IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 10.1 Service Pack 4

Avaya is pleased to announce the availability of Service Pack 4 for IP Office Release 10.1 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 10.1 and 10.0 GA releases.

1. 1 Overview

IP Office Release 10.1 Service Pack 4 incorporates new software for:

> IP Office Core Switch 10.1.0.4.0.7
> IP Office Server Edition 10.1.0.4.0.7
> IP Office Application Server 10.1.0.4.0.7
> Unified Communications Module 10.1.0.4.0.7
> Preferred Edition (VoiceMail Pro) 10.1.0.4.0.1
> one-X Portal 10.1.0.4.0.3
> Soft Console 10.1.0.4.0.1
> "Powered by Avaya" Partner Hosted 10.1.0.4.0.7"

The IP Office Administration and application software can be downloaded from the Avaya Support Website:
http://support.avaya.com

This software is for use with the IP Office IP500 V2 and Server Edition Systems. IP Office Administration consists of the following software:

Delivered Software or Package	Version	Updated in this build
IP Office Firmware (Table 2 lists specific details)	10.1.0.4.0 build 7	Yes
Manager	10.1.0.4.0 build 7	Yes

Delivered Software or Package	Version	Updated in this build
SSA	10.1.0.4.0 build 7	Yes
SysMonitor	10.1.0.4.0 build 7	Yes
Video (CounterPath) SoftPhone	3.2.3.49.68975	No
MAC Softphone	3204.66292	No
Java Run Time Environment	7.0 Update 25 (1.7.0.25)	No
2410 Phone Firmware	R6 - 030609	No
2420 Phone Firmware	R6 - 030609	No
5410 Phone Firmware	R6 - 030609	No
5420 Phone Firmware	R6 - 030609	No
1403 Phone Boot Firmware	03	No
1403 Phone Application Firmware	R07 (vintage 7)	No
1408 Phone Boot Firmware	25	No
1408 Phone Application Firmware	R48 (vintage 16)	No
1416 Phone Boot Firmware	25	No
1416 Phone Application Firmware	R48 (vintage 16)	No
14xx Phone Language	R10_v11_Pack01	No
14xx Chinese (GB) Phone Font File	R02_v01	No
9504 , 9508 (HW Variant 1 & 2) Phone Boot Firmware	R15 (vintage 30)	No
9504 , 9508 (HW Variant 3) Phone Boot Firmware	R17 (vintage 1)	No
9504 , 9508 Phone Application Firmware	R60 (vintage 13)	No
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware	2.9.1 (2.9 SP1)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW VPN Phone Firmware	2.3.252	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware – Boot Code - Supplied for use with VPN firmware	2.3	No
4620 (Not 4620SW)	2.3	No
4625 Phone Firmware	2.9.1 (2.9 SP1)	No
4601, 4602D, 4602SW, 5601, 5602D and 5602SW Phone Firmware	2.3	No
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

Delivered Software or Package	Version	Updated in this build
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	Yes
3735 Phone Firmware	2.1.4	Yes
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

Delivered Software or Package	Version	Updated in this build
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.0.5	No
DECT R4 - IPBL (DECT Gateway) Firmware	10.0.5	No
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	7.1.2	No
DECT R4 - GRBS (ISDN RFP) Firmware	P7C 3/40	No
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3B 3/80	No
AIWS Firmware	2.73	No
AIWS2 Firmware	4.5.1	No
WinPDM (Windows Portable Device Manager)	3.11.0	No
Rack Charger Firmware	2.0.6	No
Advanced Charger Firmware	2.0.6	No
3720 Translation Tool	29	No
3725, 3740, 3749 Translation Tool	38	No
3730 Translation Tool	49	No
3735 Translation Tool	49	No
3720 Downloadable Languages	29	No
3725, 3740, 3749 Downloadable Languages	38	No
3730 Downloadable Languages	49	No
3735 Downloadable Languages	49	No
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No
1120E	4.04.23.00	No
1140E	4.04.23.00	No
1220/1230	4.04.23.00	No
D100_BS_MS	1.2.7	No
D100_BS_SL	0.9.6	No
B179	2.4.1.5	No
E159	8.25.2	No
E169	8.25.2	No
E129	1.25.2.26	No
H175 Phones		
H175	1.0.2.3	No
J100 Phones		
J129	1.0.0.0.43	No
J169	6.7.0.02	Yes
J179	6.7.0.02	Yes

Table 2: Firmware deliverables

ip500v2_be.bin	10.1.0.4.0 build 7
ip500v2_se.bin	10.1.0.4.0 build 7
avdcpb2.bin	10.1.0.4.0 build 7
dvppots.bin	10.1.0.4.0 build 7
naatm16.bin	10.1.0.4.0 build 7
nadcpV2.bin	10.1.0.4.0 build 7
nadcpaV1.bin	10.1.0.4.0 build 7
nadcpaV2.bin	10.1.0.4.0 build 7
dsaupnV1.bin	10.1.0.4.0 build 7
nadcpv2.bin loader update version	3.2(999)

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

2 Added Support

No New Features

3 IP Office Resolved Field Issues

In the tables below, the JIRA number refers to the internal bug tracking database used by Avaya SME. When a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the JIRA number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single JIRA entry.

3.1 IP Office 10.1.0.3.0.2 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-143386	Intermittently the J179 phone shows the wrong screen following a reboot when running in H323 mode
IPOFFICE-143173	PRI callers intermittently are unable to hear the B179 phones over SCN Lines causing 1-way talk path
IPOFFICE-142653	Embedded Voicemail to Email stops working - restarting of IP500 v2 resolves the issue

IPOFFICE-142483	IP Office Service Reset when Users incorrectly edited in a template
IPOFFICE-142456	Web Manager not able to connect to Secondary servers and IP500v2 Expansion Gateways in Partner Hosted IP Office deployments
IPOFFICE-142340	System Restart SE: when too many characters entered in the ACW Status Message Dialogue
IPOFFICE-142311	Customer running IP office 500v2 with Embedded Voicemail and SD Card gets full because of unexpected creation of large CLP file
IPOFFICE-142309	System Restart IPO Primary SE - adding bridge appearance to a user in Web Manager
IPOFFICE-142288	System Restart SE Primary: Crash when adding T38 support
IPOFFICE-142214	System Restart SE due to limited resource
IPOFFICE-141669	System Alarm: incorrectly detected a reduction in licensed channels on a Universal PRI trunk
IPOFFICE-141651	Server Edition - IP Phones registered on an IP500v2 expansion system are failing over to the primary system during a controlled reboot of the expansion
IPOFFICE-141394	Security settings for Service User become disabled and un-configured
IPOFFICE-141037	System Restart: AWFOS and call Recording/Listen activity
IPOFFICE-141025	IP DECT Handset unsubscribes automatically after successfully transfer a call
IPOFFICE-140481	System Restart: IP500v2 is restarting due to Memory Leak
IPOFFICE-140449	J129 allows trunk-to-trunk transfer over system restrictions
IPOFFICE-140339	ICR: External incoming call to "Fallback Extension" configured at ICR fails
IPOFFICE-140091	OSS License model: WebLM Error Mode using ACCS to create Power Users
IPOFFICE-137079	Auto-Create Extension not working 1608 and 9650 H323 phones
IPOFFICE-135184	VMPro Scheduled Alarm alert 1 hour early after DST change
IPOFFICE-131651	System Restart SE - Primary server crash following changes to Tapi settings
IPOFFICE-131119	Adding new participants through an ISDN line in a Meet Me Conference using ACW is not working
IPOFFICE-128176	Call Recording fails if call is answered after Announcements.
IPOFFICE-141917	IPO Manager terminates unexpectedly when try to 'save as' a config file on Japanese Windows 10 PC
IPOFFICE-140462	IPOSE 10.1sp2 GA: If Queueing is disabled on the Hunt Group page, Missed call logs are not appearing for hunt group (collective or sequential) users who are logged in using one-x mobile
IPOFFICE-141812	Update issue of System Directory on SE expansion
IPOFFICE-143922	System Restart IPO Primary SE 10.1 SP2 - coredump generated but SSA show normal powerup
IPOFFICE-142731	Partner Hosted becomes inaccessible when adding configuration items to the solution
IPOFFICE-141477	System Restart SE - Reboot on 10.1 generated by SIP Fax scenario
IPOFFICE-140193	System Restart SE: 10.0 SP5 Primary IP Office Abnormal Termination - Crash with unknown cause
IPOFFICE-137667	System Restart 500v2 - memory leak
IPOFFICE-137147	System Restart IPO Primary SE-10.1SP1 -when simultaneous phone registration attempts to IPOSE Primary.
IPOFFICE-142181	System Restart SE - Caused by failed registration to SIP Trunk
IPOFFICE-141549	Incoming call via SIP trunk immediately clears when internal user answers.
IPOFFICE-136064	IP DECT handsets subscription issue with latest IPBS Firmware10.0.5 while using with IPO 10.1SP1 if IP DECT provisioning is active

3.2 Voicemail Pro (Preferred Edition) 10.1.0.3.0.1 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-140568	Customer reports incidents of not hearing VMPro announcements
IPOFFICE-142317	Unable to Play or Delete Recordings from One-X interface
IPOFFICE-141434	VMPro process causing once CPU core to use 100% of resource
IPOFFICE-140105	Voicemail Pro Restart - "Database Open Action" is triggered to open a connection to MySQL database
IPOFFICE-140086	Unable to install VMPro 10.1 SP2 on German Windows Server 2012R2
IPOFFICE-139600	Call recordings are not transferred to the primary server from secondary
IPOFFICE-139079	Voicemail messages not being played back in the correct order
IPOFFICE-138192	HG Voicemail cannot be played back using user's one-X Portal page if the HG voicemail is deposited through VM Module
IPOFFICE-142136	Call recording archive to NAS location stalling periodically

3.3 one-X Portal 10.1.0.3.0.12 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-143920	Avaya Call assistant shows "your phone is not connected" message when user is logged in with ACW
IPOFFICE-143109	One-x portal web page user login fails when using "Login my phone" feature
IPOFFICE-142185	1XP profiles disappear from OL-Plugin after creating and deleting an individual profile in the 1XP window
IPOFFICE-141829	Active voicemail greeting settings can't be saved via One-X Portal web interface running in French
IPOFFICE-141685	one-X Portal becomes unresponsive daily
IPOFFICE-141381	One-X Portal is not showing Hunt Group voicemails, while Visual Voice does
IPOFFICE-141374	Unable to turn-off "IM Everyone" in the one-x Portal IM chat from Administrator Login for a User
IPOFFICE-140416	1XP database corrupted during 9.1 upgrade to 10.1 release
IPOFFICE-136680	Conference Scheduling Notifications setting not saved after browser logout
IPOFFICE-143535	Avaya IP Office Plug-In: when user's lock their windows PC, DND is turned OFF on the Plug-In and the Phone
IPOFFICE-143370	OL-Plugin blocks DEL-Key on keyboard until changed to another application
IPOFFICE-141862	Outlook Plugin - Unable to transfer a call to a user who's a member of their personal directory

3.4 Manager /Web Manager 10.1.0.3.0.2 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-144002	New ICR created via Web Manager changes configured line id
IPOFFICE-143899	Service Users are not displayed in 10.1.2.0 Web Manager
IPOFFICE-143669	Missed Hunt Group Calls of the user rights can't be altered into Web Manager
IPOFFICE-143531	Web Manager does not show the correct number of Japanese PRI lines
IPOFFICE-143237	Web Manager does not show users on primary server
IPOFFICE-141743	Error when try to change Media Manager in WM- VM System Preferences
IPOFFICE-141240	Web Manager - Adding new User with no Extension Number changes all Incoming Call Routes in the system
IPOFFICE-138556	Web Manager Scheduled Backups do not always run successfully.
IPOFFICE-137307	Scheduled backups not running until user logs into Web Manager
IPOFFICE-136912	Web Manager - System Disconnect Tone setting is the opposite of the applied setting
IPOFFICE-134850	Users can't be removed from User Rights membership using Web Manager
IPOFFICE-141565	Cannot add/delete users on Hunt Group with extn 9999 (only specific to this group) from Web Manager, as Web Manager shows error message "Failed to save group..."
IPOFFICE-134711	Web Management API fails PUT for User/Full Name field if 15 characters or more

3.5 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-134755	WebRTC calls take 40 seconds to connect if the PC has multiple active Network Adapters
IPOFFICE-144007	ACW losing settings when used with Microsoft Lync plugin
IPOFFICE-143914	Incoming calls from Hunt Group does not longer show the name of hunt group on ACW
IPOFFICE-142351	ACW allows any number of characters to be entered in the ACW Status Message Dialogue box.
IPOFFICE-142325	Incoming call on ACW client user show the number instead of the name of Outlook contact
IPOFFICE-142310	[+HOT] ACW crash - related to IPOFFICE-132969
IPOFFICE-139334	Unable to use Call Assistant to answer one-x portal Schedule Meeting conference call
IPOFFICE-132969	Avaya Communicator periodically freezes, and restart of PC is required
IPOFFICE-143949	ACW for Microsoft Lync plugin doesn't show the Call forward number status if the Call Forward has set at 9608.
IPOFFICE-143875	Avaya communicator for Microsoft Lync plugin stuck in the foreground
IPOFFICE-143530	Avaya communicator for Microsoft Lync plugin have incorrect version numbers

4 Known Issues

There are no known issues in this release

5 Technical Notes

5.1 Licensing Considerations

IP Office Releases 10.0 to 10.1 supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous major release you must migrate all IP Office licences to R10 PLDS licences.

Pre 10.0 Server Edition customers planning to use WebLM licencing will need to obtain a WebLM Host ID **before** the upgrade for generating the licences. The WebLM Host ID is the MAC address of the WebLM server. In a virtual environment, the WebLM Host ID is a virtual MAC address that starts with the letter "V". The WebLM Host ID must be used when generating a PLDS license file for the WebLM server in order to implement a centralized licensing scheme for multiple IP Office systems.

For further information please see Appendix A "Licensing" of the Avaya IP Office Platform Release 10.1 Release Notes or the "Administering Avaya IP Office Platform with Web Manager" manual available from the IP Office Knowledgebase.

5.2 Upgrading IP Office IP500 V2 core software

When upgrading to Release 10.1 from a previous release an upgrade license is required. It is recommended that the IP Office Release 10.1 Software Upgrade license is installed before upgrading the system. Although the license key may not be recognized immediately by the system running an earlier major release of software, it will be recognized when the system is upgraded to Release 10.1.

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

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

Note: IP500 V2 control units identified as PCS 14 and below must first install Release 8.1(65) (or higher 8.1) or any Release 9.0 before upgrading to Release

10.1. This will expand the loader to accommodate the 10.1 software image. If the control unit has not been used previously, care should be taken to ensure that no calls are made before the upgrade to Release 10.1; otherwise the system will require an upgrade license despite being "new".

For further information please see the "Upgrading Systems" section of the IP500 V2 Installation manual available from the IP Office Knowledgebase.

5.3 Upgrading IP Office Administration

The previous GA release of IP Office 10.1 Manager is not compatible with systems running this release. Before upgrading an IP Office system to the 10.1.0.3.0.2 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 10.1.0.3.0.2 release with an earlier version of Manager:
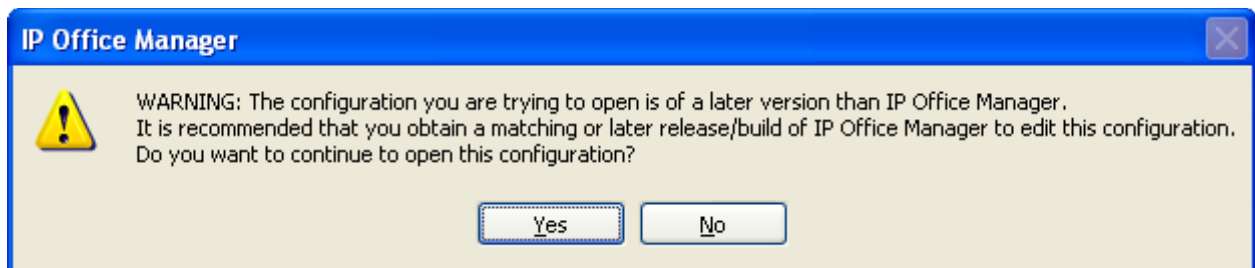
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 10.1.0.3.0.2. It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office, system software ensure a backup of the system configuration exists.

Note: All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

5.4 Upgrade instructions for IP Office one-X Portal

Any previous versions must be upgraded to 9.0 first before upgrading to this release. Further information can be found in the "Implementing one-X Portal for IP Office" manual available from the IP Office Knowledgebase.

5.5 Upgrade Instructions for Server Edition and Applications Server

If using a DVD to install this release of IP Office Server Edition and Applications Server, you can upgrade directly from Release 9.0 and above. For further information, please refer to the "IP Office Application Server 10.0 Installation and Maintenance" and the "Upgrading" section of the "Deploying IP Office Server Edition Solution" manual available from the IP Office Knowledgebase.

Web Manager Upgrade Instructions

If you are upgrading IP Office Server Edition or Application Server using Web Manager, please read the following guidelines.

Note: If the system is currently running IP Office 9.1 software, the following steps are not required. It is only applicable for systems running either IP Office release 8.1 or 9.0 software.

The following instructions describe the process for upgrading an IP Office Server Edition system that is running either release 8.1 or 9.0.

1. Transfer the ISO image.
2. Start an Upgrade of the Primary system.
3. During the Upgrade, monitor the progress on Web Manager.
4. After the upgrade, Web Manager will trigger the post-upgrade step.
5. Login to Web Manager.
6. A warning will appear that a post-upgrade step is needed.
7. Check if a link Complete for post-upgrade step appears. If not and a progress bar is shown, then the post-upgrade was successfully triggered automatically by Web Manager.
8. If that link appears, click and trigger the post-upgrade.
9. After the post-upgrade step, a reboot can be triggered automatically.
10. Follow the same steps from 2 to 9 for the other systems from the solution.

The following services will be added to IP Office Server Edition on completion of the process:

*   IP Office Web Collaboration
*   IP Office WebRTC
*   IP Office Contact Store
*   IP Office Web License Management
*   IP Office Media Manager

Upgrading a Virtual Server Edition System or Applications Server

If you are upgrading a Virtual Server Edition system or Applications Server and the system has been through a number of previous upgrades that introduced new Linux kernels, the upgrade report may indicate that the yum process died before completion. This is because the /boot partition is almost full.

To resolve this, please see "Upgrading an OVA" on page 25 of the IP Office Platform Release 10.0 Release Notes.

Note: This procedure is not required if the system is running version 9.1.7 or later version of software prior to the upgrade to Release 10.1

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

To upgrade a UCM to 10.1 Service Pack 3 from release 9.0 and below the "USB Upgrade" method must be used.

If upgrading to 10.0 Service Pack 4 or above from release 9.1, the "Web Management Upgrade" method is recommended. The "USB Upgrade" method can also be used if preferred.

For further information about upgrading the UCM please refer to section 5.9 "Upgrading the module" of the "Installing and Maintaining the Unified Communications Module" manual.

In addition, Avaya recommends that customers with the UCM V2, (Avaya ID 700507449), check to see if a firmware upgrade is required. Please see IP Office Technical Tip 288 for further information.

6 Assistance

6.1 Software and Documentation

Release 10.1 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/

6.2 Future Service Packs

IP Office Release 10.1 Service Pack 5 is currently scheduled for release on the 29th March 2019.

6.3 Document Revision History

Issue Number	Date	Changes
Issue 1	12ʰ December 2018	First published edition.

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