AVAYA

IP Office Technical Bulletin

Bulletin No: **216**

Release Date: **16th August 2018**

Region: **Global**

General Availability (GA) - IP Office Release 11.0 Service Pack 1

Avaya is pleased to announce the availability of Service Pack 1 for IP Office Release 11.0 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 11.0 GA release.

1 Overview

IP Office Release 11.0 Service Pack 1 incorporates new software for:

> IP Office Core Switch 11.0.0.1.0 Build 8
> IP Office Server Edition 11.0.0.1.0 Build 8
> IP Office Application Server 11.0.0.1.0 Build 8
> Unified Communications Module 11.0.0.1.0 Build 8
> Preferred Edition (VoiceMail Pro) 11.0.0.1.0 Build 3
> one-X Portal 11.0.0.1.0 Build 38
> Soft Console 11.0.0.1.0 Build 1
> "Powered by Avaya 3.0" Partner Hosted 11.0.0.1.0 Build 8
> Avaya Cloud Operations Manager (COM) 11.0.0.1.0 Build 18

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)	11.0.0.1.0 build 8	Yes
Manager	11.0.0.1.0 build 8	Yes
SSA	11.0.0.1.0 build 8	Yes
SysMonitor	11.0.0.1.0 build 8	Yes
Video (CounterPath) SoftPhone	3.2.3.49.68975	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)	No
9608, 9611, 9621, 9641 Phone Firmware – Application	6.6.6.04 (6.6)	No
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	2.1.4	No
3735 Phone Firmware	2.1.4	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	10.0.7	Yes
IPBS 1 Firmware	10.0.7	Yes
IPBS 1 Downgrade Firmware	7.1.2	No

Delivered Software or Package	Version	Updated in this build
IPBS 2 Boot Firmware	10.0.7	Yes
IPBS 2 Firmware	10.0.7	Yes
IPBS 2 Downgrade Firmware	7.1.2	No
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.0.7	Yes
DECT R4 - IPBL (DECT Gateway) Firmware	10.0.7	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	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
J100 Phones		
J129	3.0.0.0.20	Yes
J139	3.0.0.0.20	Yes
J169	3.0.0.0.20	Yes
J179	3.0.0.0.20	Yes

Table 2: Firmware deliverables

ip500v2_be.bin	11.0.0.1.0 build 8
ip500v2_se.bin	11.0.0.1.0 build 8
avdcpb2.bin	11.0.0.1.0 build 8

dvppots.bin	11.0.0.1.0 build 8
naatm16.bin	11.0.0.1.0 build 8
nadcpV2.bin	11.0.0.1.0 build 8
nadcpaV1.bin	11.0.0.1.0 build 8
nadcpaV2.bin	11.0.0.1.0 build 8
dsaupnV1.bin	11.0.0.1.0 build 8
nadcpv2.bin loader update version	3.2(999)

2 Added Support

2.1 J139 SIP Telephone Support

Release 11.0 Service Pack 1 supports the J139 Telephone running SIP firmware only.
Note : The J139 Telephone is not supported on Release 10.1 – only on Release 11.0
Service Pack 1.

J139 Phone – color display

2.8" QVGA display
4 call appearances and softkeys.
No Button Module support

J139 Telephone has a limited feature support with IP Office (from R11.0 SP1). The following features/categories of features are disallowed (will not be presented or will appear as unsupported):

Advanced Call Presentation / Handling:	IP Office Features/Status Menus:	Button configuration:
• MADN • Bridged Appearances • Coverage Appearances • User BLF • Group BLF	• Advanced Call Pickup • Advanced Call Park • DND exceptions • Account / Authorization Code • Auto Answer Controls • Withhold Number • Coverage Ring Controls • Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration) • Self-Administration • System Administration	• Hands-free Answer • Automatic Intercom • Specific Call Dial Types • Conference Meet-Me • Self-Administration • System Administration • Whisper Page • Advanced Hunt Group Controls (Group Status, Group Configuration) • Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

Please refer to the IP Office R11.0 Installation Notes manual https://downloads.avaya.com/css/P8/documents/101048082 for full details on installation and upgrade of this telephone.

IP Office R11.0

Systems running Release 11.0 Service Pack 1 will only support J139/169/J179 phones running SIP firmware. Please refer to IP Office Technical Bulletin 215 for more details: https://downloads.avaya.com/css/P8/documents/101051147

Existing systems with J169/J179 phones running H323 firmware on Release 10.1 systems will require the J169/J179 phones to be converted to SIP firmware.

Upgrading from IP Office 10.1 SP3 to IP Office R11.0 Service Pack 1

1. Depending on the type of 96x1Hupgrade.txt file:
        a. If using the auto-generated file:
        Add the NoUser Source Number (NUSN) FORCE_J100_H323_TO_SIP to the system configuration using IP Office Manager or Web Manager.
        b. If using a static (customized/edited) file:

Add the following lines to the start of the file being used.

IF $MODEL4 SEQ J169 GOTO J100PHONES
IF $MODEL4 SEQ J179 GOTO J100PHONES

GOTO 96X1PHONES
J100PHONES
GET J100Supgrade.txt GOTO END
96X1PHONES

2. In the IP Office configuration, replace the J169/J179 phone H323 Extension records with SIP extension records.
3. Saving the configuration changes with an immediate reboot. The J169/J179 phones will restart and switch to using SIP firmware.

Pre-IP Office 10.1 SP3 Systems

These systems require the manual addition of the firmware and editing of the settings files. Please refer to the IP Office Release 11.0 SIP Telephone Installation Notes section 7.2.6 - *Pre-R11.0 H.323 Support* for full details
https://downloads.avaya.com/css/P8/documents/101048082

2.2 Digital Station Modules DS16B2 and DS30B2

IP Office 10.1 or later 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 10.1.0.3.0.2 Administration suite.

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

2.3 IP Office Communicator for Lync (Skype for Business) 6.4.0.7 Plugin

IP Office Communicator for Lync (Skype for Business) 6.4.0.7.9 Plugin is available for download from https://support.avaya.com in 64bit and 32bit versions.

Note that the Communicator for Lync (Skype for Business) plug-in supports the Microsoft Skype for Business Semi-Annual Update channel only

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 11.0.0.1.0 Build 8 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-142208	Server Edition – System Restart

3.2 Voicemail Pro (Preferred Edition) 11.0.0.1.0 Build 3 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-141468	Unable to install Voicemail Pro on German Windows Server 2012 R2

3.3 Manager /Web Manager 11.0.0.1.0 Build 8 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-141454	Self Administration recording – recordings gives error message when click into Recordings
IPOFFICE-134711	Web Management API fails PUT if User's full name is 15 characters or mor.

3.4 Applications/Desktop Integration – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-141531	Presence set in IP Office Web Client does not reflect status in SSA or the phone
IPOFFICE-140822	COM (Cloud Operation Manager) not allow to add email with two dots (.) in email domain
IPOFFICE-143095	COM doesn't allow IP Office addition if the FQDN contains 4 or more leading numeric characters

4 Known Issues

There are no known issues in this release

5 Technical Notes

5.1 Licensing Considerations

IP Office Releases 10.0 to 11.0 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.

Pre-R10.0 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 11.0 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 11.0 from a previous release an upgrade license is required. It is recommended that the IP Office Release 11.0 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 11.0.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 11.0:

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 11.0
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
IP500 V2	9.0.0.0 and later	-	Load 11.0
All modules	9.0.0.0 and later	-	Load 11.0

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 11.0. This will expand the loader to accommodate the 11.0 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 11.0; 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

Previous GA releases of IP Office before 10.1.0.3.0.2 Manager are not compatible with systems running this release. Before upgrading an IP Office system to release 11.0, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 11.0 release with an earlier version of Manager:
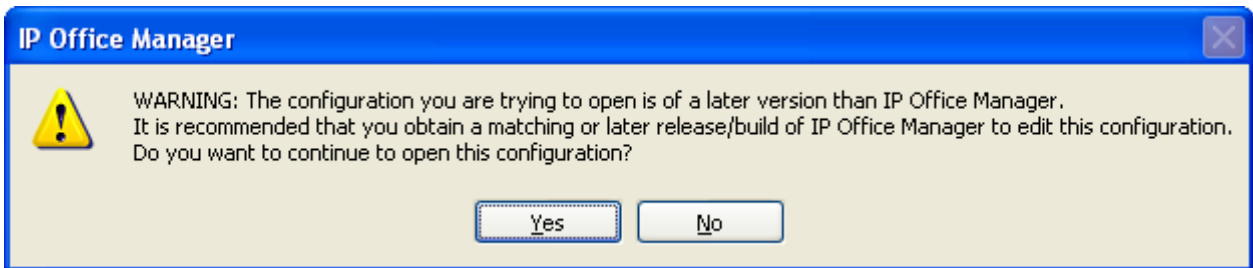
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 11.0. It is not necessary to restart the PC after upgrading unless instructed to do so.

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 11.0 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 11.0

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

To upgrade a UCM to 10.1 Service Pack 3 or above 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 11.0 Service Pack 1 software can be downloaded using the following link to the Avaya Support web site:
                    http://support.avaya.com

Navigate to "Support By Product"
Select "Downloads"
Enter Product Name "IP Office"

Choose Release – 11.0 Service Pack 1

All IP Office product documentation is available from the IP Office Knowledgebase:

http://marketingtools.avaya.com/knowledgebase/businesspartner/

6.2 Future Service Packs

IP Office Release 11.0 Service Pack 2 is currently scheduled for release on the 30th November 2018.

6.3 Document Revision History

Issue Number	Date	Changes
Issue 1	16th August 2018	First published edition.
Issue 2	21st August 2018	Changes to COM version
Issue 3	22nd August 2018	Addition of resolved issue IPOFFICE-143095

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