



Avaya IP Office™ Platform Release 11.1 Feature Pack 2 – Release Notes General Availability

Issue 001



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2 Document changes

Date	Description
16 th Nov, 2021	Document issued

3 Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office™ Platform Release 11.1 Feature Pack 2. Avaya's offer is referred to as "IP Office R11.1 FP2" throughout this document.

For a full, detailed product description for Avaya IP Office 11.1 FP2 see the following URL.

<https://sales.avaya.com/en/pss/ip-office>

4 Important Information – Avaya IP Office Upgrade

Avaya IP Office R11.1 FP2 Server Edition is based on the CentOS 7 operating system. To upgrade from an earlier release, pre-11.1, the system must first be upgraded to Avaya IP Office 11.0.4 Service Pack 5 and the maintainer must follow the IP Office 11.1 Server Edition Migration process. [Avaya IP Office Server Edition 11.1 Upgrade Procedure](#)

The customer must use the Voicemail Pro Client version 11.1.2.0 Build 396 only available on support site and not the Voicemail Pro Client application available for download from Web Control Page of Server Edition, UCM, and Application Server.

5 What's New

The communications industry has changed dramatically over the last few years, thanks to the proliferation of cloud-based applications, web conferencing and the Internet of Things. As the IT landscape has evolved, so has the underlying communications platform – and that is having an impact on customer service.

IP Office continues to evolve with Release 11.1 FP2. There have been significant advancements in perpetual and subscription offers of IP Office. Evolution of the Web Self-administration client to User Portal provides integrated WebRTC voice calling with other exciting features. It provides Desk phone control, Smart call log, Visual Voice, Presence, Conference management, Mailbox greetings, Call Recordings from your browser.

Microsoft Teams integration with IP Office provides Direct Routing Support via ASBCE Avaya Calling plug-in for Microsoft Teams, Microsoft Azure Active Directory support

System Meet-me Conferences defined in the IP Office configuration provides a simplistic way to host the conference with features such a multiple moderators, separate participant, and moderator PINs.

Local Media Manager now supports Bring Your Own Storage (BYOS) which allows customers to use their own cloud storage solutions for all recordings.

In addition to these there are other features to enrich the customer experience, please refer the 'Summary of New Features' section.

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IP Office R11.1 FP2

Avaya IP Office R11.1 FP2 software/binaries will be available through PLDS or the support site. Customers will be required to upgrade to R11 using paid or entitled R11 release upgrade licenses and apply the R11.1 software load using Manager.

If the system is running R10/10.1, which is all PLDS licensing; the PLDS upgrade processes would apply.

Only if you are on pre-R10 and upgrading to R10/10.1 or R11.0 would you need to use the .xml license migration file and processes for upgrades.

- Customers & Partners will still have to go through design / ordering process to able an upgrade from IPO R10 to R11.1
- However, they do NOT have to upload the XML file for license migration for R10 to R11.1 design. Use the standard PLDS and A1S design process for upgrade/entitled upgrade and activation.

Note that with General Availability of IP Office R11.1 FP2, Service Packs will be issued as per the scheduled cadence.

Throughout this document, readers will learn much more about the extensive innovation being delivered in IP Office R11.1 FP2.

6 Summary of New Features Delivered in IP Office Release 11.1 FP2

IP Office Release 11.1 FP2 includes a range of new features that will support market expansion, ease of doing business, openness, and user client experience for the mid-market space. These are summarized in the table below.



IP Office Premises

Core Content:

- **Subscription CPE Specific Features**
 - Hosted Services for TTS and ASR
 - Hosted Call Recording
 - Historical Call Reporting (Preview only feature)
 - Linux Application Server & UCM support
 - Certificate updates
 - COM updates
- User Portal: Browser based IP Office user console
- MS Teams Integration
- System Conferences
- New Auto Attendant
- LDAPv3/LDAPS support
- Opus codec support
- Media Manager Enhancements
- Avaya Workplace updates: Telecommuter Mode, Call Recording, VDI
- Avaya Call Reporting 4.4
- Spaces Calling updates
- SIP Trunking improvements

Clients and End points:

- D200 IP DECT
- AVAYA ProAssistant UC client (only German direct market)

Note 1: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 11.1 FP2 are supported on all Editions, platforms and phones - please see each feature's documents for details.

For a detailed introduction to the new features in IP Office R11.1 FP2 please see the [Offer Definition here](https://sales.avaya.com/en/pss/ip-office) - (https://sales.avaya.com/en/pss/ip-office)

6.1 **Subscription CPE Specific Features:**

Avaya IP Office Subscription CPE centers around OPEX licensing and making a simplified offer. Ordered through Avaya store with global coverage there is a single mode of operation.

Unified Hosted Services for TTS and ASR:

- Text-To-Speech (TTS) can be used throughout IP Office via Voicemail Pro in configuring a wide range of features like end-user Greetings or Auto Attendant menu. TTS with markup (such as digits) is also supported. TTS voice stream is cached in client for the session to mitigate server disconnections and network fluctuations.



- There is no extra cost for this service support. Included are 29+ languages, 60+ voices. The capability is supported with Server Edition, IP500 V2 + UCM / Linux Apps Server. Note: IP500 V2 embedded Auto Attendant and voicemail features remain unchanged.
- Support for Speech recognition capabilities for existing actions like Auto Attendant menu choice – Speak by name, Dial by Name, etc. Specific keywords or similar sounding words can be configured as hints for word recognition.
- The feature supports a wide range of languages and voices. A massive variety of dialects is also recognized (list keeps growing).
- ASR is also enabled for entry prompts on call-flow actions now with no more limitation of pre-packaged voices for entry prompts.

Hosted Call Recording:

- The feature provides a centralized Media Manager service, hosted in cloud which supports all features of the premise(local) Media Manager and is equipped with a highly resilient cloud storage up to 365 days. Storage may be manual or auto archived to the customer cloud storage.
- Local Media Manager will still be supported, and the user can easily switch between the Local and Hosted (Centralized) media manager. The user can switch between the two to get the recordings stored on the respective service.
- Upgrade from previous releases remains unchanged.
- Requires Media Manager Subscription & Voicemail Pro
- Feature is supported on Server Edition, UCM & Linux Apps Server with IPO Subscription
- The Media Manager Subscription licenses enables the ability to provide recording storage capacity. The increased storage capacity will be available based on availability from Avaya Store in future.
 - 1 MM License = 150,000 Hours of storage
 - 2 MM License = 300,000 Hours of storage
 - 3 MM License = 500,000 Hours of storage
 - 4 MM License = 750,000 Hours of storage
- The recordings are held in the same geographic region as the Subscription cluster. Please check data sovereignty and privacy requirements before using the feature.

Historical Call Reporting:

- This is a preview only feature for the BETA phase only, allowing the end-user to view the details of all his calls in User Portal. Supported on Subscription systems only, no additional hardware, software or license is required for the feature.
- As it's a preview feature, no support will be provided in case of any field issues.

Linux Application Server & UCM support:

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- The UCMv2 and the Linux Applications Server are now supported in Subscription with the creation of a WebSocket between UCM/Apps Server and the host IP Office. This allows the UCM/Apps Server to independently connect to the Subscription Cluster.
- Being connected to cluster, the systems will now be visible in COM. Further, the systems will be maintained via COM; allowing upgrade, backup/restore, status check, etc. of these systems with increased ease.
- Automatic ID certificate creation and renewal is supported for systems with this feature
- SSA, and System Monitor support is provided. Remote Support Services (RSS) access for SSH and Web Control is also available.

Certificate Improvements:

- The Subscription cluster CA can now be used to create ID certificates for external servers. It is managed using the clients - Web Manager & Manager
- It does not support auto-renewal. Automatic ID certificate creation and auto-renewal for UCMv2 and Linux Applications Server is now supported.
- The Subscription cluster CA is not publicly trusted and does not support CRL or OSCP (A 11.2 feature will support the Let's Encrypt CA)

COM Improvements:

- For this release, COM support the management (upgrade, backup/restore, diagnostics, logging) of UCM & Linux Applications Server. Remote Support Services (RSS) for SSH and Web Control Panel for the systems are now supported.
- UCM & Linux Applications Server managed directly via the Subscription cluster but must be connected to an associated subscription IP Office. The Status & controls for the systems displayed as an Adjunct Server associated with the host IP Office. Status merged & propagated to dashboard
- Supports dual Applications servers
- Last Login time/date and any unsuccessful authentication attempts are displayed after login
- Substring match for distributor/reseller tags for COM account management. For example, the reseller Link ID can be used alone
- Allows partner to change account name in Avaya Store without losing COM access
- Perpetual COM features unchanged for 11.1 FP2

6.2 User Portal: Browser based IP Office user console

User Portal is an extension of the Web Self-Administration and is a web-based application is enhanced with more communication capabilities in addition to existing user configuration management. User Portal is supported on Server Edition and IP500 V2, for both premises and subscription offers.

Features available to all IP Office users –

- User and phone settings
- Smart call log



- Visual voicemail
- Presence
- Conference management
- Mailbox greetings – Configuration, access, and management
- Historical call reporting (Preview feature for subscription only. Not supported)
- Call recordings (Feature to access recording on local and Centralized Media Manager)
- Phone directory (Access to system users, personal contacts and users synced from external directory)
- Real time notifications for call logs, incoming calls, missed calls, received voicemails, etc.

Features available to users with call management permissions –

- Desk phone control (supported for both IP500V2 and Server Edition)
- Integrated WebRTC voice calling (only supported on Server Edition using WebRTC)
Actions possible - call, hold/unhold, park/unpark, transfer
- Participation in conferences (system, personal, adhoc conferences)
- Available on port 443 for IP500 V2 and IP 500 V2A and port 7444 for Server Edition.
- Supports localization as per R11.1FP1 IP Office Self Administration.
- Supported on Browser on Windows and Mac platform only. Not on Mobile platform in this release.
- Browser Support as per Avaya Policy (Chrome, Firefox, Edge, Safari (Safari will not support Playing Voicemail, Greetings, Playing Centralized Media Manager recordings, Media Manager recordings))

6.3 MS Teams Integration

The IP Office system can use MS Teams user synchronization to create new user and extension in config.

Avaya Call for MS Teams plug-in - This capability provides contact information and dial pad access within the Microsoft Teams applications. Avaya Audio and video dial out options are available within Microsoft Teams. Users may click to dial from Microsoft Teams with this solution. (Requires Avaya Workplace client)

Direct Routing support via ABSCE

Avaya Session Border Controller for Enterprise (Avaya SBCE) provides direct SIP and media connectivity between your existing enterprise voice infrastructure on Avaya IP Office Public Switched Telephone Network (PSTN) SIP trunking services, and Microsoft Teams. Avaya SBCE is certified to operate for incoming and outgoing calls using Teams and provides complete coverage of customer needs with extensive scalability, interoperability, and reliability. The support for Avaya SBCE

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integration with Teams is available on latest Avaya SBCE Releases 8.1.2 (+hot fix) and 8.1.3 (+hot fix) onwards for MS Teams support.

Leverages SIP, Analogue & Digital trunks from IP Office and enables calls between IP Office & Teams users. Initial setup will be manual, ASBCE required (ASBCE is Microsoft certified)

Works with or without the IP Office Azure AD integration

When Azure AD integration used, IP Office will automatically update the Teams routing via the PowerShell interface

Supports Teams users with extension number and/or DDIs

No current support for name-only MS Teams routing

6.4 System Conferences

IP Office currently has two built in audio conference types: Ad hoc; any user on a call can conference in others, and Personal Meet-me; every user has a pre-defined conference. System meet-me conferences can be configured in IP Office Manager and IP Office Web Manager. These conferences can be configured with features such a multiple moderators, separate participant and moderator PINs and a range of other custom behaviors for each conference.

In 11.1 FP2 will support the following System Meet-me Conference capabilities:

- Defined in the IP Office configuration
- Multiple moderators
- External access, even as moderator; no need for IP Office users
- Welcome message (TTS option for Subscription)
- Managed via User Portal, phone, and Avaya Workplace
- SCN support, plus fail-over to Secondary
- Part of the system directory; can be transferred into by user, AA, ICR, call flow etc.
- Enhanced conference Auto Attendant and call flow actions
- Can be recorded; appears as a recorded conference in Media Manager

Can configure System Conferences up to 30 on IP500 V2, 120 on SE, other conference capacities unchanged. Voicemail Pro is required for the working of system conference but no need for Voicemail Pro call flows.

6.5 New Auto Attendant

- The new Auto Attendants will be support provided by Voicemail Pro and will be configured within IP Office configuration.
- The auto attendant supports new AA Actions like -
 - Speak by name
 - Dial by name
 - Error loop to help callers
- These Auto Attendants are dialable, routable via ICRs.
- The auto attendants are hosted on Primary with Secondary as the backup, available on IP500 V2 with UCM or Linux Apps Server
- Maximum 100 Auto Attendants can be configured per Server Edition, 40 on IP500 V2



- The new Auto Attendant actions have also been added to Voicemail Pro's call flow editor.
- IP500 V2 embedded (EVM) AA and voicemail features unchanged

6.6 LDAPv3/LDAPS support

- The LDAP operation for obtaining external directory information has previously used LDAP v2. On Linux-based IP Office systems it now supports LDAP v3/LDAPS. For IP500 V2 systems, LDAP v3/LDAPS is supported when the system is supported by an IP Office Application Server or UCM module.
- LDAPv3 and LDAPS now supported in addition to LDAPv2 which provide the following additional features:
 - System Directory, including multiple (mobile, work etc)
 - Personal Contacts, including multiple entries
 - User, Extension and Hunt Group creation & update
 - Selectable user/extension profile and target system
 - Optional lock of LDAP attributes in Manager – stops inadvertent changes
 - Extended security options like channel binding and signing
- IP500 V2 and Server edition current native LDAP support for directory remains unchanged at LDAPv2

6.7 Opus codec support

The Opus audio codec is already being used for storage of voicemail messages and recordings due to its file size advantages without loss of quality. On servers, other than IP500 V2 systems, the codec is now selectable for IP telephony. Opus is supported by J100 Series phones and Avaya Workplace clients.

It is not supported on IP500 V2.

6.8 Media Manager Enhancements

Local Media Manager now supports Bring Your Own Storage (BYOS) which allows customers to use their own cloud storage solutions for all recordings. It Supports Microsoft Azure (Blob storage), Google (Storage Bucket), Amazon (S3) as primary and archival storage.

6.9 Avaya Workplace updates: Telecommuter Mode, Call Recording, VDI

Avaya Workplace Telecommuter Mode provides an alternative number (e.g., home, shared work location) to use for making / receiving calls

Call Recording – Allows Avaya Workplace users to record any P2P or Conference calls. While recording, users can also perform pause, resume, and stop operations on the recording. Once finished, recordings are stored in Voicemail inbox of users.



VDI support - Support on Avaya Workplace in the Windows & Chromebook VDI environment with IP Office.

VDI Works by having two Avaya Workplace clients installed on the client machine: One client exists in the VDI environment and one in the native environment

The VDI instance controls the native instance via IP Office remote phone CTI control.

The native instance supports just SIP signalling & media. The VDI instance does the rest. It only needs one IP Office license.

6.10 D200 SIP DECT

New single/dual cell SIP DECT solution to replace the D100. Please refer to the D200 Offer documentation on the sales portal for updates and general availability with IP Office.

- New D240 (entry) and D260 (ruggedized) handsets
- Secure: HTTPS, SIP-TLS and SRTP
- Sipping-19 feature support
- Capacities per IP Office:
 - 4 D200 base stations each with 8 handsets
- Note that D100 components are not interchangeable with D200 1.1

Please note Avaya Wireless Handset D200 Series 1.1 will be GA on 7th Dec 2021, formal support of the integration will be provided with IP Office 11.1 FP2 SP1.

6.11 AVAYA ProAssistant UC client (only German direct market)

The Avaya Pro Assistant is a Unified Communications software suite for business. It combines computer supported telephony (computer telephony integration, CTI) with features for companywide (and beyond company boundaries) online collaboration. IP Office supports Pro Assistant from 11.1 FP2 release with upgrade in license from third party to Avaya Softphone.

Features:

- Remote call control
- Conference
- Presence Information
- Instant messaging, Chat, and SMS.

6.12 Avaya SIP Phone Service / Feature Pack Support

- Vantage 2.2 SP5
- Vantage 3.1
- B199 1.0.5
- J100 4.0.10



6.13 Avaya Call Reporting 4.4

Avaya Call Reporting (ACR) provides a viable contact center solution for up to 100 Contact Center voice agents to address a key market segment in the Midmarket. The IP Office CTI license is not required for ACR (on IP Office 10.1 and later).

Refer to Avaya Call Reporting Offer Document (<https://sales.avaya.com/en/pss/avaya-call-reporting>) for more details on ACR capabilities and relevant license part codes.

New features include:

- IP Office Single Sign On
- Custom Reports in HTML
- Caller Consent Reporting (this feature will be in follow on service pack, 4.4.x)
- Common Call Data Retention Policy
- Audit Log / Reporting
- Warm Transfer in CC Agent Client
- Agent Availability Tiers
- Auto Logout on Missed Chat
- Caller Name Override
- Max Pending Callbacks Allowed setting
- Updated Wallboard Templates
- In addition, security updates to ACR provided with the 4.4 release, per Avaya requirements

6.14 Spaces Calling updates

This release supports inbound and outbound calls from Avaya Spaces, via IP Office telephony infrastructure (“dial tone” is from the customer’s IP Office deployment).

Spaces Calling via IP Office provides the following features -

- Single-Sign-On with Spaces
- Profile settings from Spaces, setting change notification
- Make an audio call to Spaces contact phone number or use Dialpad
- Mute, send DTMF, hold, handle two calls, device selection
- Incoming call notification, alert settings
- Call history, missed call notification, voicemail notification, click-to-call voicemail
- Extension dialing, dial rules, log download
- Auto failover to the backup servers

6.15 SIP Trunking improvements

A number of additional options can now be configured for use with IP Office SIP trunks:

- MediaSec RFC 3329
- STIR/SHAKEN support is implemented through a set of Calling Number Verification settings and new short code characters. IP Office in conjunction with other Avaya solutions has been constantly involved in the evolution and implementation of STIR/SHAKEN. STIR/SHAKEN enables phone companies to verify that the caller ID

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information transmitted with a call matches the caller's phone number. Widespread deployment of STIR/SHAKEN should reduce the effectiveness of illegal spoofing.

7 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>

8 Build Versions

8.1 IP Office 11.1 GA Software Versions

Component	Version
Admin CD	11.1.2.0 Build 237
Voicemail Pro (Linux)	11.1.2.0 Build 393
One-X Portal	11.1.2.0 Build 79
Server Edition DVD	11.1.2.0 Build 237
Server Edition OVA	11.1.2.0 Build 237
Server Edition Virtual Image Partner Hosted (PH_OVA)	11.1.2.0 Build 237
Powered By IP Office 11.1 FP2	11.1.2.0 Build 237
Unified Communication Module	11.1.2.0 Build 237
SoftConsole	11.1.2.0 Build 22
Media Manager	11.1.2.0 Build 237
Spaces calling extension	2.0.19.2
Avaya Aura System Manager for IP Office	8.1.3
Avaya Contact Center Select (ACCS)	7.0 FP2
Radvision XT500 / 4300 / 7100	9.2.4
Avaya USB Creator Tool	11.1.0.0 build 89
Avaya Workplace (Windows/Mac/IOS/Android)	3.22.0.64
Customer Operations Manager	11.1.2.0 Build 15
AVAYA ProAssistant UC client (only German direct market)	7.2.1

8.2 IP Office Module Firmware

Module	Version
IP500V2	11.1.2.0 Build 237
POTSV2 Module	11.1.2.0 Build 237
DCPV2 Module	11.1.2.0 Build 237
ATM Module	11.1.2.0 Build 237

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DS30/16 V2 Module	11.1.2.0 Build 237
DS30A/16A BST Module	11.1.2.0 Build 237
DS30B/16B Module	11.1.2.0 Build 237

8.3 Phone Firmware Support

Phone Model	Version	Updated
1600 H.323 Phone Firmware (Separate Boot Code and App)		
1603 & 1608 & 1616 Boot Code	1.350B	NO
1603 & 1608 & 1616 App	1.350B	NO
1603-L & 1608-L & 1616-L Boot Code	1.3110A	NO
1603-L & 1608-L & 1616-L App	1.3110A	NO
1616 Button Module 32 App	1.1.0	NO
1600 Phone Language Files	502	NO
96x1 H.323 Phone Firmware (Separate Kernel and App)		
9608 & 9611 & 9621 & 9641 Kernel – Not capable for SHA2	S96x1_UKR_V25r10_V25r10	NO
9608 & 9611 & 9621 & 9641 Kernel – Capable for SHA2	S96x1_UKR_V29r46_V29r46	YES
9608 & 9611 Application – Not capable for SHA2	S9608_11HALBR6_6_1_15_V474	NO
9621 & 9641 Application – Not capable for SHA2	S9621_41HALBR6_6_1_15_V474	NO
9608 & 9611 Application	S9608_11HALBR6_8_5_11_V474	YES
9621 & 9641 Application	S9621_41HALBR6_8_5_11_V474	YES
96x1 Phone Language Files	224	YES
Sonic Firmware	S9608_11_HALKRR6_8_5_11	YES
11x0 & 12x0 SIP Phone Firmware		
1120	04.04.23	NO
1140	04.04.23	NO
12x0	04.04.23	NO
B179 & B199 Firmware		
B179	2.4.4.3	NO
B199	1.0.5.0.9	YES
DECT D100 Firmware		
D100_BS_MS	1.2.7	NO
D100_BS_SL	0.9.6	NO
J100 Series		
J129 Firmware	4.0.10.2.1	YES
J139 Firmware	4.0.10.2.1	YES
J159 Firmware	4.0.10.2.1	YES
J169 Firmware	4.0.10.2.1	YES
J179 Firmware	4.0.10.2.1	YES
J189 Firmware	4.0.10.2.1	YES
DCP Phone Firmware		



1403	Application R07	NO
1403	Boot 03	NO
1408	Application R48	NO
1408	Boot 25	NO
1416	Application R48	NO
1416	Boot 25	NO
9500	Application R60	NO
9500	Boot R17	NO
9500	Zarlink R0_09	NO
DCP Phone Languages		
14xx	R10_v11_Pack01	NO
DCP Phone Font Files		
14xx Chinese (GB)	R02_v01	NO
14xx Korean (KSC)	R02_v01	NO
14xx Japanese (JIS)	R02_v01	NO
IP DECT Phone Firmware/Tools		
Avaya 3701	22.04.04	NO
Avaya 3711	91.24.31.04	NO
Avaya 3711 Global	91.24.36	NO
Avaya 3711 USB Driver	0.8	NO
IP DECT ADMM Firmware/Tools		
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
DECT R4 Phone Firmware/Tools		
Avaya 3720	4.7.8	NO
Avaya 3725	4.7.8	NO
Avaya 3730	2.10.6	NO
Avaya 3735	2.10.6	NO
Avaya 3740	4.12.4	NO
Avaya 3745	4.12.4	NO
Avaya 3749	4.12.4	NO
Avaya 3720 Template	0.5	NO
Avaya 3725 Template	0.5	NO
Avaya 3730 Template	0.1	NO
Avaya 3735 Template	0.1	NO
Avaya 3740 Template	0.2	NO
Avaya 3745 Template	0.1	NO
Avaya 3749 Template	0.2	NO
DECT R4 Firmware/Tools		
DECT R4 - IPBS1 Boot Firmware	11.2.10	NO

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DECT R4 - IPBS1 Firmware	11.2.10	NO
DECT R4 - IPBS1 Downgrade Firmware	10.4.6	NO
DECT R4 - IPBS2 Boot Firmware	11.2.10	NO
DECT R4 - IPBS2 Firmware	11.2.10	NO
DECT R4 - IPBS2 Downgrade Firmware	10.4.6	NO
DECT R4 - IPBS3 Boot Firmware	11.2.10	NO
DECT R4 - IPBS3 Firmware	11.2.10	NO
DECT R4 - IPBS3 Downgrade Firmware	11.2.10	NO
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.2.10	NO
DECT R4 - IPBL (DECT Gateway) Firmware	11.2.10	NO
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	10.4.6	NO
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40	NO
GRBS-DB1-C3/DB1-C4 Firmware	7.0.14	NO
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80	NO
DECT R4 - AIWS Firmware	2.73	NO
DECT R4 - AIWS2 Firmware	4.9.0	NO
DECT R4 - WinPDM (Windows Portable Device Manager)	4.0.0	NO
DECT R4 - Rack Charger Firmware	2.0.7	NO
DECT R4 - Advanced Charger Firmware	2.0.7	NO
DECT R4 - Avaya 3720 Translation Tool	31	NO
DECT R4 - Avaya 3725/3740/3749 Translation Tool	54	NO
DECT R4 - Avaya 3720 Downloadable Languages	31	NO
DECT R4 - Avaya 3730, 3735 Translation Tools	54	NO
DECT R4 - Avaya 3725/3740/3749 Downloadable Languages	54	NO
DECT R4 - Company Phonebook Tool	9	NO
DECT R4 - Avaya 3730/3735 Downloadable Languages	54	NO
DECT R4 - Local Phonebook Tool	1	NO
Wi-Fi Phone Firmware/Tools		
3641/3645	117.058	NO
HAT	4.1.4	NO
AVPP	17x.040	NO
H175 Phone Firmware		
H175	1.0.2.3	NO
Vantage Firmware		
Vantage 2.2 SP5 (K155)	K1xx_SIP-R2_2_0_5_8508	YES
Vantage 2.2 SP5 (K165 / K175)	K1xx_SIP-R2_2_0_5_8008	YES
Vantage 3.1 (K155 / K165 / K175)	K1xxB_SIP-R3_1_0_0_0020	YES



9 Upgrading to IP Office R11.1

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 R11.0/10.1.

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>

10 Supported Releases

IPOSS policy will continue as N-1 as it includes maintenance and configuration support if needed and provide upgrade entitlement to R11.1. There are no additional Service Packs planned for R10.1 after April 2020.

11 Supported OS and Browsers

Windows (PC) Operating System Editions and Service Packs

Operating System	Service Pack	Editions
Windows 8.1	N/A	Pro, Enterprise
Windows 10		Pro (SMB), Enterprise
Server 2012	N/A	Standard
Server 2012 R2	N/A	Standard
Server 2016	N/A	Standard and Essentials
Server 2019	N/A	Standard and Essentials

Note: Windows 11 support will be declared in future Service pack R11.1FP2SP1.

Operating System Support - Server Components

Application	Win 8.1		Win 10		Server 2012/2012R2		Server 2016	Server 2019
	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit	64 bit
TAPI – 1 st Party	X	✓	✓	✓	✓	✓	✓	✓
TAPI - 3rd Party	X	✓	✓	✓	✓	✓	✓	✓
TAPI – WAV (1)	X	✓	X	✓	X	X	X	X



Note:

(1) 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 8.1		Win 10	
	32 bit	64 bit	32 bit	64 bit
Preferred Edition Client	✓	✓	✓	✓
SoftConsole	✓	✓	✓	✓
Manager	✓	✓	✓	✓
SysMon	✓	✓	✓	✓
SSA	✓	✓	✓	✓
TAPI 1st Party	✓	✓	✓	✓
TAPI WAV	✓	X	✓	X
Avaya Workplace for Windows	X	X	✓	✓
one-X[®] Portal Plug-In for Outlook	✓	✓	✓	✓
Call Assistant	✓	✓	✓	✓
Plug-In for MS Lync 2013 / Skype for Business	✓	✓	✓	✓
Web Conferencing	✓	✓	✓	✓

Notes: End-user applications are not supported on server OS platforms.

Mac Thick Client Apps

Application	OSX 10.10 Yosemite	OSX 10.11 El Capitan	OSX 10.12 Sierra	OSX 10.13 + High Sierra	OSX 11.0.x + Big Sur
Web Conferencing	✓	✓	✓	✓	✓
Avaya Workplace for Mac	X	✓	✓	✓	✓

Browsers

Application	Microsoft Edge	Firefox XX (1)	Chrome XX (1)	Safari 8	Safari 9	Safari 10(3) & Above
one-X[®] Portal for IP Office Client	✓	✓	✓	✓	✓	X
Web Conferencing	✓	✓	✓	✓	✓	X
Web Manager Web Control Page	✓	✓	✓	✓	✓	✓

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D100 DECT Admin	✓	✓	✓	✓	✓	X
IP DECT R4 Admin	✓	✓	✓	✓	✓	X
Avaya Communicator for Web	X	X	✓	X	X	X
Media Manager	✓	✓	✓	X	X	X
Cloud Operations Manager (COM) (Update at GA)						

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.

Microsoft Exchange

Application	Exchange 2010	Exchange 2013	Exchange 2016	Exchange 2019
VMPPro UMS	✓	✓	✓	✓
one-X® Portal (IM Presence)	✓	✓	✓	X
one-X® Portal (Calendar)	✓	✓	X	X

Microsoft Outlook

Application	Outlook 2010	Outlook 2013	Outlook 2016	Outlook 2019
TAPI (for dialing)	✓	✓	✓	✓
VMPPro UMS IMAP	✓	✓	✓	✓
one-X® Portal Outlook Plugin	✓	✓(1)	✓(1)	X

(1) Currently for Outlook 2013 and higher, the contact screen popping feature is not supported

12 Supported Hardware

Platform and features supported on the platform will be modified with the IP Office R11.1 release. Supported platforms are:

- IP500 V2 Control unit
- IP Office for Linux (Server Edition, Virtualize Server Edition, Select)
 - **NOTE: Upgrade to IP Office Server Edition 11.1 is supported only from 11.0.4 SP4 and MUST follow the 11.1 FP2 Server Edition Migration process.**

IP Office software supports Server Edition hardware platforms; the Dell PowerEdge R640 server and the Dell PowerEdge R240 server are the most current servers available.



Customers may migrate to IP Office R11.1 FP2 by purchasing an upgrade for Release 10 and applying the R11.1 FP2 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 R11.1 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 11.1 FP2 features are supported on all platforms. IP Office R11.1 FP2 Select features are supported with Select material codes.


IP400 Trunk and Station Modules supported in IP Office R11.1:

- 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.

13 Known Issues and Workarounds

Summary	Component/s	Release Note
System Password not getting saved in Web Manager	Web Manager	Problem: System Password not getting saved in Web Manager Impact: Unable to update System Password using Web Manager Workaround: Use IP Office Manager
When returning a missed call using the call log of User Portal or Avaya Workplace, the missed call record is not deleted.	Avaya Workplace, User Portal	Problem: When returning a missed call using the call log of User Portal or Avaya Workplace, the missed call record is not deleted. Desk phones that support centralized call log do not have this limitation Impact: This is particularly important if the missed call is recorded against a hunt group as other hunt group members will be unaware that the missed call has been followed up. Workaround: None
Failure of IP Office Linux Server upgrade on Microsoft Hyper-V platform from R11.0.x to R 11.1.2.0.	IP Office on Microsoft Hyper-V platform	Problem: Failure of IP Office Linux Server upgrade on Microsoft Hyper-V platform from R11.0.x to R 11.1.2.0. Impact: No direct upgrade path Workaround: From R11.0.x, first upgrade f to 11.1 FP1 using the VHDX file and then upgrade to 11.1.2.0.
While upgrading from previous releases to R11.1.2.0 sometimes WebLM Admin password gets reset.	WebLM Licensing	Problem: While upgrading from previous releases to R11.1.2.0 sometimes WebLM Admin password gets reset. Impact: Unable to login to WebLM Admin Workaround: Please use default password and change it on first login.

<p>Dial by Name Provides first ten entries only.</p>	<p>Voicemail Pro Auto Attendants</p>	<p>Problem: If there are more than ten entries returned as part of search then only the first ten entries will be played. There is no way to play the next items after the first ten entries.</p> <p>Impact: Only the first entries in a filtered list will be played and therefore can be routed to.</p> <p>Workaround: None</p>
<p>Voicemail Pro call flow RequestConfDetailsFromExternal shows inactive</p>	<p>Voicemail Pro call flow</p>	<p>Problem: If Voicemail Pro call flow module RequestConfDetailsFromExternal is not used in call flow and activated, then it does not stay active.</p> <p>Impact: The RequestConfDetailsFromExternal call flow does not work.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Activate the module. • Create a call flow and access the module. • E.g. <hr/> <p>Short Codes > *88</p>  <pre> graph LR StartPoint[Start Point] -- Next --> RequestConfDetailsFromExternal[RequestConfDetailsFromExternal] </pre> <ul style="list-style-type: none"> • “Save & Make Live.” • Logout and Log in back to verify it is activated.

14 Technical Notes

14.1 Licensing

PLDS:

IP Office release 10 and higher 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.

Subscription Licensing:

Please refer to section [Subscription CPE](#): in this document.

14.2 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 11.1.2.0 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.

14.3 Upgrade Instructions for IP Office one-X® Portal

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.

14.4 Upgrade Instructions for IP Office Server Edition and Application Server

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

Upgrading or *Migrating* to IP Office Server Edition requires the engineer to use the procedure detailed in the R11.1 Server Edition Migration document.

14.5 Upgrade Instructions for using WebLM Licensing

IP Office Server Edition customers who are upgrading to 11.1.x 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.

14.6 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>.

14.7 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:			



	9.0.0/9.0.1/9.0.2	9.0.3/9.0.4	9.1	10.0	10.1	11.0	11.1
9.0.0 9.0.1 9.0.2	USB Unetbootin Web Control ZIP	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	
9.0.3 9.0.4		USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	
9.1			Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management	
10.0 11.0.1 11.0.2 11.0.3				Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management	
11.0.4.4 +						Avaya USB Creator Web Management	Avaya USB Creator
11.1+							Avaya USB Creator Web Management

14.8 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-SNAPSHOT.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:

- Install the prerequisite by double-clicking lyncRuntime.msi, and follow the installation wizard. This step only needs to be done once per computer.
- Install the plug-in by double-clicking AvayaCommunicatorForMicrosoft.X.IPO-X.6.X.X-SNAPSHOT.msi, and follow the installation wizard.

15 Languages Added

IP Office release 11.1.2.0 adds no new languages.

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16 Documentation errata

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

- DVD media available with Avaya IP Office R11.1.2.0 software pack
- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - [IP Office Knowledgebase \(avaya.com\)](http://support.avaya.com)
- The Avaya support site – Contains all administrator and user documentation for IP Office - <http://support.avaya.com>

The Release 11.1.2.0 Documentation will be available by GA:

- Go to support.avaya.com
- Select Find Documentation and Technical Information by Product Name under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '11.1' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

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) and will require a valid Single Sign On (SSO) user name and password to view it online.

The latest version of the **IP Office 11.1 FP2 Offer Definition**, which is a communication that summarizes “what’s new” within the IP Office Release 11.1 product, can be found on the Avaya Partner Portal

17 Contacting support

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. Please 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.

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