



IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 10.1 Service Pack 5

Avaya is pleased to announce the availability of Service Pack 5 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 Overview

IP Office Release 10.1 Service Pack 5 incorporates new software for:

- IP Office Core Switch 10.1.0.5.0.4
- IP Office Server Edition 10.1.0.5.0.4
- IP Office Application Server 10.1.0.5.0.4
- Unified Communications Module 10.1.0.5.0.4
- Preferred Edition (VoiceMail Pro) 10.1.0.5.0.2
- one-X Portal 10.1.0.5.0.9
- Soft Console 10.1.0.5.0.1
- “Powered by Avaya” Partner Hosted 10.1.0.5.0.4”

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)	10.1.0.5.0 build 4	Yes
Manager	10.1.0.5.0 build 4	Yes
SSA	10.1.0.5.0 build 4	Yes
SysMonitor	10.1.0.5.0 build 4	Yes
Video (CounterPath) SoftPhone	3.2.3.49.68975	No
MAC Softphone	3204.66292	No

Delivered Software or Package	Version	Updated in this build
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
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

Delivered Software or Package	Version	Updated in this build
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	V29R30 (6.6)	Yes
9608, 9611, 9621, 9641 Phone Firmware – Application	6.8.0.02 (6.8)	Yes
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	4.7.2	Yes
3725 Phone Firmware	4.7.2	Yes
3730 Phone Firmware	2.4.1	Yes
3735 Phone Firmware	2.4.1	Yes
3740/5 Phone Firmware	4.7.2	Yes
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	10.0.5	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	4.6.0	Yes
WinPDM (Windows Portable Device Manager)	3.13.2	Yes
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

Delivered Software or Package	Version	Updated in this build
3735 Translation Tool	49	No
3720 Downloadable Languages	29	No
3725, 3740, 3749 Downloadable Languages	38	No
3730 Downloadable Languages	49	No
3735 Downloadable Languages	49	No
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No
1120E	4.04.23.00	No
1140E	4.04.23.00	No
1220/1230	4.04.23.00	No
D100_BS_MS	1.2.7	No
D100_BS_SL	0.9.6	No
B179	2.4.1.5	No
E159	8.25.2	No
E169	8.25.2	No
E129	1.25.2.26	No
H175 Phones		
H175	1.0.2.3	No
J100 Phones		
J129	3.0.0.2.2	Yes
J169	6.8.2.02	Yes
J179	6.8.2.02	Yes

Table 2: Firmware deliverables

ip500v2_be.bin	10.1.0.5.0 build 4
ip500v2_se.bin	10.1.0.5.0 build 4
avdcpb2.bin	10.1.0.5.0 build 4
dvppots.bin	10.1.0.5.0 build 4
naatm16.bin	10.1.0.5.0 build 4
nadcpV2.bin	10.1.0.5.0 build 4
nadcpaV1.bin	10.1.0.5.0 build 4
nadcpaV2.bin	10.1.0.5.0 build 4
dsaupnV1.bin	10.1.0.5.0 build 4
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 10.1.0.5.0.4 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-146651	External callers using Visual Voice shows incorrect characters in the namespace row
IPOFFICE-145953	System Restart SE - Primary Server restarting IP Office service
IPOFFICE-145277	2nd call appearance mirrored by a bridge appearance does not ring all the time.
IPOFFICE-145146	BRI line setting "Send original calling party for forwarded and twinning calls"
IPOFFICE-144790	Original calling party number not sent on external twinning call if target user logged out
IPOFFICE-144247	Incoming calls over a SIP trunk which are forwarded over an H.323 line to Fax number, carries the SIP domain in calling number field, which results unable to call back on fax numbers due to the domain name present
IPOFFICE-143534	BRI line setting "Send original calling party for forwarded and twinning calls" not working
IPOFFICE-128600	Call Logs show one hour behind in the IP Office 10.1GA in Basic Edition
IPOFFICE-143814	IP Office Manager and System Status application shows wrong phone type when connected to IPO R9.1.10 for DECT terminals 3735
IPOFFICE-147269	System Restart SE - caused by particular outbound SIP call recorded by AWFOS
IPOFFICE-145499	System Restart 500v2 - SE Expansion systems resetting when connection is made from Secondary Server
IPOFFICE-144456	Call coming into IPOCC via SCN line will get Busy tone if there is already a call connected to that topic
IPOFFICE-144422	Call appearance wraps up to "In use inaccessible" after call completion
IPOFFICE-143182	IP500v2 locks up after upgrading to 10.1 SP3 from an 8.1 system with a corrupted config
IPOFFICE-143644	Partner Hosted systems show WebLM Error mode after reboot
IPOFFICE-145663	96xx Phones running in Japanese - Invalid characters displayed in Voicemail menu when message left from an anonymous caller

3.2 Voicemail Pro (Preferred Edition) 10.1.0.5.0.2 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-146029	Restore from a backup file saved to a FTP server fails
IPOFFICE-145985	Following reboot of IP Office, 'OneXWebServiceHandler' alarm emails generated continuously
IPOFFICE-143598	VMPPro attempting to connect to Office365 SMTP server on port 5 instead of port 587
IPOFFICE-143571	Secondary VMPPro crash o Office365 SMTP server on port 5 instead of port 587

3.3 one-X Portal 10.1.0.5.0.9 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-145281	One-x Portal becoming un-accessible
IPOFFICE-145111	Users are periodically unable to login via the Web Interface either directly or via Call Assistant
IPOFFICE-144051	No incoming call alert on Avaya Communicator for Microsoft Lync client when called from Desk phone user
IPOFFICE-143950	one-X Portal - Sixpopenfire log growing rapidly filling the hard drive
IPOFFICE-143441	Avaya communicator for Microsoft Lync plugin incorrectly shows call forwarding set as In progress

3.4 Manager /Web Manager 10.1.0.5.0.4 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-146535	File Manager in Web Management will not allow file uploads except wav files
IPOFFICE-145031	ARS entries on Web Manager missing since after upgrading from 9.1
IPOFFICE-143618	IPEI number cannot be edited for DECT extension in Web Manager (IP500 V2 only)
IPOFFICE-137647	Web Manager - old password required to reset Service User password

3.5 Applications/Desktop Integration – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-145075	ACW does not show the full name of the audio device
IPOFFICE-143236	Outlook Plug-in Onex-Profiles do not switch as selected when changes are made in Outlook Plug-in
IPOFFICE-144426	ACW presence goes to unavailable after coming out of sleep mode
IPOFFICE-146658	English words on some pages of the Soft Console application when set to French language
IPOFFICE-141706	SSA unexpectedly shows DECT Line in resiliency mode.
IPOFFICE-123315	SMGR restoring a deleted user fails

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

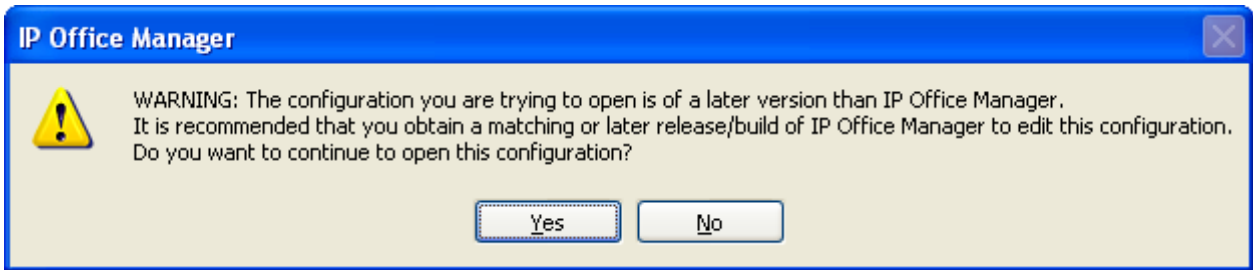
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.1
IP500 V2	9.0.0.0 and later	-	Load 10.1
All modules	9.0.0.0 and later	-	Load 10.1

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 10.1.0.5.0.4 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 10.1.0.5.0.4 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 10.1.0.5.0.4. 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 6 is currently scheduled for release on the 26th July 2019.

6.3 Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
Issue 1	1 April 2019	First published edition.

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