unable to control hunt group membership using one-x agent
IPOFFICE-123049	Call logs are not updated properly in user one-X portal (as well in ACW) for the home worker agents using one-X Portal in Telecommuter mode
IPOFFICE-122759	Telephony and Presence status incorrect for an ACW user who's PC is either disconnected from the network or is in hibernation

### **3.4 Manager/Web Manager 10.0.0.7.0.2 – Resolved field issues**

The following field issues have been addressed in this release of Manager/Web Manager:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-136970	User's Group Membership status is not reflected in IP Office Web Manager
IPOFFICE-131447	Web Manager message "Common object consolidation process has completed" is issued in loop
IPOFFICE-130988	Web License Manager link not shown in Server Edition Web Manager if a separate Application Server is being used
IPOFFICE-130956	Unable to create IP Office Users with LDAP using a Window 2012 Active Directory Server and a User Provisioning Rule
IPOFFICE-130795	Web Manager will not allow forwarding using "#" character
IPOFFICE-129230	Manager error when extension is created in WebManager
IPOFFICE-123516	Web Self-Administration - Unable to search in user field when configuring a User button

### **3.5 IP Office Desktop Integration – Resolved field issues**

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

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-122176	one-X Mobile for Android can't register on the Secondary server when Primary is down
IPOFFICE-131816	Outlook plug-in cannot send Instant Messages
IPOFFICE-129352	one-X plugin Outlook 2016 status change broken
IPOFFICE-123363	Dialing rules applied differently on ACW vs Outlook plugin
IPOFFICE-129434	BLF group disappearing from SoftConsole intermittently
IPOFFICE-123539	Mac Softphone shows old XMPP groups that no longer exist

## **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:

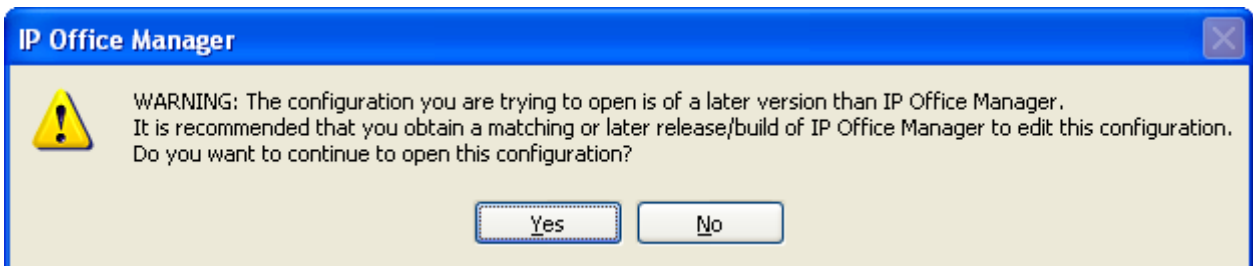
Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.0
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.0
IP500 V2	9.0.0.0 and later	-	Load 10.0
All modules	9.0.0.0 and later	-	Load 10.0

**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 10.0.0.7.0.2 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 10.0.0.7.0.2 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 10.0.0.7.0.2. 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.

### **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 7 from release 9.0 and below the “USB Upgrade” method must be used.

If upgrading to 10.0 Service Pack 7 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**

There will be no further Service Packs for IP Office Release 10.0. 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**

<b><u>Issue Number</u></b>	<b><u>Date</u></b>	<b><u>Changes</u></b>
Issue 1	25 <sup>th</sup> April 2018	First published edition.
Issue 2	6 <sup>th</sup> May 2018	Change to section 6.2 – Future Service Packs

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

*EMEA/APAC*

*NA/CALA*

*Email: [gsstier4@avaya.com](mailto:gsstier4@avaya.com)*

*Email: [IPONACALAT4@avaya.com](mailto:IPONACALAT4@avaya.com)*

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