



**Avaya IP Office™ Platform Release 11.0 –
Release Notes / Technical Bulletin
General Availability**



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2 Document changes

Date	Description
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May 15th, 2018	Document issued
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3 Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office™ Platform Release 11.0. Avaya's offer is referred to as "IP Office R11.0" throughout this document.

Some key highlights about how Avaya partners and customers can benefit from IP Office R11.0 include:

4 What's New

The communications industry has changed dramatically over the past five years, thanks to the proliferation of cloud-based applications, web conferencing and the Internet of Things. As the IT landscape has evolved, so has the underlying communications platform – and that is having an impact on customer service.

Like many Avaya customers, the communications platform rolled out several years ago continues to operate with the performance they rely on, while business and customers have changed dramatically over the past five years.

Now with the Avaya Equinox™ team engagement solution, users may truly collaborate anywhere from any device, across any channel. New Vantage and J100 Series phones provide refreshed devices to drive new sales and migration opportunities.

Demand for instant communications and collaboration is no longer a nice-to-have, but a must-have for enabling employees and making fast business decisions. Winning business means serving customers in the way they want to be served – and faster than competitors can. By modernizing the communications infrastructure, connecting any employee, anywhere, means improving customer service and reducing costs. Additional benefits can translate into increases in revenue and profits.

Ease of doing business

IP Office continues to evolve with Release 11. There have been significant advancements in security and resiliency, particularly for those that are interested in moving to cloud deployments. For Avaya partners, simplifying deployments with new configuration wizards ease installation complexity and technician time. Avaya offers solutions from pure premises



deployments, to pure cloud deployments. This offers flexibility for customers to start with a premises-based solution, move to cloud as a resiliency option, or start in cloud and still have resiliency on premises. As an added benefit, customers who are familiar and accustomed to analog line appearances, as with key system, may now deploy SIP trunks and program line appearance buttons on their phones. SIP Line Appearance will be supported on Essential Edition, Server Edition, Select and Powered By solutions. This makes it easier to migrate smaller businesses with analog line appearance to SIP trunked systems while preserving their user experience and business processes.

With R11, IP Office utilizes Product License and Delivery System (PLDS) licensing for new system deployments. Partners will benefit from self-service licensing management and the utilization of a common licensing format across the Avaya solution stack. The Avaya One Source (A1S) upgrade configuration option will simplify and automate upgrades to IP Office R11.0, same process used for R10/R10.1. This process supports both transactional/paid or support entitled upgrades. Avaya will continue to support aftermarket licensing for user and trunking for those customers who may need to expand their system but are not ready to upgrade.

Stronger resiliency and security

IP Office provides high-availability and secure communication without the high costs and complexities of managing additional servers in their network. Customer locations may have automatic backup, active calls stay connected, no idle hardware needed. R11.0 introduces WebRTC Gateway resiliency with IP Office Select; providing High Availability (HA) to WebRTC users.

Enhanced Collaboration

Media Manager will be the primary recording/archiving solution with R11. **Media Manager in R11.0 enforces migration of Contact Recorder data as part of the R11.0 upgrade. Media Manager search capabilities are improved for both Administrator and User with R11.0. Contact Recorder is no longer supported with IP Office R11.0 and is not part of the R11.0 software. (There is no migration of Contact Store data with R11.0.)**

For ease of use and enhancing the user experience, the new IP Office Web Client is a WebRTC based client that facilitates audio, video, Instant Messaging and Presence based collaboration between users in either a Chrome browser-based environment (Windows or MacOS) or as a standalone Windows client.

Support of the new J169 and J179 IP phones will be added with R11.0. These two new IP phones will address the need for everyday voice communications. The Vantage Basic software client will also be supported and will introduce the all glass Vantage device to the Midmarket.

R11.0 will also start the introduction of the Avaya Equinox™ client on IP Office. With R11.0 the Avaya Equinox™ client will be supported on IP Office as a softphone only (audio and video calling). Instant Messaging will be provided via Zang™ Spaces, presence will be provided via the IP Office core and there will be optional subscription available to Avaya Equinox™ Meetings Online for multi-party audio / video / web conferencing.

While the Avaya Equinox™ 3.4 client will be a common client across both of Aura and IP Office (R11) platforms in the May timeframe – it is very important for all to

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understand that the client capabilities will vary, depending on the platform that the client registers to. This is down to different underlying architectures in each case.

Simplified Installation, Administration and Support

IP Office R11.0 will contain features aimed at making installation both faster and simpler. New installation wizards for small IP based systems will reduce time and effort for deploying systems on day 1 and revising system configurations on day 2. Cloud Operations Manager (COM) provides multi-customer management capability via a single unified management portal capable of management and administration of up to 3000 IP Office nodes and 1000 customer instances. The tool is focused on Cloud deployments and may also be used with Server Edition and IP Office Select deployments

IP Office R11.0

Avaya IP Office R11.0 software/binaries will be available through PLDS or the support site. Customers will be required to upgrade to R11 using paid or entitled R11 release upgrade licenses and apply the R11.0 software load using Manager.

If the system is running R10/10.1, which is all PLDS licensing; the PLDS upgrade processes would apply.

Only if you are on pre-R10 and upgrading to R10/10.1 or R11.0 would you need to use the .xml license migration file and processes for upgrades.

- Customers & Partners will still have to go through design / ordering process to able an upgrade from IPO R10 to R11
- However, they do NOT have to upload the XML file for license migration for R10 to R11 designs. Use the standard PLDS and A1S design process for upgrade/entitled upgrade and activation.

Note that with General Availability of IP Office R11.0, Service Packs will be issued per the target dates scheduled below. With the introduction of R11, service packs will no longer be provided for R10.0. Avaya reserves the right to change this schedule. Refer to the Avaya Product Lifecycle Policy for further information.

Throughout this document, readers will learn much more about the extensive innovation being delivered in IP Office R11.0.

5 Summary of New Features Delivered in IP Office Release 11.0

IP Office Release 11.0 includes a range of new features that will support Cloud market expansion, ease of doing business, openness and user client experience for the mid-market space. These are summarized in the table below.

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Cloud Market Expansion and Mid Market
<ul style="list-style-type: none"> • COM: Cloud Operations Manager • Avaya Equinox™ client • Support for J169 and J179 IP Phones • Vantage Basic client • IP Office Web client • WebRTC HA improvements for Select • Media Manager Phase 2 • DECT Scalability • SIP Trunk Line Selection • Installation Wizard <p>Additional Features, licensing processes update and requirements</p> <ul style="list-style-type: none"> • Simultaneous Anywhere • WebLM Licensing updates

Note: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 11.0 are supported on all Editions, platforms and phones - please see each feature's description for details. Cloud portal APIs, SDKs and Example applications will be available with the Powered By Avaya IP Office R3.0 Cloud release.

For a detailed introduction to the new features in IP Office R11.0 please see the [Offer Definition here](https://sales.avaya.com/en/pss/ip-office-release-11.0-sales-toolkit) - (https://sales.avaya.com/en/pss/ip-office-release-11.0-sales-toolkit)

5.1 Additional Hypervisor and Cloud support

Refer to the IP Office Deploying Avaya IP Office Servers as Virtual Machines documentation 15-601011

Hypervisor	IP Office Sever Edition	IP Office Partner Hosted (Powered By Avaya)	IPOCC(1)
VMware ESXi 5.5 U2+	✓	✓	✓
VMware ESXi 6.0	✓	✓	✓
VMware ESXi 6.5	✓	✓	✓

Microsoft HyperV on Server 2012R2	✓	✓	✓
Microsoft HyperV on Server 2016	✓	✓	✓
KVM	X	✓	X
Amazon AWS AMI	✓	✓	✓

Note: VMware ESXi 5.0 and 5.1 are end of support by VMWare in 2016. Refer to VMWare.com support site for additional information (1) Refer to the IPOCC Offer Document 10.1.2 for VMWare and hypervisor support

Avaya does not provide training or support for these hypervisor features; the Partner is responsible for implementing and supporting these capabilities working in conjunction with the hypervisor vendor.

Also note there are 3rd party products available to help Partners manage virtual machines in a data center environment; Avaya has not tested and does not provide support or recommendations on the 3rd party products.

6 Security

For detailed information on implementing and maintaining IP Office Platform security, please refer to [Avaya IP Office Platform Security Guidelines](#) posted on the IP Office Knowledgebase link below.

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

7 Build Versions

7.1 IP Office 11.0 GA Software Versions

Component	Version
Admin CD	11.0.0.0 Build 849
VMPPro (Linux)	11.0.0.0 build 481
VMPPro (Windows)	11.0.0.0 build 481
One-X Portal	11.0.0.0 build 457
Server Edition DVD	11.0.0.0 Build 849
Server Edition OVA	11.0.0.0 Build 849
Server Edition Virtual Image Partner Hosted (PH_OVA)	11.0.0.0 Build 849



Server Edition Virtual Image Google	11.0.0.0 Build 849
Hyper-V CPE image	11.0.0.0 Build 849
Hyper-V PH image	11.0.0.0 Build 849
Unified Communication Module	11.0.0.0 Build 849
SoftConsole	11.0.0.0 build 22
Media Manager	11.0.0.0 Build 849
Avaya one-X Web Client	11.0.0.0 Build 475
Avaya Communicator for Windows	2.1.4.0
Avaya Communicator for iPad	2.0.6
Avaya Communicator for Web	1.0.16.2220
Avaya Aura System Manager for IP Office	7.1 Build 50 Patch 48
IP Office Contact Center (IPOCC)	10.1.2.0
Avaya Contact Center Select (ACCS)	7.0 FP2
Radvision XT500 / 4300 / 7100	8.3.8.57
Avaya one-X Mobile Preferred for IP Office (Android version)	10.0.0.5.220
Avaya one-X® Mobile Preferred for IP Office (iOS version)	4.1.12.769
WebLM Server	7.1
Avaya USB Creator Tool	11.0.0.0 build 1
Equinox (Windows/Mac/IOS/Android)	3.4
Cloud Operation Manager	3.0.0.424

7.2 IP Office Module Firmware

Module	Version
IP500V2	11.0.0.0 Build 849
POTSV2 Module	11.0.0.0 Build 849
DCPV2 Module	11.0.0.0 Build 849
ATM Module	11.0.0.0 Build 849
DS30/16 V2 Module	11.0.0.0 Build 849
DS30A/16A BST Module	11.0.0.0 Build 849
DS30B/16B Module	11.0.0.0 Build 849

7.3 Phone Firmware Support

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Phone Model	Version
1600 H.323 Phone Firmware (Separate Boot Code and App)	
1603 & 1608 & 1616 Boot Code	1.350B
1603 & 1608 & 1616 App	1.350B
1603-L & 1608-L & 1616-L Boot Code	1.3110A
1603-L & 1608-L & 1616-L App	1.3110A
1616 Button Module 32 App	1.1.0
1600 Phone Language Files	502
9600 H.323 Phone Firmware (Separate Boot Code and App)	
9620 & 9630 Boot Code	3.2.2
9620 & 9630 App	3.2.2
9640 & 9650 Boot Code	3.2.8
9640 & 9650 App	3.2.8
9620D01A & 9630D01A Boot Code	3.2.8
9620D01A & 9630D01A App	3.2.8
9600 Phone Language Files	76
96x1 H.323 Phone Firmware (Separate Kernel and App)	
9608 & 9611 & 9621 & 9641 Kernel – Not capable for SHA2	S96x1_UKR_V25r10_V25r10
9608 & 9611 & 9621 & 9641 Kernel – Capable for SHA2	S96x1_UKR_V28r23_V28r23
9608 & 9611 Application – Not capable for SHA2	S9608_11HALBR6_6_1_15_V474
9621 & 9641 Application – Not capable for SHA2	S9621_41HALBR6_6_1_15_V474
9608 & 9611 Application	S9608_11HALBR6_5_0_06_V474
9621 & 9641 Application	S9621_41HALBR6_5_0_06_V474
96x1 Phone Language Files	148
Sonic Firmware	S9608_11_HALKRR6_6_5_06
11x0 & 12x0 SIP Phone Firmware	
1120	04.04.23
1140	04.04.23
12x0	04.04.23
B179 Firmware	
B179	2.4.3.5
DECT D100 Firmware	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
J100 SIP Firmware	
J129 Firmware	R2_0_0_0_45
J169 Firmware	R2_0_0_0_45
J179 Firmware	R2_0_0_0_45

DCP Phone Firmware	
1403	Application R07
1403	Boot 03
1408	Application R48
1408	Boot 25
1416	Application R48
1416	Boot 25
2410	R6
2420	R6
9500	Application R60
9500	Boot R17
9500	Zarlink R0_09
DCP Phone Languages	
14xx	R10_v11_Pack01
DCP Phone Font Files	
14xx Chinese (GB)	R02_v01
14xx Korean (KSC)	R02_v01
14xx Japanese (JIS)	R02_v01
IP DECT Phone Firmware/Tools	
Avaya 3701	22.04.04
Avaya 3711	91.24.31.04
Avaya 3711 Global	91.24.36
Avaya 3711 USB Driver	0.8
IP DECT ADMM Firmware/Tools	
IP DECT - ADMM Firmware	1.1.13
IP DECT - ADMM Java Configuration	1.1.13
IP DECT - ADMM DECT Monitor	1.4
DECT R4 Phone Firmware/Tools	
Avaya 3720	4.3.32
Avaya 3725	4.3.32
Avaya 3730	2.1.4
Avaya 3735	2.1.4
Avaya 3740	4.3.32
Avaya 3745	4.3.32
Avaya 3749	4.3.32
Avaya 3720 Template	0.5
Avaya 3725 Template	0.5
Avaya 3730 Template	0.1



Avaya 3735 Template	0.1
Avaya 3740 Template	0.2
Avaya 3745 Template	0.1
Avaya 3749 Template	0.2
DECT R4 Firmware/Tools	
DECT R4 - IPBS1 Boot Firmware	10.0.7
DECT R4 - IPBS1 Firmware	10.0.7
DECT R4 - IPBS1 Downgrade Firmware	7.1.2
DECT R4 - IPBS2 Boot Firmware	10.0.7
DECT R4 - IPBS2 Firmware	10.0.7
DECT R4 - IPBS2 Downgrade Firmware	7.1.2
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.0.7
DECT R4 - IPBL (DECT Gateway) Firmware	10.0.7
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	7.1.2
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80
DECT R4 - AIWS Firmware	2.73
DECT R4 - AIWS2 Firmware	4.5.1
DECT R4 - WinPDM (Windows Portable Device Manager)	3.12.0
DECT R4 - Rack Charger Firmware	2.0.7
DECT R4 - Advanced Charger Firmware	2.0.7
DECT R4 - Avaya 3720 Translation Tool	29
DECT R4 - Avaya 3725/3740/3749 Translation Tool	40
DECT R4 - Avaya 3720 Downloadable Languages	29
DECT R4 – Avaya 3730, 3735 Translation Tools	49
DECT R4 - Avaya 3725/3740/3749 Downloadable Languages	40
DECT R4 - Company Phonebook Tool	9
DECT R4 - Avaya 3730/3735 Downloadable Languages	49
DECT R4 - Local Phonebook Tool	1
Wi-Fi Phone Firmware/Tools	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
H/J175 Phone Firmware	
H175	1.0.2.3
Avaya K175 Vantage Phone	1.1.0.1.0007 R1.1 SP1



8 Upgrading to IP Office R11.0

Important Note:

Before upgrading any system to R11.0 please read section [13.6 Upgrade Instructions for using WebLM Licensing](#)

IP Office Support Services (IPOSS) customers entitled to IP Office software updates/upgrades under a current support agreement will be upgraded in accordance with the terms of their support contract.

Customers operating earlier releases of IP Office software without an IPOSS contract will need to purchase an upgrade to get to IP Office R11.0/10.1.

The terms and conditions of the IP Office Support Services offer and how to purchase support coverage can be found on the link below.

<https://sales.avaya.com/en/pss/ip-office-support-services?view=collateral>

9 Supported Releases

With the GA of IP Office R11 Avaya will provide support for the two most current major releases. IP Office R10.1 and IP Office R 11, will be considered the two major releases. Avaya will provide support for R10.1 and R11 via the standard software service pack process going forward.

Avaya will no longer provide support for IP Office R9.1 and IP Office R10.0

10 Supported OS and Browsers

10.1 Windows (PC)

Operating System Editions and Service Packs

Operating System	Service Pack	Editions
Windows 7 32/64	SP1	Professional, Enterprise, Ultimate
Windows 8.1	N/A	Pro, Enterprise
Windows 10		Pro (SMB), Enterprise
Server 2012	N/A	Standard
Server 2012 R2	N/A	Standard
Server 2016	N/A	Standard and Essentials

Server 2008R2 (64 Bit) is no longer supported

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Operating System Support - Server Components

Application	Win 7		Win 8.1(2)		Win 10		Server 2012/2012R2(1)	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	
Preferred Edition Server (VMPro)								
Standalone	✓	✓	✓	✓	✓	✓	✓	✓
... Plus UMS	X	X	X	X	X	X	✓	✓
... Plus Campaigns	X	X	X	X	X	X	✓	✓
... with IMS	X	X	X	X	X	X	X	X
... MAPI service for VMPro on Linux	✓	✓	X	X	X	X	✓	✓
one-X[®] Portal for IP Office Server	X	X	X	X	X	X	✓	✓
TAPI – 1st Party	✓	✓	✓	✓	✓	✓	✓	✓
TAPI - 3rd Party	✓	✓	✓	✓	✓	✓	✓	✓
TAPI – WAV (3)	✓	X	✓	X	✓	X	X	X

Note:

(1) IPOCC Server 2012R2

(2) As per Microsoft Win 8.1 is the replacement/Service Pack for 8.0 so we no longer support 8.0 - <http://windows.microsoft.com/en-GB/windows/service-packs-download#sptabs=win8other> (link valid 16-Jun-2014)

(3) TAPI WAV is not recommended for new designs and is not supported on 64-bit operating systems

Operating System Support - Thick Client Apps

Application	Win 7		Win 8.1		Win 10		Server 2012/2012R2	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit
Preferred Edition Client	✓	✓	✓	✓	✓	✓	✓	✓
SoftConsole	✓	✓	✓	✓	✓	✓	X	✓
Manager	✓	✓	✓	✓	✓	✓	✓	✓
SysMon	✓	✓	✓	✓	✓	✓	✓	✓
SSA	✓	✓	✓	✓	✓	✓	✓	✓
TAPI 1st Party	✓	✓	✓	✓	✓	✓	✓	✓
TAPI WAV	✓	X	✓	X	✓	X	X	X

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Application	Win 7		Win 8.1		Win 10		Server 2012/2012R2	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit
Avaya Windows Communicator (ACW) <i>(replaces Flare)</i>	✓	✓	✓	✓	✓	✓	X	X
Avaya Equinox™ for Windows	✓	✓	✓	✓	✓	✓	X	X
one-X® Portal Plug-In for Outlook	✓	✓	✓	✓	✓	✓	X	X
Call Assistant	✓	✓	✓	✓	✓	✓	X	X
Plug-In for MS Lync 2013 / Skype for Business	✓	✓	✓	✓	✓	✓	X	X
Web Conferencing (Adobe Flash and Java Applet for sharing)	✓	✓	✓	✓	✓	✓	X	X
IP Office Contact Centre	✓	✓	✓	✓	✓	✓	X	X

Notes:

(1) Legacy support only

Please note that IP Office Native Salesforce.com Plug-in is no longer supported and refer to Avaya Communicator for Web as an alternative solution.

Mac Thick Client Apps

Application	OSX 10.8 Mountain Lion	OSX 10.9 Mavericks	OSX 10.10 Yosemite	OSX 10.11 El Capitan	OSX 10.12 Sierra	OSX 10.13 High Sierra
Web Conferencing (Adobe Flash and Java Applet for sharing)	✓	✓	✓	✓	✓	✓

Application	OSX 10.8 Mountain Lion	OSX 10.9 Mavericks	OSX 10.10 Yosemite	OSX 10.11 El Capitan	OSX 10.12 Sierra	OSX 10.13 High Sierra
Avaya Equinox™ for Mac	X	X	X	✓	✓	✓

Please note that IP Office Video Softphone is no longer supported with R11.0 and refer to Avaya Communicator for Web / IP Office Web Client / Avaya Equinox™ as an alternative solution.

Browsers

Application	IE10 (2)	IE11	Microsoft Edge	FFXX (1)	Chrome XX (1)	Safari 8	Safari 9	Safari 10(3)
VMPPro Campaigns Client	✓	✓	✓	X	X	X	X	X
VMPPro UMS WebMail	✓	✓	✓	X	X	X	X	X
one-X® Portal for IP Office Client	✓	✓	✓	✓	✓	✓	✓	TBD
Web Conferencing	✓	✓	✓	✓	✓	✓	✓	TBD
Web Manager Web Control Page	✓	✓	✓	✓	✓	✓	✓	✓
D100 DECT Admin	✓	✓	✓	✓	✓	✓	✓	TBD
IP DECT R4 Admin	✓	✓	✓	✓	✓	✓	✓	TBD
Avaya Communicator for Web	X	✓	X	X	✓	X	X	X
Media Manager	✓	✓	✓	✓	✓	X	X	X
Cloud Operations Manager (COM) (Update at GA)								
IP Office Web Client	X	X	X	X	✓	X	X	X

Notes:

- (1) These browsers update on a 6-week cycle with most users automatically updated within two weeks. IP Office will aim to support future versions of these fast release browsers to the extent possible as tested and verified.
- (2) Only on Server 2012 (note Server2012R2 supports IE11)
- (3) TBDs for Safari 10 will be updated post GA version of the R11.0 Offer document

(4) Contact Recorder is no longer supported with R11.0.

Exchange

Application	Exchange 2010	Exchange 2013	Exchange 2016
VMPPro UMS	✓	✓	X
one-X® Portal (IM Presence)	✓	✓	✓
one-X® Portal (Calendar)	✓	✓	X

Outlook

Application	Outlook 2010	Outlook 2013	Outlook 2016
VMPPro IMS	X	X	X
TAPI (for dialing)	✓	✓	✓
VMPPro UMS IMAP	✓	✓	✓
one-X® Portal Outlook Plugin	✓	✓(1)	✓(1)

(1) Currently for Outlook 2013 and higher, the contact screen popping feature is not supported

11 Supported Hardware

Platform and features supported on the platform will be modified with the IP Office R11.0 release. Supported platforms are:

- IP500 V2 Control unit
- IP Office for Linux (Server Edition, Virtualize Server Edition, Select)

IP Office software supports Server Edition hardware platforms; the Dell PowerEdge R630 server and the Dell PowerEdge R230 server are the most current servers available. The Dell PowerEdge R630 server support was introduced with IPO 9.1.4 SP (issued September 14, 2015).

Note: IP OFFICE 500 VERSION 2 EXTENSION CARD ETR 6 will be targeted to end of sales in 2017. Please look forward to the End-of-Sales Notice for further details.

Customers may migrate to IP Office R11.0 by purchasing an upgrade for Release 10 and applying the R11.0 software, or by acquiring an upgrade as part of their entitlement per the terms of their valid IP Office Support Services support contract, as applicable. Customers

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migrating to IP Office R11.0 will be required to have an IP500 V2 control unit or supported servers with Server Edition. IP500 base cards, trunk cards and expansion modules are supported with IP500 V2 control unit and may migrate to the V2 control unit. Licenses will require a dongle swap to move from the IP500 key card to the IP500 V2 SD card.

All other Release 11.0 features are supported on all platforms. IP Office R11.0 Select features are supported with Select material codes.

IP400 Trunk and Station Modules supported in IP Office R11.0:

- Analog trunk 16
- Digital Station V2: 16 and 30 port variants
- Phone V2: 16 and 30 port variants

Refer to the *IP Office R9.1 Offer/Product Update* document for IP400 cards that are no longer supported.

11.1 Virtual Appliance Deployments

IP Office is also shipped on the Avaya Common Server platforms for the IP Office Server Edition and IP Office Contact Center. The Avaya common server models continue to be updated on a separate timeline following the evolving roadmaps of the hardware providers. The current shipping servers for IP Office are the Dell Power Edge R230 for smaller deployments and the Dell Power Edge R630 for larger deployments. IP Office R11.0 still supports all of the listed previous Common Servers although Avaya no longer ships them new.

12 Known Issues and Workarounds

12.1 Equinox

IP Office R11.0 requires Avaya Equinox clients at release 3.4 or above for correct interworking. At the time of IP Office R11.0 GA the Equinox 3.4 clients will not be at General Availability. Avaya will announce General Availability of the Equinox 3.4 clients in the near future. At Equinox 3.4 GA these clients will be supported by the GA version of IP Office R11.0

12.2 SMGR

Avaya testing has identified a number of interoperability issues with the currently supported versions of SMGR and IP Office R11.0. Avaya are working on a hot fix to SMGR to resolve this, but this hotfix will not be available at the time of IP Office R11.0 GA. Avaya expects to announce availability for this hot fix in the near future and advises customers using SMGR with IP Office to defer any upgrade to IP Office R11.0 until this hotfix has been installed.

12.3 General

Reference	Problem	Impact	Workaround
Equinox Client – at Equinox 3.4 GA			
IPOFFICE-139652	Equinox indicates a VoIP error although calls can be made successfully. Directory search does not work in this case. (SIP registration is successful, but MTCTI Websocket connection is getting refused)	The Phone connects successfully and calls can be made and received. However, Directory integration does not function fully	To fix the issue set a user password that is not 0000, 1234 or the extension number.
IP Office Manager			
	Manager 11.0 complains about a comma in the ITSP Proxy config, and 10.1 Manager does not. It is a valid setting, so there is an issue with the new Manager.	Issue configuring SIP Lines	Either remove the comma or use Web Manager
One-X Portal for IP Office			
IPOFFICE-140094	Web Client has a setting to login to 1XP. If selected it acts the same way as if trying to login to 1XP when the phone is not logged in.	Cannot login to one-X Portal using the IP Office Web Client	If the user login a Phone AS WELL AS the Web Client then it works.
SIP Phones			
IPOFFICE-137026	J179 Telephone with WiFi module - Wifi service cannot be selected if using 5v PSU	User cannot enable WIFI from the phone	Before selecting the Wifi, configure HTTP server address in Settings>Administration>IP Configuration>Servers>HTTP Server and save. Once phone reboots, the Wifi can be selected now.
IPOFFICE-134751	Local Ring Back Tone is not played when using a J129 SIP Phone who makes an outbound call through SIP line	Remote Ring Back Tone will be heard, not Local RBT	None
IPOFFICE-138441	J179 - Headset call - make hold/unhold call goes to handsfree on speaker	After resuming the call, user will not hear the audio on the headset, instead audio will be heard from speaker.	The workaround is to change the default speaker path. If the J179/J169 phones are used with headset, change the phone settings to headset instead of speaker. Phone menu->Settings->Audio->Audio Path->Headset
IPOFFICE-139210	IPO: call dropped when user resumes held call after far-end fails to escalate held call to video.	scenario where held user tries to escalate the held audio call to video. Issue is happening only in case when SBC is between the calls .	None

Reference	Problem	Impact	Workaround
Vantage			
IPOFFICE-137353	Call Drop Issues on Vantage Phones	No early media calls will work with Vantage if Update is sent before 200 OK. Scenarios involving Account codes and far end ringback will face call drop issues	Do not configure account code or early media for vantage phones
IPOFFICE-139185	Unable to login into Vantage, as IP Settings on the Phone are lost after upgrading Primary SE.	On rare occasions this has been seen.	Manually enter the IP Settings on the Phone and login in to Vantage will recover any login issues.
IPOFFICE-139361	When we search IP Office directory and add it as local contact, its name is shown twice side by side.	On UI on the contact list and while calling that contact its name is shown twice side by side.	Manually edit the local contact such that it shows single name.

13 Technical Notes

13.1 Licensing

IP Office release 10 and higher only supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous release, you must migrate all of your pre-R10 licenses (ADI, PLDS, mix of ADI/PLDS, virtual) to R10 PLDS licenses. For further information, the “Administering Avaya IP Office™ Platform with Web Manager” manual available from the IP Office Knowledgebase.

13.2 Upgrading IP Office IP500v2 core software

For further information, please refer to the “Upgrading Systems” section of the IP500/IP500v2 Installation manual available from the IP Office Knowledgebase.

Warning:

- In all cases, always backup all application data to a separate location before upgrading.
- Check the PCS Level of the IP500V2 Control Unit. For PCS 14 and earlier, the boot loader may need to be upgraded to version 1.33 or higher. If the system is running 8.1 (65) or higher, 9.0, or 9.1, the boot loader has already been upgraded and it does not need repeating. The boot loader version can be

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checked on the systems details output when System Monitor connects:

```
09:16:46      54896mS PRN:
+++++
09:16:46      54896mS PRN: + loader: 1.35
09:16:46      54896mS PRN: + cpu: id 12 board 5 pld 25 type c10
options ae02
09:16:46      54896mS PRN: + cpu: sn 16WZ0440C18T
09:16:46      54896mS PRN: + fpga: id 1 issue 0 build 827
09:16:46      54896mS PRN:
+++++
09:16:46      54896mS PRN: ++++++ LIST OF
MODULES ++++++
09:16:46      54896mS PRN: +-----
-----
09:16:46      54896mS PRN: + Slot 1: Base          COMBO6210
Board=0x02  PLD=0x04
09:16:46      54896mS PRN: +           Mezzanine ATM4
V2  Board=0x01  PLD=0x04
09:16:46      54896mS PRN: +-----
-----
```

The boot loader can be upgraded by installing either Release 8.1 (65) (or higher) or any IP Office Release 9.0, before upgrading to Release 11.0. If this has already been done, it does not need repeating.

13.3 Upgrading IP Office Administration

Earlier releases of IP Office Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 11.0.0.0 release, the Administration suite must also be upgraded.

The IP Office Administration installer will detect previous installed versions and upgrade automatically. It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office, system software ensures 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.

Warning: In all cases, always backup all application data to a separate location before upgrading.

13.4 Upgrade Instructions for IP Office one-X® Portal

One-X Portal can be upgraded directly from GA versions of 9.1, 10.0 or 10.1

For further information, please refer to the “Implementing one®-X Portal for IP Office” manual available from the IP Office Knowledgebase.

Warning: In all cases, always backup all application data to a separate location before upgrading.

13.5 Upgrade Instructions for IP Office Server Edition and Application Server

If using a DVD install of this release of IP Office Server Edition and Application Server, you can upgrade directly from the previous GA release (9.1, 10.0 or 10.1). For further information, please refer to the “IP Office Application Server 11.0 Installation and Maintenance” and the “Upgrading” section of the “Deploying IP Office Server Edition Solution” manual available from the IP Office Knowledgebase.

Warning: In all cases, always backup all application data to a separate location before upgrading.

If you are upgrading IP Office Server Edition and Application Server and will be using Web Manager, please read the following guidelines. Note: If your system is already running IP Office 9.1 software, this section is NOT applicable. It is ONLY applicable for systems running either IP Office release 8.1 or 9.0 software.

13.6 Upgrade Instructions for using WebLM Licensing

IP Office release 11.0 uses a newer version of the WebLM server than previous IP Office releases. As a result of this change the WebLM Host ID will change from 12 characters to 14 characters as part of the upgrade process. After upgrading the previous 12-character WebLM Host ID will be suffixed by ‘03’ to make the new 14-character WebLM Host ID.

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.

IP Office Server Edition customers who are upgrading to 11.0 from a previous release, and who will be using WebLM licensing, have two options for obtaining and applying the new licenses.

- Prior to upgrading the system to release 11.0 the old 12-character WebLM Host ID can be used to generate the new IP Office 11.0 PLDS license file. If using this method, the license must be installed prior to the upgrade taking place. If the license is not installed prior to the upgrade it cannot be installed afterwards. In this case a new PLDS license will need to be generated using the new 14-character WebLM Host ID.
- Prior to the upgrade to release 11.0 it is possible to generate the new license using the new 14-character PLDS Host ID. To do this take the existing 12-character WebLM Host ID and suffix this with ‘03’. Using this method, the license cannot be installed until after the upgrade. This is the preferred method as if the license should ever need to be re-installed this existing license file could be re-used.

WebLM Password Reset

One other change that happens with WebLM as part of the upgrade is that the existing password will be reset back to the default of ‘weblmadmin’. After upgrading when logging back in to WebLM you will need to use the default credentials and set the password again.

13.7 **Avaya USB Creator Tool**

The Avaya USB Creator Tool can be used to load an ISO image onto a USB memory key from which the server can boot and either install or upgrade. This software tool

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is downloadable from the same page as the ISO files. For further information on this tool, please refer to the “Installing and Maintaining the Avaya IP Office™ Platform Application Server” or the “Installing and Maintaining the Unified Communications Module” located on <https://support.avaya.com>.

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

When upgrading from previous releases, please refer to the following table to determine the upgrade scenario and the method to be used:

From:	To:			
	9.1	10	10.1	11
9.1	Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management
10		Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management
10.1			Avaya USB Creator Web Management	Avaya USB Creator Web Management

13.9 Installation Instructions for Avaya Communicator for Microsoft Lync

The Avaya Communicator for Microsoft Lync plug-in is distributed as a ZIP file, which contains:

- `lyncRuntime.msi`
- `AvayaCommunicatorForMicrosoft.X.IPO-X.6.X.X-SNAPSHOT.msi`

The plug-in is installed as an add-in to Lync 2010, Lync 2013 or Skype for Business clients.

Perform the following steps to install the plug-in:

1. Install the prerequisite by double-clicking `lyncRuntime.msi`, and follow the installation wizard. This step only needs to be done once per computer.
2. Install the plug-in by double-clicking `AvayaCommunicatorForMicrosoft.X.IPO-X.6.X.X-SNAPSHOT.msi`, and follow the installation wizard.



13.10 Upgrade instructions for Avaya Vantage

Vantage firmware will be uploaded to support.avaya.com under Vantage product

At Avaya IP Office R11.0 GA there will be the capability of updating the K1xxSupgrade.txt file by applying the following No User Source Numbers:

APK NUSN

SET_VANTAGE_APK_VER=x

Where x is the APK version.

Example:

SET_VANTAGE_APK_VER=**1.1.0.1.0007_010518_c750700**

Where the above APK version will be updated to the upgrade file K1xxSupgrade.txt as show below.

SET PUSH_APPLICATION
com.avaya.android.vantage.basic_playstore_**1.1.0.1.0007_010518_c750700**.apk

Firmware NUSN

SET_VANTAGE_FW_VER=x

Where x is the Firmware version.

Example:

SET_VANTAGE_FW_VER=**1_1_0_1_3121**

Where the above Firmware version will be updated to the upgrade file K1xxSupgrade.txt as show below.

SET APPNAME K1xx_SIP-R**1_1_0_1_3121**.tar

Now reboot the Phone, once Phone comes up will download the new Firmware and APK version which was put on the external HTTP server and will get upgraded.



14 Languages Added

IP Office release 11.0.0.0 adds no new languages.

15 Documentation errata

The latest versions of detailed release information can be found in the below locations:

- DVD media available with Avaya IP Office R11.0 software pack
- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - <http://marketingtools.avaya.com/knowledgebase>
- The Avaya support site – Contains all administrator and user documentation for IP Office - <http://support.avaya.com>

The Release 11.0 Documentation will be available by GA:

- Go to support.avaya.com
- Select [Find Documentation and Technical Information by Product Name](#) under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '11.0' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

The latest version of the IP Office Documentation Catalogue, which describes the organization of all IP Office documents and indicates the type of information in each document, is found at <https://downloads.avaya.com/css/P8/documents/101049083>.

The latest version of the **IP Office Product Description Document**, which defines the IP Office product in more detail, can be found on the Avaya Partner Portal (www.avaya.com/salesportal) and will require a valid Single Sign On (SSO) user name and password to view it online.

The latest version of the **IP Office 11.0 Offer Definition**, which is a communication that summarizes “what’s new” within the IP Office Release 11.0 product, can be found on the Avaya Partner Portal at the following:

<https://sales.avaya.com/en/pss/ip-office-release-11.0-sales-toolkit>



16 Contacting support

16.1 Contact Support Checklist

If you are having trouble with *IP Office*, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

17 Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.