



IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 11.0 Service Pack 2

Avaya is pleased to announce the availability of Service Pack 2 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. 1 Overview

IP Office Release 11.0 Service Pack 2 incorporates new software for:

- IP Office Core Switch 11.0.0.2.0 Build 23
- IP Office Server Edition 11.0.0.2.0 Build 23
- IP Office Application Server 11.0.0.2.0 Build 23
- Unified Communications Module 11.0.0.2.0 Build 23
- Preferred Edition (VoiceMail Pro) 11.0.0.2.0 Build 1
- one-X Portal 11.0.0.2.0 Build 3
- Soft Console 11.0.0.2.0 Build 1
- “Powered by Avaya 3.0.3” Partner Hosted 11.0.0.2.0 Build 23

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)	11.0.0.2.0 build 23	Yes
Manager	11.0.0.2.0 build 23	Yes
SSA	11.0.0.2.0 build 23	Yes
SysMonitor	11.0.0.2.0 build 23	Yes
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

Delivered Software or Package	Version	Updated in this build
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
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

Delivered Software or Package	Version	Updated in this build
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	10.2.9	Yes
IPBS 1 Firmware	10.2.9	Yes
IPBS 1 Downgrade Firmware	7.1.2	No
IPBS 2 Boot Firmware	10.2.9	Yes
IPBS 2 Firmware	10.2.9	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)	3.12.0	Yes
Rack Charger Firmware	2.0.7	Yes
Advanced Charger Firmware	2.0.7	Yes
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

Delivered Software or Package	Version	Updated in this build
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
Kxxx Phones		
K155	2.0.0.0.4550	No
K165/K175	2.0.0.0.4029	No

Table 2: Firmware deliverables

ip500v2_be.bin	11.0.0.2.0 build 23
ip500v2_se.bin	11.0.0.2.0 build 23
avdcpb2.bin	11.0.0.2.0 build 23
dvppots.bin	11.0.0.2.0 build 23
naatm16.bin	11.0.0.2.0 build 23
nadcpV2.bin	11.0.0.2.0 build 23
nadcpaV1.bin	11.0.0.2.0 build 23
nadcpaV2.bin	11.0.0.2.0 build 23
dsaupnV1.bin	11.0.0.2.0 build 23
nadcpv2.bin loader update version	3.2(999)

2 Added Support

2.1 Simplified Self Admin

This capability is applicable to Powered By Avaya (partner hosted) only.

A simplified Web Self-Administration is delivered as a part of Cloud Edition, where the user interface experience is simplified by providing the relevant fields, grouping of the logical fields. This experience will be offered for the Powered by offering as well by enhancing the existing Self-Administration

2.2 Multi-Tier Administration

This capability is applicable to Powered By Avaya (partner hosted) only.

With this release, in a fresh deployment, “Administrator” will be the only enabled account by default and its password will need to be changed on first login. Administrator can further enable other default user accounts by using the IP Office Manager security settings or Web Manager’s “Security Manager”>Service Users screen. Administrator will be able to create further service user accounts and update them.

2.3 Powered By System Defaults

This capability is applicable to Powered By Avaya (partner hosted) only.

Changes to a number of Powered By deployment defaults.

- System Telephony
 - o Telephony Call Log - all settings enabled.
- System VoIP
 - o Allow Direct Media Within NAT location enabled
 - o Codecs: Enable G722 and place at top of existing list of Selected codecs
- User
 - o Self-Admin active (all Visible and Write permissions enabled)

2.4 IP Office Shared Control for Equinox

Avaya Equinox™ 3.4.8 (Windows, Mac) delivered support for Shared Control for IP Office i.e. ability for the Avaya Equinox™ client to control an associated desk phone on IP Office.

Powered By Avaya 3.0 FP3 and IPO 11.0 SP2 introduce initial support of Shared Control for Partner Hosted and CPE environments:

- **Single server only supported initially**
- **Avaya Equinox™ client and associated phone must be on same node**

Support for all deployment models will be available in subsequent Powered By Avaya 3.0 FP4 and IPO 11.0 FP4

- Resiliency / SBC / Remote Worker

The following table summarises supported deployment models by release.

IP Office Release	Supported Deployments
Powered 3.0 FP3 and 11.0 SP2	<ul style="list-style-type: none"> • Single Server Deployment only • Server Edition • Virtualized version of IP Office (OVA) • Powered by Avaya (Partner Hosted) <ul style="list-style-type: none"> • Includes support for Native Remote Worker only • Does not include SBC Remote Worker • IP500 V2
Powered 3.0 FP4 and 11.0 FP4	<ul style="list-style-type: none"> • Primary / Secondary • Primary / Secondary / Expansion • SCN Deployment • SBC Remote Worker • SBC – Resiliency • Native Remote Worker – Resiliency

The following phones are supported with Shared Control:

- 1100 /1200
- J100 (except J129)
- 96x1
- 16xx
- Digital
- Analog

2.5 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 11.0.0.2.0 Build 8 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-144044	System Restart: Infinite loop with DECT to SIP trunk call using G722
IPOFFICE-143925	Web Manager unable to connect to Secondary or Expansion Systems In Partner Hosted deployments
IPOFFICE-143480	9621 and 9641(H.323 Touch screen Phones) does not display all calls, outgoing, incoming, and missed calls icons at the top right of the screen
IPOFFICE-142417	CFU (Remote ID): unable to use the incoming CLI (From) for outbound (Remote Party ID) on SIP Trunks

IPOFFICE-142414	CFU (From field): unable to use the incoming CLI for outbound leg of call on SIP Trunks
IPOFFICE-141456	SIP URI Line Appearance returns NU tone when all lines are in use
IPOFFICE-144119	PRI line setting "Send original calling party for forwarded and twinning calls" not using the correct CLI
IPOFFICE-143880	System Restart: IPO Primary SE can be caused by two concurrent SSA sessions
IPOFFICE-134783	Upon simultaneous restart of Primary & connected IP500v2 expansion, J129 phones are unable to failover and automatically log back in
IPOFFICE-143355	DECT 373x phones unsubscribe in provisioning mode if username is changed in IPO
IPOFFICE-144608	J1XX phones - Autogenerated 46xxsettings.txt file does not contain FQDN_IP_MAP for secondary when accessed externally via SBCE
IPOFFICE-144208	IP Office sending incorrect transport type and port number to Equinix in resilient deployment with SBCE

3.2 Voicemail Pro (Preferred Edition) 11.0.0.2.0 Build 3 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-143486	Server Edition sites upgrading to Release 11.0 SP1 can experience an issue where VMPro service will consume 100% of a single core of the CPU

3.3 Manager /Web Manager 11.0.0.2.0 Build 8 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-141837	IP Office Manager can on multiple ITSP Proxy Addresses displays warning
IPOFFICE-142354	Calling party information for external calls missing from user Web Self-Admin Media Manager recording details
IPOFFICE-142017	IP500v2 Web Manager unable to login using Firefox or IE if an "&" is present in an ARS name

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-144206	COM version 3.0.100.8 does not show New Alarms after upgrade

IPOFFICE-140822	COM (Cloud Operation Manager) not allow to add email with two dots (.) in email domain
IPOFFICE-143547	Avaya IP Office Plug-In: Schedule conference description field exceed the 180 character limit receive an incorrect error "Call Unavailable"
IPOFFICE-143517	DND setting disabled when PC running Outlook Plugin is locked

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

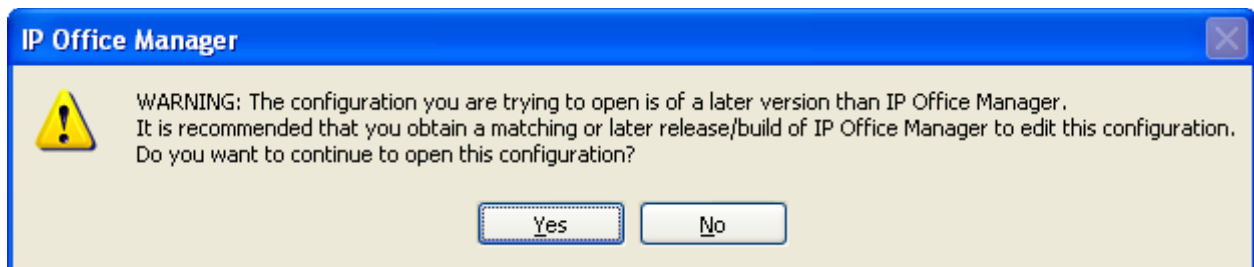
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
IP500 V2	9.0.0.0 and later	-	Load 11.0
All modules	9.0.0.0 and later	-	Load 11.0

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 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 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 2 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 2

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 3 is currently scheduled for release on the 29th March 2019.

6.3 Document Revision History

Issue Number	Date	Changes
Issue 1	30th November 2018	First published edition.

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