



IP Office Technical Bulletin

Bulletin No: 235
Release Date: 24^h August 2022
Region: Global

Avaya is pleased to announce the availability of Service Pack 3 for IP Office Release 11.1.2 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 11.1 GA releases

1 Overview

IP Office Release 11.1.2 Service Pack 3 incorporates new software for:

- IP Office Core Switch 11.1.2.3.0 Build 47
- IP Office Server Edition 11.1.2.3.0 Build 47
- IP Office Application Server 11.1.2.3.0 Build 47
- Unified Communications Module 11.1.2.3.0 Build 47
- Preferred Edition (VoiceMail Pro) 11.1.2.3.0 Build 3
- one-X Portal 11.1.2.2.0 Build 6

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 and IP Office Subscription.

For IP Office Subscription systems using 11.1FP2 and above upgrades should be carried out using COM. (See Section 5 of this Technical Bulletin for upgrade instructions)

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)	11.1.2.3.0 build 47	Yes
Manager	11.1.2.3.0 build 47	Yes
SSA	11.1.2.3.0 build 47	Yes
SysMonitor	11.1.2.3.0 build 47	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	V29R46 (6.8)	Yes
9608, 9611, 9621, 9641 Phone Firmware – Application	6.8.5.02 (6.8)	Yes
9608, 9611, 9621, 9641 Phone Language Files	224	Yes
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	4.7.8	No
3725 Phone Firmware	4.7.8	No
3730 Phone Firmware	2.13.11	Yes
3735 Phone Firmware	2.13.11	Yes
3740 Phone Firmware	4.15.10	Yes
3745 Phone Firmware	4.15.10	Yes
3749 Phone Firmware	4.15.10	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	11.5.11	Yes
IPBS 1 Firmware	11.5.11	Yes
IPBS 1 Downgrade Firmware	11.2.10	Yes
IPBS 2 Boot Firmware	11.2.10	Yes
IPBS 2 Firmware	11.5.11	Yes
IPBS 2 Downgrade Firmware	11.2.10	Yes
IPBS 3 Boot Firmware	11.5.11	Yes
IPBS 3 Firmware	11.5.11	Yes
IPBS 3 Downgrade Firmware	11.2.10	Yes
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.5.11	Yes
DECT R4 - IPBL (DECT Gateway) Firmware	11.5.11	Yes
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	11.2.10	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	4.11.2	Yes
WinPDM (Windows Portable Device Manager)	4.0.0	No
Rack Charger Firmware	2.0.7	No
Advanced Charger Firmware	2.0.7	No
3720 Translation Tool	31	No
3725, 3740, 3749 Translation Tool	70	Yes
3730 Translation Tool	70	Yes
3735 Translation Tool	70	Yes
3720 Downloadable Languages	31	No
3725, 3740, 3749 Downloadable Languages	70	Yes
3730 Downloadable Languages	70	Yes

Delivered Software or Package	Version	Updated in this build
3735 Downloadable Languages	70	Yes
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	2.4.4.3	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	4.0.10.3.2	Yes
J139	4.0.10.3.2	Yes
J159	4.0.10.3.2	Yes
J169	4.0.10.3.2	Yes
J179	4.0.10.3.2	Yes
JEM24	4.0.10.3.2	Yes
Kxxx Phones		
K155	2.2.0.5.8508	No
K165/K175	2.2.0.5.8008	No

Table 2: Firmware deliverables

ip500v2_be.bin	11.1.2.3.0 build 47
ip500v2_se.bin	11.1.2.3.0 build 47
avdcpb2.bin	11.1.2.3.0 build 47
dvppots.bin	11.1.2.3.0 build 47
naatm16.bin	11.1.2.3.0 build 47
nadcpV2.bin	11.1.2.3.0 build 47
nadcpaV1.bin	11.1.2.3.0 build 47
nadcpaV2.bin	11.1.2.3.0 build 47
dsaupnV1.bin	11.1.2.3.0 build 47
nadcpv2.bin loader update version	3.2(999)

2 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.

2.1 IP Office 11.1.2.3.0 build 47 – 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-170495	IP Office service not working correctly after applying change in the RTP Port number range
IPOFFICE-170427	IP Office System Restart when target is IPOCC SIP User
IPOFFICE-170239	IP Office is using RTP ports outside RTP Port Range configured under LAN1 VoIP Settings
IPOFFICE-170220	System Restart when SIP User attempts to stop a call ringing
IPOFFICE-170213	System Restart due to HTTP Server settings
IPOFFICE-170159	No audio after unsupervised transfers from J1xx stimulus phone across SCN
IPOFFICE-170148	System Restart due to SIP User error on Subscription system
IPOFFICE-170137	System Restart 500v2 due to Memory leak in OS buffer
IPOFFICE-170124	System Restart in a scenario involving multiple Call Pickup Members
IPOFFICE-170097	System Restart due to Conference clear issue
IPOFFICE-169960	SMDR has not been counting Hold Time or Connected Time correctly following a Hold
IPOFFICE-169935	External incoming call on Auto Attendant can be transferred on User that has Incoming Call Bar
IPOFFICE-169917	IP Office 500v2 with App server, Voicemail service keeps stopping intermittently
IPOFFICE-169898	System Restart 500v2 caused by buffer leak
IPOFFICE-169828	System Restart on Primary server restarted then became unavailable after creating a service user in security settings
IPOFFICE-169819	IP Office IP Office500v2 with App server Voicemail keeps stopping and needs IPO reboot to recover
IPOFFICE-169775	Wrap up timer setting does not take effect for mobile Workplace clients
IPOFFICE-169748	System Restart 500v2 due to damaged SD card
IPOFFICE-169624	IP Office Manager is offering wrong Auto Attendant in Incoming Call Route Destination
IPOFFICE-169608	System Restart caused by buffer allocation problem
IPOFFICE-169223	External incoming call on Auto Attendant can be transferred on User that has Incoming Call Bar
IPOFFICE-169007	IP Office SMTP Email for Emergency Alert does not send email
IPOFFICE-166852	DTMF digit transport problems on SM Line when Caller is on J1xx stimulus phone
IPOFFICE-166369	Changing SIP Line DTMF Support setting from Web Manager fails

IPOFFICE-170192	Dell R640 eth port keeps moving physical port post reboot
IPOFFICE-170184	New OVA deployed 11.1 FP2 SP2 system does not keep the additional hdd mounted after reboot
IPOFFICE-169952	Account password change period timer does not get reset
IPOFFICE-169928	Loud beep heard by the external user on cell phone when J179 user pick up the parked call
IPOFFICE-169745	Embedded voicemail prompt wrong in Cantonese
IPOFFICE-169724	System Restart 500v2 due to HTTP issue
IPOFFICE-169607	IP Office EASG connection on port 2222 not working
IPOFFICE-169420	System Restart due to issue in SIP dialog
IPOFFICE-168998	System Restart IP500v2 caused by config change
IPOFFICE-166947	System Restart 500v2 caused by corrupt config change
IPOFFICE-169508	No audio from VMPro announcement after upgrade from R11.1.1.1
IPOFFICE-169230	Memory Leak causing VMPro WebSocket connection to lose connection
IPOFFICE-169246	Distorted Voicemail Prompts for Embedded Voicemail
IPOFFICE-170451	Unable to upgrade 500v2 expansions from WebManager
IPOFFICE-170352	New installation on HP DL120 server can't detect the secondary(additional) Hard Disk
IPOFFICE-169961	Dell R Series Servers will not obtain WebLM or PLDS Licenses
IPOFFICE-169588	WebLM - "your session has been invalidated"
IPOFFICE-170269	500v2 with Application Server User portal access issue.
IPOFFICE-169967	SIP secure authorization on SIP trunk fails
IPOFFICE-170157	Busy wrap up is not working for IX Workplace users
IPOFFICE-169083	J169 phones has continuous DTMF generated on SIP line

2.2 Voicemail Pro (Preferred Edition) 11.1.2.2.0 Build 3 – 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-170401	MediaManager call recording missing
IPOFFICE-170381	Media Manager archiving queue limit exceeded causing Media Manager not to start
IPOFFICE-170428	VMPRO service restart crash - Segmentation violation (ANSI)
IPOFFICE-170365	Dual VMPro 11.0.4.6.0 build 3 sending duplicate Voicemail Emails
IPOFFICE-170321	VMPRO crash on Primary server when network layer fails
IPOFFICE-170189	VMPro service Restarts and needs a manual start of service to recover
IPOFFICE-170187	Voicemail client connection and database download slow
IPOFFICE-170016	VMPRO stops approx. 1 min after service started
IPOFFICE-169787	Immediate backup from Voicemail Pro Client fails

IPOFFICE-169786	Voicemail message CLI intermittently truncated to 1 digit after message has been left
IPOFFICE-169629	VMPPro Client is unable to create a Call Flow Action connector on certain size modules

2.3 Manager /Web Manager 11.1.2.3.0 build 47 – 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-170188	Fallback group settings on the Hunt Groups are lost when user added from Web Manager using a template
IPOFFICE-170152	LDAP synchronised users deleted following an upgrade
IPOFFICE-170135	Adding a LDAP server is updating existing server with the new server settings
IPOFFICE-169927	Duplicate extension being created for an existing user upon LDAP synchronization using Web Manager
IPOFFICE-169231	Web Manager - stuck on "Loading..." indicator with error Uncaught TypeError: d is null
IPOFFICE-169981	Any change in the Max Calls number of a MS Teams line will lead to it reverting to a value of 10
IPOFFICE-169815	"No more than 300 Hunt Group are allowed in Non-Select IP Office Solution" in IPO Subscription system

2.4 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-170580	one-X Portal service fails to start after upgrade
IPOFFICE-170347	Unable to login to one-X Portal
IPOFFICE-170275	Anew User password change via using user One-X Portal page fails
IPOFFICE-169381	UCM 1XP Messaging: Chat history lost in IX Workplace client and in one-X Portal user web UI after logout and re-login
IPOFFICE-170503	one-X Portal installed on Application Server restarts due to using high memory of 10GB
IPOFFICE-169360	SoftConsole - BLF groups user status updates unreliable
IPOFFICE-170490	User Portal showing wrong time of the call recordings
IPOFFICE-170221	User-Portal WebPage available but every login fails with error message "system not available"
IPOFFICE-170175	User Portal: Login fails with error message "system not available"
IPOFFICE-170156	User Portal: A repeated login is not possible until the page is refreshed for User on IP500V2 system
IPOFFICE-170061	User portal recording date and time filter not working App Server
IPOFFICE-169940	User Portal consuming large amounts of memory until all memory is depleted
IPOFFICE-169785	User Portal unexpectedly displays users with "Exclude from directory" selected.

3 Known Issues

In environments where IP Office is configured to use Firewall Type One-To-One NAT and User Portal is not going through NAT to reach IP Office, speech paths may not be correctly established.

The workaround is to manually change Firewall Type to Symmetric NAT - this also assumed ports are mapped 1-1 and will not change any other functionality.

4 New Feature Support

4.1 ACO ATA Gateway

As a SIP ATA Gateway, IP Office will register configured analogue FXS extensions as SIP endpoints with ACO. IP Office Analog Terminal Adaptor (ATA) sends registration on behalf of analog user and registers with ACO. IP Office (ATA) acts as gateway for both signalling between analog phone (ATA user) and ACO as well as for media connectivity between the analog phone (ATA user) and the other end.

License: ACO Virtual licenses are needed for IP Office to act as a SIP ATA Gateway to ACO

Features that are supported by IPO on ACO Line for ATA devices:

- Hold/Resume
- Call Waiting
- Blind transfer
- Consultative transfer

Note: No IPOFFICE Native features would be supported on ATA users

4.2 User Portal – Support for media behind NAT

When User Portal is used with a SBC solution, TURN server must be configured on SBC. For a non-SBC solution, only STUN is required for the User Portal client. To allow backward compatibility, if nothing is configured on IP Office, User Portal will continue using stun.freeswitch.org:3478.

The following NUSNs were added to support this feature - both are provided to User Portal application:

WEBRTC_RSTUN=[stun_server] - stun server is in the format `stun:ip_addr:port` or `stun:fqdn:port`

WEBRTC_RTURNS=[turn_server] - turn server is in the format `turn:ip_addr:port` or `turn:fqdn:port` with optional `?transport=udp` or `tcp` - if `udp` this part is not required

If TURN is configured, you will also need to go to security settings and create a rights group 'TURN Server' (name is important), no rights required and create a service user that belongs to that that group with appropriate username and password.

4.3 SIP Trunking – Tag field support with more than 80 characters

This allows a maximum SIP Tag size of 150 characters

5 Technical Notes

5.1 Licensing Considerations

IP Office Server Edition customers who are upgrading to 11.1 from a previous (not 11.x) release, and who will be using WebLM licensing, will need to obtain a WebLM Host ID before the upgrade for generating the licenses. 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.

5.2 Upgrade Instructions for Server Edition and Applications Server

IP Office Server Edition 11.1 employs CENTOS7 as its core operating system.

Upgrading to IP Office Server Edition to R11.1 requires the engineer to use the procedure detailed in the R11.1 SP1 Server Edition Upgrade document.

<https://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/upgrade/index.htm>

5.3 Upgrade Instructions for IP Office Subscription Systems using COM

The web-based Customer Operations Manager (COM) service is now available to support customer premises systems that are using IP Office Subscription mode. The COM service runs in the same cloud that is providing the customer systems with their subscriptions. For upgrade instructions see the following link:

https://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/comsub/Subscription_System_Upgrade.html

6 Assistance

6.1 Software and Documentation

Release 11.1.2 Service Pack 3 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 11.1.2 Service Pack 4 is currently scheduled for release January 2023.

5.3 Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
Issue 1	24 th August 2022	First published edition.

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