



IP Office Technical Bulletin

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General Availability (GA) of the IP Office 4.1 Q1 2008 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.1 Q1 2008 Maintenance Release. This is a scheduled Maintenance release addressing a number of field issues found in the IP Office 4.0 and 4.1 GA releases.

1 Overview

This Maintenance Release incorporates new software for IP Office Core Switch 4.1(12), Voicemail Pro 4.1(40) and User CD 4.1(17), comprising of Phone Manager 4.1(17) and Softconsole 4.1(6).

The IP Office 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, IP412, IP406V2, and the IP Office Small Office Edition.

The contents of the Admin CD are:

Delivered Software or Package	Version
IP Office Firmware	4.1(12)
IP Office Manager	6.1(12)
System Monitor	6.1(12)
System Monitor	5.2(61)
Upgrade Wizard	6.1(12)
SSA Viewer	6.1(12)
Call Status	4.0.5
4610, 4620, 4621, 5610, 5620, 5621 Phone Firmware	2.8.3
4601, 4602 Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.8.3
4625 Phone Firmware	2.8.24
5601, 5602 Phone Firmware	2.3
2410 Phone Firmware	5.00

Delivered Software or Package	Version
2420 Phone Firmware	5.00
5410 Phone Firmware	5.00
5420 Phone Firmware	5.00
Voicemail Lite	2.1.4
CBC	3.1.8
Delta Server	5.2.18
IP DECT - ADMM Firmware	1.1.11
IP DECT - ADMM Java Configuration	1.1.11
IP DECT – ADMM DECT Monitor	1.4
Feature Key Server	1.0.0.5
3701 Phone Firmware	22.04.04
3711 Phone Firmware	91.24.31.03
T3 IP Admin Tool	2.20

Note: Upgrading IP DECT 3711 Telephone Firmware

When upgrading from very early versions of 3711 telephone firmware to the global version 91.24.31.03 you may encounter an issue with “WRONG CARD” flashing on the display after the upgrade. To overcome this issue perform the following on the 3711 telephone:

- Press “Menu” and select “Security”
- Enter the PIN when requested (this is 0000 in default) and press OK
- Press OK to confirm the reset.

Note: Upgrading 5410 Telephone Firmware

To protect customers from the 5410 upgrade issue documented in Technical Bulletin 91 this and future releases of IP Office software will not upgrade any 5410 telephones which are **already running R5 firmware** when the Force Upgrade batch file is switched on. If you wish to upgrade a 5410 already running R5 firmware a NoUser Source Number must be entered using Manager in addition to the Force Upgrade batch file.

When the NoUser source number is used in conjunction with the Force Upgrade batch file this will initiate an upgrade of all 5410 telephones including those already running the R5 firmware. 5410 telephones running a previous release of firmware will upgrade as normal without the need to enter the NoUser source number when connected to a system running this release of IP Office software.

NoUser Source Number to allow 5410 telephones running R5 firmware to upgrade:

ALLOW_5410_UPGRADES

The contents of the VoiceMail Pro CD are:

Component	Version
Voicemail Pro (GUI)	4.1.40
Voicemail Pro Server	4.1.40
Voicemail Pro Service	4.1.40
VPIM Client	4.1.40
VPIMDBSvr	4.1.40
VPIMReceiver	4.1.40
VPIMServer3	4.1.40
IMSAdmin	4.1.40
IMSServiceRestart	4.1.40
UMSServer	4.1.40
VMServer	4.1.40

2 New Feature Support

2.1 T3 Telephone Call List

The Call List functionality for the T3 series telephones has been enhanced to work with hunt groups (EMEA).

3 IP Office Resolved Field Issues

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

The following field issues have been addressed:

3.1 Resolved Field Issues in IP Office 4.1(12) and Manager 6.1(12)

CQ Number	Description of issue
CQ38889	Phone Manager Pro displays agent name instead of Hunt Group name after call answered
CQ39046	Unable to dial from speed dial keypad or keyboard.
CQ39050	Softconsole called party name (hunt group) changes to Softconsole log in name when call is answered.
CQ39106	Softphone users always show as logged on even when logged out
CQ39176	Call Tagging gets out of sync on busy system need to restart IPO
CQ39184	Outbound long distance manual call recordings fail over T1 E & M lines
CQ39190	Bridged appearances (BA) not working on EU 24
CQ39202	Calls out on PRI to a buy device at the far end get 'Waiting on Line" and not a busy
CQ39214	Park button shows call tag for previous call, does not clear until system restart
CQ39291	Addendum to CQ 39221 for SCN support (incorrect CLI for forwarded calls)
CQ39319	Informational, need to know if design intent of modem (modem on the 1st ATM 4U will not answer).
CQ39330	System restart 412 when already logged in extn presses login button again
CQ39343	System restart on remote transfer attempt off switch via Embedded voicemail
CQ39355	HG overflowing to another HG with Object World extension caused system to reboot
CQ39357	System restart during inbound routed SIP calls

CQ53603	Dialing from Phone manager associated with T3 set ignores Number Presentation setting
CQ54835	Cannot queue second call using *33 Call Queue short code
CQ54910	Agent state incorrect when on outgoing call.
CQ55091	CCC - Agent getting stuck in busy wrap-up state - closely related to CQ54325 and CQ54910
CQ55160	IP500: Call processing misses dialed digit when call received across SCN and breaking out over ISDN
CQ55181	Unable to set the Calling Party Numbering Plan and number type via the ICR
CQ55280	Gain changes on E1-R2 card are lost on reboot
CQ55488	Time Profiles do not seem to obey change in System Time when set via the *9000* HOLD command.
CQ55766	IP 500 :Intermittent Voice Quality issues due to Memory Fragmentation
CQ55820	FSKD Caller display type - 5 second delay between first and second ring using 4.0.7 on PhoneV2
CQ55827	DTMFA Caller display type - 5 second delay before first ring on PhoneV2
CQ55834	DTMFC Caller display type - 10 second delay before POT starts ringing on IP500
CQ55960	Transferring a call to busy extension via EU24 the call does not go to VM when the VMAIL option is selected.
CQ56007	Call from IP Dect to DS user with mobile twin results in incorrect CLI being sent to line
CQ56068	SIP (provider specific) - disconnects calls as the IPO never responded to an OPTION request.
CQ56113	CH585 rings for 9 sec, then stops then rings forever! Unable to answer call at point when the ringing stops
CQ56122	T3 phones - Direct Dial feature intrudes on an established call
CQ56135	After receiving a 407 auth request the IPO SIP Trunk is not sending INVITE packet in correct format
CQ56173	CCC - SMDR output incorrect if called party clears outgoing call first.
CQ56174	Agent State incorrect when busy agent has DDI call forwarded.
CQ56221	Unexpected IP500 system restart at MR Default
CQ56298	Related to CQ52363 - TAPI function lineDevSpecific for Listen still fails with PB
CQ56534	Time in state does not reset when agent refuses call.
CQ56578	T3 phones not displaying update of CLI when call at head of Queue changes.
CQ56612	SMDR Record - Called and dialed numbers are incorrect when external party disconnects the call
CQ56628	CCV incorrectly shows Busy Wrap-Up with incorrect time in state when call rings second group member
CQ56684	Hot Desk Users prompted for Voicemail Passcode on Embedded VM when not logged on to their Extn number
CQ56940	Same issue CQ53845 (Phone looks to be on-hook, but extn. is busy if called,) but on v4.0.
CQ56981	Original call is no longer re-connected to SoftConsole following an abandoned transfer
CQ57539	UK20 Caller display type - 8 second delay before POT starts ringing on IP500
CQ57715	System restart after call goes into targeting loop
CQ52902	SSA monitoring an IP500 reports a Feature Key Server error when the system is restarted
CQ55896	SSA shows VM congestion count for systems which don't have a VM connected
CQ55020	T3 DTMF keypad tone is heard to ANY DS port / type handset
CQ56540	Mobile twinning - International CLI is presented incorrectly to twin
CQ39311	ETA time does not work correctly
CQ57476	CCC - CCV shows agent as Ready instead of Busy Wrap-Up when Status on No-Answer is set to BWU
CQ57831	Breakout calls have their CPN set to [null] when the original call has Presentation set to NAInterworking
CQ39000	First caller will not get Music on Hold if put on hold to answer a 2nd call using TAPI application
CQ56238	lineDevSpecific request to transfer the caller with MoH treatment fails
CQ39396	Caller ID displays incorrectly to external twinned phone when called internally
CQ56008	TAPI not reporting CallerID for transferring extension when receiving an assisted transfer
CQ58045	ISDN Progress Indication req for German Market - "Origination Call Address" (83) for 3.1K Audio calls
CQ39339	Data channels appear to be consumed - 4.0.10 / 4.0.111103
CQ58202	IP500 BRI lines intermittently going out of service - system restart required to resolve
CQ54462	5602SW +IP terminals will not update firmware (Only on some terminals)
CQ39185	Using redial from IP phones added 9 to all calls until 46xxsettings.txt file was modified
CQ56608	CCC - CCV shows Ready instead of Busy Wrap-Up following call park
CQ57819	Incorrect default behavior when redialing numbers from IP Phone call log
CQ58403	46xxsettings.txt file doesn't contain sections for 56xx phones
CQ59709	Echo experienced for ATM-VoIP Call
CQ39081	E1R2 channels are being locked out from outbound dialing

CQ39353	Called detail info is not present in CDR output if the call is placed on Park
CQ39382	System has choppy audio and delayed audio and choppy audio on analog calls
CQ59835	System restart when logging off hot desk user, terminal used has BA of the user.
CQ59859	System restart: ERR: RECEIVE SETUP tei=0 lar=0 refid=1 message before stack output.
CQ39081	E1R2 channels are being locked out from outbound dialing
CQ60552	System Restart - when using bridged appearances.
CQ39379	No audible ringback for external caller when AA transfers to user that is forwarded out over PRI
CQ39381	External caller transferred from AA from Site A to user on Site B across IP Trunk hears no ringback
CQ58244	Call transfer through VMail menu to IP Dect, no ring tone heard
CQ58814	Alternate call routing failing when main ARS route busy
CQ59561	Phone Manager Speed dial BLF status offset by one User when twinning is configured
CQ39506	System freezes up and requires manual power cycle to clear
CQ39508	System restart on 4.1.101107 following merge of cfg
CQ39516	Issue with PRI Universal card when multiple outbound calls presented at the same time
CQ55826	Group Call forwarded to a busy extn does not wait at the targeted group correctly
CQ59766	System restart after attempt to answer recalling held call on IP DECT twin
CQ60302	System restart - Memory block length exceeded
CQ39087	Bridged appearance buttons disappear if programming a new B/A for a user without appearances.
CQ39326	Button Assignments keep disappearing
CQ56030	Unable to disable time server updates according to documentation.
CQ57028	Manager reporting SIP user name error when SIP line is set to Use Authentication Name
CQ56774	VPN phone not shown correctly in IP Phone Status list

3.2 Voicemail Pro 4.1.40 resolved field issues

The following field issues have been addressed in the VoiceMail Pro 4.1(40) software:

CQ Number	Description of issue
CQ58126	Voicemail Pro VPNM does not work when using the Wildcard ??? entry.
CQ57594	PMPPro - Configure Personal greetings the tone is not audible to start the recording.
CQ53010	VM greeting changed via Phone Manager is not reflected in Visual Voice
CQ55205	Configure Personal Greetings and no tones are heard and unable to play back the recording.
CQ39418	Assigning a PIN number to a menu action causes menu to fail
CQ59343	Unable to simultaneously select more than two actions in a call flow using shift and left-click
CQ39490	When trying to play attached wav file of PC audio it fails
CQ59061	Swedish chars (åäö etc) are missing when importing a VM Callflow created by a 4.0 VM Client
CQ58941	Assisted Transfer No Answer/Busy not working in non-English locales
CQ58625	VMPPro client exception error whilst sorting user list on an Italian OS
CQ58707	Campaign on French VMPPro - option 2 does not give recorded information to caller
CQ39460	VoiceMail Pro service stopping unexpectedly on 4.1.27
CQ39495	Message sync does not work correctly when a new message arrives in Outlook
CQ59196	VMPPro service stopping when an external call is routed to a module containing a group Get Mail action
CQ60187	VMPPro Client - Problem when deleting specific user or group start points
CQ60288	Visual Voice greeting record function plays wrong message when listen button is pressed
CQ39496	IMS Client uninstall does not remove the files from the windows/system32 directory

3.3 User CD 4.1.17 resolved field issues

The following field issues have been addressed in the Phone Manager 4.1(17) and Soft Console 4.1(6) software:

CQ Number	Description of issue
CQ39318	PC softphone user places a call on hold then makes another call, the 2 calls are conferenced together
CQ56696	PM Softphone access violation when dialing numbers longer than 12 digits
CQ57353	Transfer complete button remains grayed out during attempted transfer from Softphone.
CQ39253	Voice Messages are sorted differently depending on PMP open/closed
CQ52789	Queue labels not aligned correctly.
CQ53166	Phone manager does not save profile on first startup
CQ56012	Phone Manager not popping when hidden behind another active window
CQ56052	Error Message appears in English and Italian
CQ56218	The "To" field displays the [number] - this should display the [Name]
CQ56357	Redial from PMPro - delivers call to users own extension
CQ56920	PM in Compact Mode - The To field is incorrect when the call alerting the phone is to a H/G.
CQ56932	PM Agent User hits BWU to re-enable themselves into H/Gs - they are member of only 1, previously was many
CQ57435	Phone Manager 4.0.20 - Call logs are not Consistent between All TAB / Missed TAB & In TAB
CQ57666	PM cannot retrieve a call from hold after it's recalled and then returned to the held state
CQ57695	Phone Manager Lite - Call recording option available
CQ57801	Phone Manager - Incorrect information in Call Window and "All" "In" Tabs
CQ57999	Absence text that includes a comma causes PMPro to revert back to Lite
CQ58002	Absent text that includes a comma isn't displayed properly in Phone Manager
CQ58138	Phone Manager and Group Calls displays the User for an instant then the Group Name
CQ39338	Softconsole transfer methods result in different behaviors when transferring calls to forwarded users
CQ55077	Soft Console Italian Translation
CQ57807	Missing Called Number and Call Status info on SoftConsole.
CQ58423	softconsole group calls changes the associated SC user to the user name when answering calls
CQ60734	Opening Phone Manager Softphone - Call & Status Windows missing

4 Technical Notes

4.1 Upgrade IP Office Admin CD

The Admin CD will detect previous installed version and upgrade automatically. Previous release 3.2 Admin will require to be uninstalled and then reinstalled using the 4.1(12) Admin CD. It is not necessary to restart the PC after upgrading unless instructed to do so.

4.2 IP Office Expansion Unit Compatibility

All IP Office expansion units must be upgraded corresponding to the CPU software.

4.3 Upgrade of IP Office systems with limited RAM

The binaries supplied since IP Office 3.1 have grown substantially in size, in most cases by almost 400 KB. Future upgrades using the "Validate" option may not be possible due to a lack of available space in RAM to store the binary during the upgrade.

To overcome this issue when upgrading if a system has insufficient RAM to hold the images, the administrator is presented the option to restart the system into 'Offline Mode', which will free up enough memory to allow the upgrade to take place.

When the Upgrade Wizard runs you will notice that it will perform an "initial check", this is the stage at which it is checking for available RAM. When a system is in offline mode this is indicated by in the "Type" column of the upgrade wizard. Offline Mode is only supported from IP Office release 3.1. If the Manager application detects that "offline mode" is necessary any expansion modules selected for upgrade will be deselected and will need to be upgraded after the IP Office main unit has upgraded.

An offline system only provides the services required to perform the upgrade and will not provide full telephony functionality. Remote upgrades (dial up connections) are possible in offline mode.

If a unit is restarted while in Offline mode it will restart in normal mode. If the IP Office unit receives no communication from the upgrade wizard for 15 minutes when in offline mode, the unit will restart into normal mode.

The Upgrade wizard does not automatically track the status of a unit entering Offline Mode. The 'Refresh' button should be used to determine when the system has restarted into offline mode. When the upgrade wizard confirms the system is in offline mode the upgrade can proceed as normal.

Offline mode is not recommended for upgrading multiple IP Office systems in a single operation. Each system should be upgraded in turn.

4.4 Upgrade Instructions for Voicemail Pro

The Voicemail Pro must be at a minimum of 4.0 GA (4.0.15) before automatic upgrades can be performed to this maintenance release.

Running Voicemail Pro CD 4.1.40 will automatically detect the previous build as stated above and upgrade automatically. It is always advisable to back up the Voicemail Pro configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading to Voicemail Pro 4.1.40 please ensure that all applications running on the Voicemail Pro server PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

5 Assistance

5.1 Documentation and Software

Documentation and Software can be downloaded from:

<http://avaya.com/support>

1. Select FIND DOCUMENTATION and DOWNLOADS by PRODUCT NAME
2. Select IP Office
3. Select the Software release required
4. Select the Documentation Categories required

Software can also be ordered on CD/DVD if required.

6 Known Caveats

IP Office Caveats are detailed online at:

<http://marketingtools.avaya.com/knowledgebase/caveats>

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