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**Avaya IP Office™ Platform Release 11.0 FP4 &  
Powered By IP Office 3.0 FP4 –  
Release Notes  
General Availability**

Issue 003



<b>1</b>	<b>Contents</b>	
1	Contents.....	2
2	Document changes .....	4
3	Introduction .....	4
4	What's New.....	4
5	Summary of New Features Delivered in IP Office Release 11.0 FP4.....	4
5.1	Join 2 Conferences .....	5
5.2	Fallback Twinning.....	5
5.3	Avaya Equinox™ Shared Control Completion .....	6
5.4	Avaya Equinox™ on Vantage K175/K165 .....	6
5.5	Avaya Spaces user synchronization .....	7
5.6	GDPR Enhancements (Media Manager) .....	7
5.7	Security Enhancements.....	7
5.8	J100 4.0 (Bluetooth, JEM24, BLF on J139) .....	8
5.9	Serviceability enhancements .....	9
5.10	Additional Hypervisor and Cloud support.....	10
6	Security .....	11
7	Build Versions.....	11
7.1	IP Office 11.0 FP4 Software Versions.....	11
7.2	IP Office Module Firmware .....	12
7.3	Phone Firmware Support.....	12
8	Upgrading to IP Office R11.0 Feature Pack 4 .....	16
9	Supported Releases.....	16
10	Supported OS and Browsers .....	16
10.1	Windows (PC).....	16
11	Supported Hardware.....	20
11.1	Virtual Appliance Deployments .....	21
12	Known Issues and Workarounds.....	21
12.1	General.....	21
13	Resolved Customer Issues.....	22
14	Technical Notes.....	26
14.1	Licensing.....	26

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14.2	Upgrading IP Office IP500v2 core software .....	26
14.3	Upgrading IP Office Administration .....	27
14.4	Upgrade Instructions for IP Office one-X® Portal .....	27
14.5	Upgrade Instructions for IP Office Server Edition and Application Server .....	28
14.6	Upgrade Instructions for using WebLM Licensing .....	28
14.7	Avaya USB Creator Tool .....	29
14.8	Upgrade Instructions for IP Office Unified Communications Module (UCM).....	29
From:	.....	30
14.9	Installation Instructions for Avaya Communicator for Microsoft Lync.....	30
14.10	Upgrade instructions for Avaya Vantage .....	30
15	Languages Added .....	34
16	Documentation errata .....	34
17	<i>Contacting support</i> .....	35
17.1	Contact Support Checklist.....	35
18	Contact Support Tasks .....	35



## 2 Document changes

Date	Description
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4 <sup>th</sup> March 2019	First Issue
5 <sup>th</sup> March 2019	Issue 2 – updated to include Gatekeeper issue in build 74 – see known issues
22 <sup>nd</sup> March 2019	Issue 3 – updates to known issues and resolved customer issues.

## 3 Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office™ Platform Release 11.0 Feature Pack 4. Avaya’s offer is referred to as “IP Office R11.0 FP4”, “11.0.4.0” or for Powered By IP Office “3.0.4” - throughout this document.

Some key highlights about how Avaya partners and customers can benefit from IP Office R11.0 FP4 include:

## 4 What’s New

The relevant Offer Documents for each of IP Office 11.0 and Powered By IP Office 3.0 are updated on Avaya Sales Portal to reflect new Feature Pack 4 (FP4) content.

11.0 FP4 @ <https://sales.avaya.com/documents/1399680861662>

Powered 3.0 FP4 @ <https://sales.avaya.com/documents/1399688397173>

This document will concentrate on the 11.0 FP4 technical detail. This detail is relevant to Avaya Powered By IP Office 3.0 FP4 also.

## 5 Summary of New Features Delivered in IP Office Release 11.0 FP4

IP Office Release 11.0 FP4 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.

Cloud Market Expansion and Mid Market
<ul style="list-style-type: none"><li>• <b>Joining 2 Conferences</b></li><li>• <b>Fallback Twinning</b></li></ul>

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- **Avaya Equinox™ Shared Control completion**
- **Avaya Equinox™ on Vantage (K165, K175)**
- **Avaya Spaces user synchronization**
- **GDPR enhancements (Media Manager)**
- **Security enhancements / SIP Registrar hardening**
- **J100 4.0 (Bluetooth, JEM24, BLF on J139)**
- **Serviceability enhancements**
- **Client SDK Phase 2**
- **VMware ESXi 6.7 support**

Note: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 11.0 FP4 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 FP4 Cloud release.

## 5.1 **Join 2 Conferences**

IP Office 11.0 FP4 adds a conference capability that has been requested by heritage Nortel customers migrating to IP Office.

Conference Join allows two separate conferences to be joined into one single conference that contains all the previous participants of both earlier conferences. This is something that Communication Server 1000 customers were used to, but something that was disallowed on IP Office until now.

Once the conferences have been joined it is not possible to revert to the two separate conferences again.

## 5.2 **Fallback Twinning**

Fallback Twinning is another customer request that is delivered as part of 11.0 FP4. This provides a mechanism for failing over to an external device (mobile, PSTN phone etc.) if a customer site supporting IP Office phones, loses connectivity with the Cloud data center.

This capability is an enhancement to and independent of the standard mobile twinning capability – this new capability will be invoked only in case of no registered device or network failure. It is not limited to only Cloud deployments but could also be used for remote workers in other deployment types.

When Fallback Twinning is disabled – no changes to current Mobile Twinning operation, whether that is enabled or disabled.

When Fallback Twinning is enabled

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- If Mobile Twinning is enabled – the only change will be to ignore the Mobile Dial Delay setting if the user's devices are unreachable.
- If Mobile Twinning is disabled – if the user has no reachable devices, then the normal evaluation of all Mobile Twinning conditions is performed, and if met, the twinned Mobile Number will be targeted immediately – i.e. ignoring the Mobile Dial Delay setting.

Note that the phone button status indication of Mobile Twinning will continue to reflect Mobile Twinning

only and will not present any information on Fallback Twinning.

### 5.3 Avaya Equinox™ Shared Control Completion

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.

Support for all deployment models except SBC resiliency is now available in subsequent Powered By Avaya 3.0 FP4 and IPO 11.0 FP4 with Avaya Equinox™ 3.5.5. Note that the required Avaya Equinox™ 3.5.5 availability is targeted for 6th March.

Supported environments:

- Primary / Secondary
- Primary / Secondary / Expansion
- SCN Deployment
- SBC Remote Worker
- Native Remote Worker – Resiliency

Note that Avaya Equinox™ 3.5.5 client now respects a “Preferred Port” configuration received from IP Office 11.0 FP4. On earlier versions of the client this configuration was ignored and the client continued to register via port 443 regardless. Any customers using such a “Preferred Port” configuration should ensure they are on IP Office 11.0 FP4 before updating to Avaya Equinox™ 3.5.5 client, to avoid any issues with registration.

### 5.4 Avaya Equinox™ on Vantage K175/K165

IP Office 11.0 FP4 adds support for Avaya Equinox™ (3.5.2 and later) on Vantage for K165 and K175 hardware initially; support for K155 (telephony form factor) will be added subsequently.

Vantage 2.0.1 (ETA 5th March 2019) is minimum supported.



IP Office 11.0 FP4 adds support for Avaya Equinox™ on Vantage for K165 and K175 hardware initially; support for K155 (telephony form factor) will be added subsequently. Avaya Equinox™ 3.5.5 is required (ETA 6th March 2019) along with Vantage 2.0.1.

#### 5.5 Avaya Spaces user synchronization

The Avaya Equinox™ client with IP Office has a dependency on Avaya Spaces for messaging.

IP Office 11.0 FP4 adds the capability to automatically synchronize the user information between IP Office and Avaya Spaces – something that had to be done manually in prior software. When a user is created on IP Office the user information can automatically be shared with Avaya Spaces securely,

resulting in the user receiving the registration invitation email from Avaya Spaces. This does require that the administrator has the customer domain validated on Avaya Spaces.

It is also possible to automatically pass the required 46xxsettings file URL information from IP Office to Avaya Spaces, rather than the administrator having to manually configure the required settings on Avaya Spaces.

#### 5.6 GDPR Enhancements (Media Manager)

IP Office 11.0 FP4 adds further capabilities for the IP Office administrator in terms of privacy, with focus on tools for General Data Protection Regulation (GDPR).

With 11.0 FP4 it is possible to search for and delete specific recordings as may be required.

Capabilities are also added to allow auditing of Media Manager access – it is possible to review and report with respect to users' search, playback, download or deletion of recordings. It is possible to export the resulting audit trail information as a CSV file. By default the audit trail data persists for 180 days but this can be changed if required.

#### 5.7 Security Enhancements

The following SIP Registrar hardening enhancements in IP Office 11.0 FP4 are relevant in context of

Linux servers only – they do not apply to IP500V2 platform, whether standalone / SCN / expansion.

Note that the SIP Registrar hardening enhancements are not intended, designed or tested as an SBC replacement. IP Office policy remains unchanged – ASBCE continues to be recommended for public exposed client access.

SIP User Agent whitelist and blacklist allows better control of which SIP clients can register. The whitelist can be used to allow those Avaya clients trusted by the IP Office. A default blacklist comes preconfigured with some known malicious user agent strings

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and can be updated as required. Both lists are configurable via Web Manager and the administrator can decide which to use.

The current IP address blacklisting mechanism for IP phone registrations is extended to cover administration interfaces also – Web Manager, System Monitor and SSA. System Monitor and SSA are updated to show relevant protocol (H.323 or SIP) and client identifiers in case of blacklisting. This capability is managed via No User Source Number (NUSN). SIP Message Rate Limiting and Blacklisting can be used to further protect the SIP Registrar – only a specified number of SIP messages are allowed from a source IP address within a specific time, after which the source IP address can be blacklisted and all subsequent SIP messages discarded. Both the message count and the time limit can be tuned using No User Source Numbers (NUSNs) and the feature can also be disabled via same if required – it is enabled by default. Any blacklisted IP addresses will again appear in System Monitor and SSA with relevant alarm details.

NAT Aware Whitelisting and Blacklisting considers that there can be multiple H.323 and SIP devices behind the same NAT. In such case it is needed to avoid blacklisting all devices with the same public address in case just one of those devices is causing issues. This is managed by IP Office checking both

private and public IP addressed when blacklisting devices. Alternatively, it can be desirable in some cases to whitelist certain IP addresses and domains so they are never added to blacklists – this is managed via configurable IP Whitelist that can be seen in Web Manager.

Further there are more general security enhancements (applicable to IP500V2 also) around the following:

- SIP / H.323 Registrars are disabled by default on both LAN ports. A system level warning is generated when the first SIP / H.323 extension is configured or in case of adding resiliency on IP Office line, advising of the need to enable the required registrar.
- A new System Extension Default Password capability allows a new VoIP Security attribute automatically be included for all extensions as they are configured / created via Template/Auto creation.
- For Server Edition / Powered by Avaya CentOS version is updated from CentOS 6.9 to CentOS 6.10 to include some additional security patches.

## 5.8 J100 4.0 (Bluetooth, JEM24, BLF on J139)

Bluetooth support for the J179 phone on IP Office is added with IP Office 11.0 FP4. It does require the optional WIFI / Bluetooth module. Note that there is currently an issue with configuring the preferred headset profile via the phone menu with J100 4.0 software on IP Office. This will be resolved in subsequent J100 4.0 software and in the interim period headset profile can be managed via 46xxsettings file.



One change for the J139 with IP Office 11.0 FP4 is the addition of support for User BLF and Group BLF.

IP Office 11.0 FP4 also adds support for the new JEM24 Expansion Module with J169 and J179. The JEM24 has a color display when attached to J179 as shown below and uses monochrome fonts when attached to J169. Up to three JEM24 modules are supported for either J169 or J179. In case of a single JEM24 paging is used to display up to three screens and thus 72 buttons. Once a second JEM24 is attached then only 24 buttons are supported on the first JEM24. Attaching three JEM24 does require local power supply.

## 5.9 Serviceability enhancements

For one-X Portal the following serviceability enhancements are included

- User avatar will be visible in one-X Portal web client in System Directory.
- A “Logged in Sessions” count will be visible on one-X Portal administrator dashboard under User Details section. This will manage scenarios where a user may be logged in from multiple clients (e.g. AC Windows, AC Lync, Outlook plugin, one-X Portal web client, Soft console).
- Further “Logged in Sessions” detail information will be available to the one-X Portal administrator under Health / Active Sessions tab. This will include client version and associated details.
- Block client version feature will help to provide early pointers to the customer issues such as customers still using older versions of clients like Avaya Communicator, Avaya communicator for Lync plugin which typically they should upgrade to. This feature can be used to block clients of specific version from connecting to one-X by providing client version and build numbers to be blocked. Block Client Versions will be visible on one-X Portal administrator dashboard under Configuration section.
- Failed login attempt will get logged into audit trails if it occurs within interval of 5 minutes and for 10 continuous unsuccessful login attempts. Failed login audit trails are displayed under Health -> Key recent events menu of one-X Portal Administrator Console.
- From one-X Portal User perspective, User avatar will be visible in one-X Portal web client in System Directory.

A new “VMPro SMTP test” capability is added within Web Manager to allow the administrator to optionally validate the SMTP server connectivity under System Preferences before saving the configuration. This is intended to help reduce the number of connectivity issues that can be encountered with either voicemail synchronization or voicemail to email due to incorrect configuration.



The VMPro synchronization status in the VMPro thick client is also updated. Currently this shows details of the distributed servers and the state of connectivity of each. The result can be either (i) in progress or (ii) up to date. The “in progress” result is now updated every 60 seconds to show status of the file sync as “n” of “m” files being completed.

#### 5.10 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	✓	✓	✓
VMware ESXi 6.7	✓	✓	✓
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 FP4 Software Versions

Component	Version
Admin CD	11.0.4.0 Build 74
VMPPro (Linux)	11.0.4.0 build 5
VMPPro (Windows)	11.0.4.0 build 5
One-X Portal	11.0.4.0 build 38
Server Edition DVD	11.0.4.0 Build 74
Server Edition OVA	11.0.4.0 Build 74
Server Edition Virtual Image Partner Hosted (PH_OVA)	11.0.4.0 Build 74
Server Edition Virtual Image Google	11.0.4.0 Build 74
Hyper-V CPE image	11.0.4.0 Build 74
<b>Hyper-V PH image</b>	11.0.4.0 Build 74
Unified Communication Module	11.0.4.0 Build 74
SoftConsole	11.0.0.0 build 22
Media Manager	11.0.4.0 Build 74
Avaya one-X Web Client	11.0.4.0 Build 38
Avaya Communicator for Windows	2.1.4.0 Build 312
Avaya Communicator for iPad	2.0.6
Avaya Communicator for Web	1.0.19.1201
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

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Avaya USB Creator Tool	11.0.0.0 build 1
Equinox (Windows/Mac/IOS/Android)	3.5.5
Cloud Operation Manager	11.0.4.0.42

## 7.2 IP Office Module Firmware

Module	Version
IP500V2	11.0.4.0 Build 74
POTSV2 Module	11.0.4.0 Build 74
DCPV2 Module	11.0.4.0 Build 74
ATM Module	11.0.4.0 Build 74
DS30/16 V2 Module	11.0.4.0 Build 74
DS30A/16A BST Module	11.0.4.0 Build 74
DS30B/16B Module	11.0.4.0 Build 74

## 7.3 Phone Firmware Support

Phone Model	Version
<b>1600 H.323 Phone Firmware (Separate Boot Code and App)</b>	
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
<b>9600 H.323 Phone Firmware (Separate Boot Code and App)</b>	
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
<b>96x1 H.323 Phone Firmware (Separate Kernel and App)</b>	
9608 & 9611 & 9621 & 9641 Kernel – Not capable for SHA2	S96x1_UKR_V25r10_V25r10
9608 & 9611 & 9621 & 9641 Kernel – Capable for SHA2	S96x1_UKR_V29r30_V29r30

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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_8_0_02_V474
9621 & 9641 Application	S9621_41HALBR6_8_0_02_V474
96x1 Phone Language Files	148
Sonic Firmware	S9608_11_HALKRR6_8_0_02
<b>11x0 &amp; 12x0 SIP Phone Firmware</b>	
1120	04.04.23
1140	04.04.23
12x0	04.04.23
<b>B179 Firmware</b>	
B179	2.4.3.5
<b>DECT D100 Firmware</b>	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
<b>J100 SIP Firmware</b>	
J129 Firmware	R4_0_0_0_21
J139 Firmware	R4_0_0_0_21
J169 Firmware	R4_0_0_0_21
J179 Firmware	R4_0_0_0_21
<b>DCP Phone Firmware</b>	
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
<b>DCP Phone Languages</b>	
14xx	R10_v11_Pack01
<b>DCP Phone Font Files</b>	
14xx Chinese (GB)	R02_v01
14xx Korean (KSC)	R02_v01
14xx Japanese (JIS)	R02_v01

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<b>IP DECT Phone Firmware/Tools</b>	
Avaya 3701	22.04.04
Avaya 3711	91.24.31.04
Avaya 3711 Global	91.24.36
Avaya 3711 USB Driver	0.8
<b>IP DECT ADMM Firmware/Tools</b>	
IP DECT - ADMM Firmware	1.1.13
IP DECT - ADMM Java Configuration	1.1.13
IP DECT - ADMM DECT Monitor	1.4
<b>DECT R4 Phone Firmware/Tools</b>	
Avaya 3720	4.7.2
Avaya 3725	4.7.2
Avaya 3730	2.4.0
Avaya 3735	2.4.0
Avaya 3740	4.7.2
Avaya 3745	4.7.2
Avaya 3749	4.7.2
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
<b>DECT R4 Firmware/Tools</b>	
DECT R4 - IPBS1 Boot Firmware	10.2.9
DECT R4 - IPBS1 Firmware	10.2.9
DECT R4 - IPBS1 Downgrade Firmware	10.0.7
DECT R4 - IPBS2 Boot Firmware	10.2.9
DECT R4 - IPBS2 Firmware	10.2.9
DECT R4 - IPBS2 Downgrade Firmware	10.0.7
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.2.9
DECT R4 - IPBL (DECT Gateway) Firmware	10.2.9
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	10.0.7
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

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DECT R4 - WinPDM (Windows Portable Device Manager)	3.13.2
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
<b>Wi-Fi Phone Firmware/Tools</b>	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
<b>H/J175 Phone Firmware</b>	
H175	1.0.2.3
Avaya K175/165/155 Vantage Phone	2.0.1



## 8 Upgrading to IP Office R11.0 Feature Pack 4

Important Note:

Before upgrading any system to R11.0 FP4 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.

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 and 11.0 FP4, 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
<b>Windows 7 32/64</b>	SP1	Professional, Enterprise, Ultimate
<b>Windows 8.1</b>	N/A	Pro, Enterprise
<b>Windows 10</b>		Pro (SMB), Enterprise
<b>Server 2012</b>	N/A	Standard
<b>Server 2012 R2</b>	N/A	Standard
<b>Server 2016</b>	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	
<b>Preferred Edition Server (VMPro)</b>								
<b>Standalone</b>	✓	✓	✓	✓	✓	✓	✓	✓
<b>... Plus UMS</b>	X	X	X	X	X	X	✓	✓
<b>... Plus Campaigns</b>	X	X	X	X	X	X	✓	✓
<b>... with IMS</b>	X	X	X	X	X	X	X	X
<b>... MAPI service for VMPro on Linux</b>	✓	✓	X	X	X	X	✓	✓
<b>one-X® Portal for IP Office Server</b>	X	X	X	X	X	X	✓	✓
<b>TAPI – 1<sup>st</sup> Party</b>	✓	✓	✓	✓	✓	✓	✓	✓
<b>TAPI - 3rd Party</b>	✓	✓	✓	✓	✓	✓	✓	✓
<b>TAPI – WAV (3)</b>	✓	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
<b>Preferred Edition Client</b>	✓	✓	✓	✓	✓	✓	✓	✓
<b>SoftConsole</b>	✓	✓	✓	✓	✓	✓	X	X
<b>Manager</b>	✓	✓	✓	✓	✓	✓	✓	✓
<b>SysMon</b>	✓	✓	✓	✓	✓	✓	✓	✓
<b>SSA</b>	✓	✓	✓	✓	✓	✓	✓	✓
<b>TAPI 1<sup>st</sup> Party</b>	✓	✓	✓	✓	✓	✓	✓	✓
<b>TAPI WAV</b>	✓	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
<b>Avaya Windows Communicator (ACW)</b> <i>(replaces Flare)</i>	✓	✓	✓	✓	✓	✓	X	X
<b>Avaya Equinox™ for Windows</b>	✓	✓	✓	✓	✓	✓	X	X
<b>one-X® Portal Plug-In for Outlook</b>	✓	✓	✓	✓	✓	✓	X	X
<b>Call Assistant</b>	✓	✓	✓	✓	✓	✓	X	X
<b>Plug-In for MS Lync 2013 / Skype for Business</b>	✓	✓	✓	✓	✓	✓	X	X
<b>Web Conferencing (Adobe Flash and Java Applet for sharing)</b>	✓	✓	✓	✓	✓	✓	X	X
<b>IP Office Contact Centre</b>	✓	✓	✓	✓	✓	✓	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	OSX 10.14 Mojave
<b>Web Conferencing (Adobe Flash and Java)</b>	✓	✓	✓	✓	✓	✓	✓

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	OSX 10.14 Mojave
Applet for sharing)							
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.

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- (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 FP4 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). When the Dell PowerEdge R640 becomes available that will also be a supported platform.



Customers may migrate to IP Office R11.0 and R11.0 PF4 by purchasing an upgrade for Release 11 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 migrating to IP Office R11.0 or R11.0 FP4 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 FP4:

- 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 General

PROBLEM	IMPACT	WORKAROUND
After login to Web Manager, Web Manager sticks on 'Loading'. This happens only if the user has accepted the Google Analytics EULA for Web Manager earlier.	Web Manager will not be accessible after login.	Browser cookie needs to be cleared. Steps to clear browsing data using Chrome browser: Chrome Settings-> More tools->Clear browsing data. In Time range select "All time" and select "Cookies and other site data". Hit Clear data button on the same page.
In offline mode, enable SIP registrar	Web Manager issue with enabling H323 Gate Keeper	Use IP Office Manager. Fix is targeted to next SP

But H323 GK is grayed out, and there is no option to add it in offline mode!		
Default IP Office service account passwords (Administrator, system, security) have changed in 11.0 FP4.	Partners need to be aware that IP Office service account default passwords are no longer updated to include the IP address as part of auto ignition.	Update the IP Office service account passwords as prompted on first login. <i>Note that the Linux account passwords (root, Administrator) are still updated to include the IP address, as per past releases. Linux passwords can be updated via Platform View / Settings / System if required – Change root password or Change local Linux account password.</i>
SIP Registrar can be disabled after making any configuration change.	This will result in loss of service to SIP clients (e.g. Avaya Communicator for Windows, Avaya Equinox).	Ensure that at least one SIP extension is configured, even if this will not be used.

### 13 Resolved Customer Issues

Key	Summary	Component/s
IPOFFICE-146666	R11 SP2 Manager SD card recreation does not work	Admin CD
IPOFFICE-148734	System Restart caused by SSA interaction	Core Features
IPOFFICE-148180	System crash if a SIP user is trying to log in and is a simultaneous User	Core Features
IPOFFICE-146467	Incorrect outbound CLI for external Mobile Twinned Destination (via forward to Hunt Group)	Core Features
IPOFFICE-146325	System Restart 500v2: Abnormal Termination	Core Features
IPOFFICE-145982	Incoming SIP call shows ITSP domain in CLID if call transits SCN & has System Directory entry for the caller	Core Features

IPOFFICE-145523	Hot desk between J169 phones does not work correctly across SCN, users are being sent back to their base extension	Core Features
IPOFFICE-145137	Media Manager failing to pick up messages sent to VRL by Leave Mail action	Core Features
IPOFFICE-144835	System Status (SSA) link at IP Office Web landing page no longer works using IP Office version 11	Core Features
IPOFFICE-144344	System Restart 500v2: Abnormal Termination <TLB Data Load Error>	Core Features
IPOFFICE-143889	System Restart 500v2: Abnormal Termination	Core Features
IPOFFICE-143267	Daylight Saving Time (DST) support for Brazil	Core Features
IPOFFICE-142284	Transferred Party Call Log only shows the only the number after blind transfer.	Core Features
IPOFFICE-145561	ACW with AAAD cannot recover leg A of transfer initiated and then aborted from AAAD	Core Features, WIN Flare Communicator
IPOFFICE-144787	Main call is dropped when a transfer is initiated by an ACCS agent using ACW	Core Features, WIN Flare Communicator
IPOFFICE-149894	System Restart caused by SSA interaction	Core Platform
IPOFFICE-148001	Server freeze and requiring manual restart to return to operational state	Core Platform
IPOFFICE-147258	System Restart caused by two System Status connections	Core Platform
IPOFFICE-147164	System Restart IPO Primary SE - R11.0 SP2 after doing a merge using IP Office manager	Core Platform
IPOFFICE-147015	System Restart caused by SSA interaction	Core Platform
IPOFFICE-145996	System Restart SE - Restart on 11.0.2.0 caused by SIP FAX over ip	Core Platform
IPOFFICE-145698	Unable to Call Intrude/Listen on 96xx phones in IPO 11	Core Platform
IPOFFICE-145623	System Restart IPO Primary SE - 11.0SP1	Core Platform

IPOFFICE-146345	System Restart caused by SSA interaction	Core Services
IPOFFICE-144899	No ringback tone on SIP terminals for outgoing call on SIP trunk having specific SIP signalling from SIP provider	Core Services
IPOFFICE-145074	Contact presence status changes to offline when Android Equinox client goes to background	Equinox
IPOFFICE-145327	Equinox logged out from IP Office with SBC due to incorrect simultaneous logins	Equinox, Mobility
IPOFFICE-146669	Cannot have Blank Base Extension in Manager	Manager
IPOFFICE-146314	IPO Manager can't do 'Export as Template' of the user using right mouse button option	Manager
IPOFFICE-145095	Manager in German locale display issue	Manager
IPOFFICE-135273	iPhone: One-X Mobile Client does not show numbers, only names in Personal contact	Mobility
IPOFFICE-145524	COM server does not show second software loaded to system in IE	Multi Cust Mgmt
IPOFFICE-149448	Users are periodically unable to login via the Web Interface either directly or via Call Assistant	One-X Portal
IPOFFICE-147982	Communicator for Web users periodically unable to login to one-X Portal	One-X Portal
IPOFFICE-146965	Logging out via *36 a hardphone while logged in a one-X call Assistant and Outlook plugin will not allow them to log back in when phone is available until 1X Portal is rebooted	One-X Portal
IPOFFICE-145620	Contacts added into Personal directory are not getting loaded with the details on iPhone one-x mobile client	One-X Portal
IPOFFICE-145144	Call Assistant - Unable to login to a K175 Vantage phone user when first registered	One-X Portal



IPOFFICE-147022	Outlook plugin doesn't clear the hunt group missed calls log	One-X Portal, Outlook Plug-in
IPOFFICE-144278	Upload Outlook Contacts" for 30 or more Contacts fails	Outlook Plug-in
IPOFFICE-134912	Avaya outlook plugin conference tab missing	Product Documentation
IPOFFICE-147055	Unholding from IPOCC interface logged into ACW after a consultation call has no speech path	SIP terminals
IPOFFICE-146059	Call transferred from ACCS agent to J179/J169 is being auto answered	SIP terminals
IPOFFICE-145504	Users on a IPO standard edition cannot make conference call with a J129 phone	SIP terminals
IPOFFICE-145316	Incoming Call on SIP trunk is dropped in 32 seconds after blind transfer on J129 phone	SIP terminals
IPOFFICE-145656	External incoming call over SIP trunk to busy ACW user returns '480 temporarily unavailable' response instead of '486 busy here'	SIP trunking
IPOFFICE-145285	Line prefix added to the original calling party information on SIP call forwarded to an external destination	SIP trunking
IPOFFICE-144813	From field in the SIP invite from 500v2 is not showing up as "Anonymous" when there is no ICLID present on the analog incoming call	SIP trunking
IPOFFICE-147271	Windows Voicemail Backup fails on 11.0 SP2	VMPro
IPOFFICE-144303	IP Office 11.0 GA: Unable to remove entries from the EWS Autodiscover fields in web management	VMPro
IPOFFICE-148474	Web Manager - Unable to make any changes to User Voicemail settings with French or Russian language selected	Web Mgmt
IPOFFICE-145957	Self Admin: Not able to change User settings due the error in loop	Web Mgmt
IPOFFICE-145336	Web Manager - User Synchronization using LDAP - Update function does not work	Web Mgmt



IPOFFICE-145294	User Self-Administration continually prompts user for a new password if no Voicemail passcode is set	Web Mgmt
IPOFFICE-144401	Self Administration user issue when Voicemail password is saved	Web Mgmt

## 14 Technical Notes

### 14.1 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.

### 14.2 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 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 FP4. If this has already been done, it does not need repeating.

### 14.3 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 11.0.4.0 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.

### 14.4 Upgrade Instructions for IP Office one-X® Portal



One-X Portal for Windows can be upgraded directly from GA versions of 9.1, 10.0, 10.1 or 11.0SP2

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.

#### 14.5 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 (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. Upgrades are supported from the latest service packs of 10.0, 10.1 and 11.0.

Warning: In all cases, always backup all application data to a separate location before upgrading. Note: for systems running a version prior to 10.0 latest SP an upgrade to 10.0 latest SP is required.

#### 14.6 Upgrade Instructions for using WebLM Licensing

IP Office 11.0 FP4 has the same WebLM licensing as 11.0 GA therefore if upgrading from prior to 11.0 the following instructions are relevant.

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 'webladmin'. After upgrading when logging back in to WebLM you will need to use the default credentials and set the password again.

## 14.7 **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 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>.

## 14.8 **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

#### 14.9 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.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.msi*, and follow the installation wizard.

#### 14.10 Upgrade instructions for Avaya Vantage

IP Office R11.0.4.0 K1xxSupgrade.txt does not refer to the GA firmware and apk for Vantage R2.0.1 release. Follow the below steps to change to the GA version for Vantage R2.0.1 using No User Source Number



Vantage firmware will be uploaded to support.avaya.com under Vantage product Release 2.0.1

At Avaya IP Office R11.0.4.0 GA there will be the capability of updating the K1xxSupgrade.txt file by applying the following No User Source Numbers:

#### [Steps to Change the Firmware version for K165/75 using the NUSN](#)

- We can change the Firmware version using the below NUSN. Firmware version will be appended to the Firmware name.

##### **SET\_VANTAGE\_FW\_VER=x**

Where x is the Firmware version.

Example:

```
SET_VANTAGE_FW_VER=2_0_1_0_5084
```

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

```
SET APPNAME K1xx_SIP-R2_0_1_0_5084.tar
```

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

#### [Steps to Change the Firmware version for K155 using the NUSN](#)

- We can change the Firmware version using the below NUSN. Firmware version will be appended to the Firmware name.

##### **SET\_K155\_FW\_VER=x**

Where x is the Firmware version.

Example:

```
SET_K155_FW_VER=2_0_1_0_5584
```

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

```
SET APPNAME K1xx_SIP-R2_0_1_0_5584.tar
```

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



### Steps to Change the Vantage APK version using the NUSN

- On IP Office, default push application APK name will be the GA version of the apk with IP Office R11.0.
- We can change the default push application APK version using the below NUSN. APK version will be appended to the APK name.

#### **SET\_VANTAGE\_APK\_VER=x**

Where x is the APK version.

Example:

**SET\_VANTAGE\_APK\_VER=2.0.1.0.0511\_210219\_39455cf**

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

**SET PUSH\_APPLICATION VantageConnect\_2.0.1.0.0511\_210219\_39455cf.apk**

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

### Steps to Change the Equinox APK version using the NUSN

- On IP Office, default push application APK name will be the GA version of the apk with IP Office R11.0.
- We can change the default push application APK version using the below NUSN. APK version will be appended to the APK name.

#### **SET\_EQUINOX\_APK\_VER=x**

Where x is the APK version.

Example:

**SET\_EQUINOX\_APK\_VER=3.5.2.10.FA-RELEASE10-BUILD.2**

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

**SET PUSH\_APPLICATION equinox-gaRelease-3.5.2.10.FA-RELEASE10-BUILD.2.apk**

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





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Note : Always the provisioning server on the Vantage phone points to IP Office which has HTTP redirection configured to the external HTTP server which hosts the firmware and application files.



## 15 Languages Added

IP Office release 11.0. FP4 adds no new languages.

## 16 Documentation errata

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

- There will be no new DVD media available with Avaya IP Office R11.0 FP4 software pack – software will be available from the <http://support.avaya.com> site.
- 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 11.0.4.0 Documentation will be available by GA:

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

The Release 11.0.4.0 software will be available by GA:

- Go to [support.avaya.com](http://support.avaya.com)
- Select Support By Product followed by Downloads
- Enter 'IP Office' as your product
- Choose '11.0' as your release
- Click 'Enter' to see all Downloads

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](http://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 & 11.0 FP4, can be found on the Avaya Partner Portal at the following:

<https://sales.avaya.com/documents/1399680861662>

## **17 Contacting support**

### **17.1 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.

## **18 Contact Support Tasks**

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