



IP Office Technical Bulletin

Bulletin No: 223
Release Date: 22nd January 2020
Region: Global

General Availability(GA)- IP Office Release 11.0.4 Service Pack 2

Avaya is pleased to announce the availability of Service Pack 2 for IP Office Release 11.0.4 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 11.0 GA releases.

This software is the rereleased IP Office 11.0.4 SP2 addressing a number of issues found in the previous release

1 Overview

IP Office Release 11.0.4 Service Pack 2 incorporates new software for:

- IP Office Core Switch 11.0.4.2.0 Build 58
- IP Office Server Edition 11.0.4.2.0 Build 58
- IP Office Application Server 11.0.4.2.0 Build 58
- Unified Communications Module 11.0.4.2.0 Build 58
- Preferred Edition (VoiceMail Pro) 11.0.4.2.0 Build 1
- one-X Portal 11.0.4.2.0 Build 2
- “Powered by Avaya” Partner Hosted 11.0.4.2.0 Build 58

The IP Office Administration and application software can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

This software is for use with the IP Office IP500 V2 and Server Edition Systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version	Updated in this build
IP Office Firmware (Table 2 lists specific details)	11.0.4.2.0 build 58	Yes
Manager	11.0.4.2.0 build 58	Yes
SSA	11.0.4.2.0 build 58	Yes
SysMonitor	11.0.4.2.0 build 58	Yes
Java Run Time Environment	7.0 Update 25 (1.7.0.25)	No
2410 Phone Firmware	R6 - 030609	No
2420 Phone Firmware	R6 - 030609	No
5410 Phone Firmware	R6 - 030609	No
5420 Phone Firmware	R6 - 030609	No
1403 Phone Boot Firmware	03	No
1403 Phone Application Firmware	R07 (vintage 7)	No
1408 Phone Boot Firmware	25	No
1408 Phone Application Firmware	R48 (vintage 16)	No
1416 Phone Boot Firmware	25	No
1416 Phone Application Firmware	R48 (vintage 16)	No
14xx Phone Language	R10_v11_Pack01	No
14xx Chinese (GB) Phone Font File	R02_v01	No
9504 , 9508 (HW Variant 1 & 2) Phone Boot Firmware	R15 (vintage 30)	No
9504 , 9508 (HW Variant 3) Phone Boot Firmware	R17 (vintage 1)	No
9504 , 9508 Phone Application Firmware	R60 (vintage 13)	No
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware	2.9.1 (2.9 SP1)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW VPN Phone Firmware	2.3.252	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware – Boot Code - Supplied for use with VPN firmware	2.3	No
4620 (Not 4620SW)	2.3	No
4625 Phone Firmware	2.9.1 (2.9 SP1)	No
4601, 4602D, 4602SW, 5601, 5602D and 5602SW Phone Firmware	2.3	No
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.9.1 (2.9 SP1)	No
1603, 1608, 1616 Phone Firmware – Boot Code	1.350B (1.3 SP5)	No
1603, 1608, 1616 Phone Firmware – Application	1.350B (1.3 SP5)	No
1603I, 1608I, 1616I Phone Firmware – Boot Code	1.3110A (1.3 SP11)	No
1603I, 1608I, 1616I Phone Firmware – Application	1.3110A (1.3 SP11)	No
1603, 1608, 1616 Phone Language Files	69	No
1616 Button Module 32 App	1.1.0	No
9620, 9630, 9640, 9650 Phone Firmware - Boot Code	3.2.8	No
9620, 9630, 9640, 9650 Phone Firmware - Application	3.2.8	No
9620D01A, 9630D01A Phone Firmware - Boot Code	3.2.2	No
9620D01A, 9630D01A Phone Firmware - Application	3.2.2	No

Delivered Software or Package	Version	Updated in this build
9620, 9630, 9640, 9650 Phone Language Files	76	No
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V29R33 (6.8)	Yes
9608, 9611, 9621, 9641 Phone Firmware – Application	6.8.2.024 (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	No
3725 Phone Firmware	4.7.2	No
3730 Phone Firmware	2.5.7	Yes
3735 Phone Firmware	2.5.7	Yes
3740 Phone Firmware	4.8.9	Yes
3749 Phone Firmware	4.8.9	Yes
3720 Template	0.5	No
3725 Template	0.5	No
3740 Template	0.2	No
3749 Template	0.2	No
IPBS 1 Boot Firmware	10.4.3	Yes
IPBS 1 Firmware	10.4.3	Yes
IPBS 1 Downgrade Firmware	10.2.9	Yes
IPBS 2 Boot Firmware	10.4.3	Yes
IPBS 2 Firmware	10.4.3	Yes
IPBS 2 Downgrade Firmware	10.2.9	Yes
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.4.3	Yes
DECT R4 - IPBL (DECT Gateway) Firmware	10.4.3	Yes
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	10.2.9	Yes
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	4.7.0	Yes
WinPDM (Windows Portable Device Manager)	3.12.0	Yes
Rack Charger Firmware	2.0.7	Yes
Advanced Charger Firmware	2.0.7	Yes
3720 Translation Tool	29	No
3725, 3740, 3749 Translation Tool	38	No
3730 Translation Tool	49	No
3735 Translation Tool	49	No
3720 Downloadable Languages	29	No
3725, 3740, 3749 Downloadable Languages	38	No
3730 Downloadable Languages	49	No
3735 Downloadable Languages	49	No
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No
1120E	4.04.23.00	No

Delivered Software or Package	Version	Updated in this build
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	4.0.3.1.4	Yes
J139	4.0.3.1.4	Yes
J159	4.0.3.1.4	Yes
J169	4.0.3.1.4	Yes
J179	4.0.3.1.4	Yes
JEM24	4.0.3.1.4	Yes
Kxxx Phones		
K155	2.0.0.0.4550	No
K165/K175	2.0.0.0.4029	No

Table 2: Firmware deliverables

ip500v2_be.bin	11.0.4.2.0 build 58
ip500v2_se.bin	11.0.4.2.0 build 58
avdcpb2.bin	11.0.4.2.0 build 58
dvppots.bin	11.0.4.2.0 build 58
naatm16.bin	11.0.4.2.0 build 58
nadcpV2.bin	11.0.4.2.0 build 58
nadcpaV1.bin	11.0.4.2.0 build 58
nadcpaV2.bin	11.0.4.2.0 build 58
dsaupnV1.bin	11.0.4.2.0 build 58
nadcpv2.bin loader update version	3.2(999)

2 Added Support

2.1 J159

11.0 FP4 SP2 introduces the new J159 IP desk phone. This new phone is designed for users who desire a small form factor packed with lots of feature buttons. It is a multiple line phone with four red/green feature indicators on the primary (color) display and four pages of six red/green feature indicators on the secondary (color) display, as well as fixed feature buttons for Hold, Transfer, Conference and Redial.

The J159 supports the optional J100 Wireless module for wifi connectivity. It is a fully featured IP Office phone similar to J169 and J179; it does not have any feature limitations as per J139. It does not support additional Expansion Modules due to capability of the secondary display.

The J159 requires minimum IP Office 11.0.4.2 and J100 4.0.3.1 software.

J100 4.0.3.1 software also introduces check-sync support for IP Office. If a settings file is changed, IPO server will do the check-sync (out of dialog SIP NOTIFY) to let the phone know. The phone will retrieve the updated setting file and decided if it needs to reboot or not (depending on the change that has been made; not all need reboot). This avoids the need to use SSA / SysMon to request a reboot / re-registration of phones in case of updated settings.

3 IP Office Resolved Field Issues

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

3.1 IP Office 11.0.4.2.0 build 58 – 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-154153	Uploading System Files on IP500V2 Manager Upgrade is failing due to HTTP request error
IPOFFICE-152890	Manager Lite 11.0.4.0 - German language unavailable
IPOFFICE-150761	IP Office Web Self Administration link for 500v2 does not work after upgrading to 11.0FP4
IPOFFICE-155632	Unable to make any changes in Solution Web Manager for IP500 V2 Expansion unit
IPOFFICE-155587	SCN Line WebSocket will not initialise without SysMon "Development Tracing" tracing option.
IPOFFICE-155337	Dial Page to more than 170 phones is triggering J179 phones reboot
IPOFFICE-155302	Cannot unpark call in Soft Console in 11.0.4.1.0

IPOFFICE-155056	SSA Call Quality of Service unexpected alarms - 100% Packet Loss
IPOFFICE-155017	Upgrade from 11.0 FP4 to 11.0 FP4 SP1 fails on occasion
IPOFFICE-154719	Phone display is not showing caller ID when answering a HG call using a HG Pick up button
IPOFFICE-154682	IP Office 11.0.4.1.0 Voicemail to email has no Subject if the language is "French Canadian"
IPOFFICE-154655	Equinox client in Desk phone mode shows duplicate calls, when dialing an outgoing call
IPOFFICE-154585	Various issues when accessing WebManagement
IPOFFICE-154344	IP500 V2 memory leak related to SIP and SDP
IPOFFICE-154307	IP Office 11.0.4.1.0 IP Office System Restart crashes with multiple core-dumps
IPOFFICE-154168	IP Office Manager shows the wrong version number of UCM as 11.0.0.41.0 Build 11 in overview of control unit
IPOFFICE-153965	An incoming call over analog line, blind-transfer to Hunt Group over SCN Line will not work
IPOFFICE-153760	Immediate call-back triggering for the second caller, when the called user is logged in sing desk phone and Equinox on mobile (simultaneous mode) and if the user is already busy with first call on Equinox client
IPOFFICE-153753	VMPPro Generic Action doesn't recognize Hunt Group Service status change if call placed from Secondary IP Office user
IPOFFICE-153699	User Rights and other configs are occasionally lost at Solution Level upon config merge
IPOFFICE-153623	VMPRO crash - segmentation fault
IPOFFICE-153586	System Restart SE - IP Office 11.0.4 with a Jade Media server crash
IPOFFICE-153147	one-X portal cannot pickup Parked call when using Avaya Communicator for Windows
IPOFFICE-153111	User rights are disappearing from the system triggered by a config merge
IPOFFICE-153044	Caller ID Name not being sent when using a "Z" in the ARS short code
IPOFFICE-152871	System Restart 500v2 - Expansion system restart when recording a transit call
IPOFFICE-152565	All DECT phones unregistered if number of users exceeds 1498 on a Non-Select system
IPOFFICE-152438	System Restart: IP500V2 on 11.0.4.0.0 build 74 Abnormal Termination
IPOFFICE-152381	Contact center fields disappear for ACCS in Manager and sync stops working
IPOFFICE-151776	Intermittently showing 'Busy' when access VMPPro mailbox
IPOFFICE-151611	Supervised transfer is causing incorrect VMPPro recording
IPOFFICE-151204	Voicemail to Email received has the incorrect Subject line following an upgrade
IPOFFICE-151056	Transferring a call from ACCS Agent Desktop Logged into ACW to External Destination via SIP Trunk from Phonebook Fails
IPOFFICE-150583	Memory Leak when DevConnect provided script is ran via Web Services against IP Office
IPOFFICE-150577	Call recording fails if an incoming call transitions though an assisted transfer action and then another user
IPOFFICE-148702	Conference Meet Me - One Call can stay stuck on Hold
IPOFFICE-146073	IP500v2 Manager shows PRI License error "The number of channels configured on Universal PRI lines exceeds the number of licensed channels"
IPOFFICE-143213	Call pickup feature fails when attempted on G729 IP Phone for incoming G711 SCN call
IPOFFICE-154678	Unable to Auto-Create Extn/User with J series SIP Phone
IPOFFICE-154036	External call to an Equinox client changes the caller name to 'External' after 90 seconds of call connection

IPOFFICE-155850	ACCS caller id replaces original caller id via SIP
IPOFFICE-155579	System Restart due to an incorrect TCP socket
IPOFFICE-155367	System Restart form TLS connection issue
IPOFFICE-155254	Incorrect CLID when call is forwarded on ISDN PRI
IPOFFICE-155161	IP Office System Restart upon re-enabling XIMA recording in the system
IPOFFICE-155142	System Restart following a recorded conference teardown
IPOFFICE-155032	System Restart IPO Primary SE
IPOFFICE-154911	System Restart SE - Equinox related reboot
IPOFFICE-154798	System Restart SE during VMPro service issue
IPOFFICE-154756	System Restart SE - ICR with recording -> VMPRO call flow -> VMPRO transfer -> Recorded IP phone -> Transfer -> Answer causes reboot
IPOFFICE-154660	System Restart
IPOFFICE-153631	System Restart when using J1xx soft keys
IPOFFICE-153543	2nd call appearance does not clear
IPOFFICE-152520	RTP ports are depleted in 11.0.4.0.0
IPOFFICE-152111	SIP 484 Address Incomplete is displayed as Number Busy on the Phone
IPOFFICE-152021	Whitelisted IP addresses using Equinox Registration get's the client IP Blacklisted
IPOFFICE-148387	RTP ports are not releasing resulting correctly
IPOFFICE-152327	Unable to login to User Self administration page of App server Web manager for 500v2 users
IPOFFICE-141844	Web Manager restarts after applying a patch for one of the Server Edition applications
IPOFFICE-154676	Unicode characters in e-mail Subject for VM to e-mail option in French locale
IPOFFICE-152484	IP Office Media Manager unable to play archived recordings from NAS
IPOFFICE-150430	Media Manager is not correctly connecting to the Google connector
IPOFFICE-155499	Server Edition - Default self-generated identity certificates have a duration of 826.96 days
IPOFFICE-151856	Voicemail ports license increasing every time licenses are renewed via SSA
IPOFFICE-154193	Date format for Japan should be YYYY/MM/DD for J100 telephones
IPOFFICE-154167	Double DTMF digits out pulsed using J1XX phones when recording is enabled
IPOFFICE-153405	One-way voice path on J1XX phones (J139/169/179) upon IP Office receiving Re-INVITE from Service provider and if SRTP is enabled on phone
IPOFFICE-152895	SIP extensions going in and from Quarantined Status in unexpected way
IPOFFICE-153814	SIP trunk - TLSCClient connection error with Zang provider
IPOFFICE-153061	Original calling party number is displayed instead of diverting user
IPOFFICE-151175	IP Office rejects SIP INVITE if more than 80 characters are present in the From field
IPOFFICE-151026	Inband DTMF doesn't work as expected on SIP line
IPOFFICE-143643	AWS Server Edition - Persistent SSA additional Hard Drive removed alarm
IPOFFICE-152564	SSL VPN service connection stops working after setting a 3-rd Party Certificate in Web Manager

3.2 Voicemail Pro (Preferred Edition) 11.0.4.1.0 Build 1 – 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-151011	Wrong sound clip for "0 (zero)"played by VMPro in Portuguese
IPOFFICE-150718	Windows based Voicemail Pro Service will be stopped when a new user logs in for the first time Remote desktop
IPOFFICE-150582	VMPro client Calendar display issue on Japanese Windows 10 PC

3.3 Manager /Web Manager 11.0.4.2.0 build 58 – 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-155691	User Call FWRD Short Codes with empty phone number (multiple duplicate entries) are being created each time when user changes Call Handling configurations from self-web admin portal
IPOFFICE-155482	System Directory "Export All" in Web Manager exports only current page records
IPOFFICE-154897	Cannot access Web Manager Administration page for User Forwarding settings
IPOFFICE-154793	Web Manager Scheduled Backups not working once you log out from the webpage
IPOFFICE-154782	Web Manager on IP500V2 in Standard Mode: User Rights Name field cannot be changed
IPOFFICE-154387	Web Manager Self Administration - Button Features not in alpha order
IPOFFICE-154289	Web Self-Admin - Personal Directory - Import button does not work
IPOFFICE-153794	Unable to set Outgoing Call Bar via Management REST API
IPOFFICE-153554	Unable to set internal twinning destination number with Web Manager
IPOFFICE-153071	Read-only Service User can delete groups and edit users using Web Manager
IPOFFICE-152663	Web Manager does not show User -> Receptionist option for Basic and Office Worker Users
IPOFFICE-152598	Web Manager Solution page does not show the data in Common Objects
IPOFFICE-152579	Unable to add or edit Call Management->Groups in Solution Web Manager page (11.0FP4) for Secondary IP Office SE
IPOFFICE-152410	Sync issues on Web Manager for the Media Manager Replay settings
IPOFFICE-151826	IP Office LDAP synchronization ignores the "Source Number" information present in the User Template
IPOFFICE-151570	If call forwarding enabled from self admin portal for an user, then it doesn't update in Web Manager administrator page
IPOFFICE-151394	No field validation on WebRTC RTP port range settings. The maximum setting can be lower than the minimum

IPOFFICE-155496	Call Forward option in WebSelfAdmin is not saved if option is enabled via Web Manager or Download function not enabled
IPOFFICE-150290	Unable to make any changes in Solution Web Manager for 500v2 expansion unit upon upgrading the setup

3.4 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-152719	Database Integrity Check fails on One-X Portal 11.0.4.0.0. Build 38

4 Known Issues

There are no known issues in this release.

5 Technical Notes

5.1 Licensing Considerations

IP Office Releases 10.0 to 11.0 supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous major release you must migrate all IP Office licences to R10 PLDS licences.

Pre-R10.0 Server Edition customers planning to use WebLM licencing will need to obtain a WebLM Host ID **before** the upgrade for generating the licences. The WebLM Host ID is the MAC address of the WebLM server. In a virtual environment, the WebLM Host ID is a virtual MAC address that starts with the letter “V”. The WebLM Host ID must be used when generating a PLDS license file for the WebLM server, in order to implement a centralized licensing scheme for multiple IP Office systems.

For further information please see Appendix A “Licensing” of the Avaya IP Office Platform Release 11.0 Release Notes or the “Administering Avaya IP Office Platform with Web Manager” manual available from the IP Office Knowledgebase.

5.2 Upgrading IP Office IP500 V2 core software

When upgrading to Release 11.0 from a previous release an upgrade license is required. It is recommended that the IP Office Release 11.0 Software Upgrade license is installed before upgrading the system. Although the license key may not be recognized immediately by the system running an earlier major release of software, it will be recognized when the system is upgraded to Release 11.0.

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

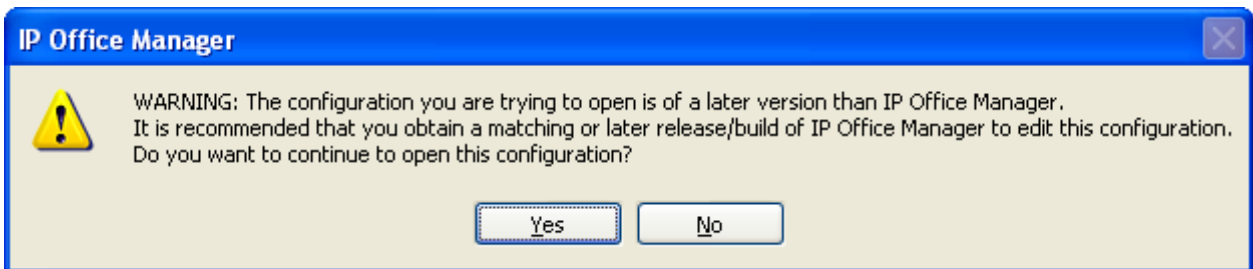
Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
IP500 V2	9.0.0.0 and later	-	Load 11.0
All modules	9.0.0.0 and later	-	Load 11.0

Note: IP500 V2 control units identified as PCS 14 and below must first install Release 8.1(65) (or higher 8.1) or any Release 9.0 before upgrading to Release 11.0. This will expand the loader to accommodate the 11.0 software image. If the control unit has not been used previously, care should be taken to ensure that no calls are made before the upgrade to Release 11.0; otherwise the system will require an upgrade license despite being "new".

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

5.3 Upgrading IP Office Administration

Previous GA releases of IP Office before 10.1.0.3.0.2 Manager are not compatible with systems running this release. Before upgrading an IP Office system to release 11.0, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 11.0 release with an earlier version of Manager:



The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 11.0. It is not necessary to restart the PC after upgrading unless instructed to do so.

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

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

5.4 Upgrade instructions for IP Office one-X Portal

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

5.5 Upgrade Instructions for Server Edition and Applications Server

If using a DVD to install this release of IP Office Server Edition and Applications Server, you can upgrade directly from the previous GA release (10.0 or 10.1) 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. 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.

Web Manager Upgrade Instructions

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

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

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

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

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

- IP Office Web Collaboration
- IP Office WebRTC

- IP Office Contact Store
- IP Office Web License Management
- IP Office Media Manager

Upgrading a Virtual Server Edition System or Applications Server

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

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

Note: This procedure is not required if the system is running version 9.1.7 or later version of software prior to the upgrade to Release 11.0

6 Assistance

6.1 Software and Documentation

Release 11.0.4 Service Pack 2 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:

<https://ipofficekb.avaya.com>

6.2 Future Service Packs

IP Office Release 11.0.4 Service Pack 3 is currently scheduled for release on the 27th March 2020.

6.3 Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
Issue 1	6 th Decemeber 2019	First published edition.
Issue 2	22 nd January 2020	Rerelase of Servie Pack to address a number of issues in previous release

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