Avaya B5800 Branch Gateway Release 6.1 Release Notes

Contents

Introduction

This document is being released in conjunction with the announcement of General Availability for B5800 Branch Gateway R6.1 in the Centralized and Mixed Models but is applicable to the Distributed Model as well. Below is a high level description of the branch configurations that are now fully supported.

B5800 Branch Gateway can be deployed in the Distributed, Centralized or Mixed Branch user models.

• **Distributed Branch user model** — In this model, call processing for the branch phones is provided locally. Non-IP phones are connected to B5800 Branch Gateway and IP and SIP video endpoints are administered with B5800 Branch Gateway as their controller. Access to and from the rest of the Avaya Aura® network is via the B5800 Branch Gateway system's Avaya Aura® Session Manager link across the enterprise WAN. This connection allows for VoIP connectivity to other B5800 Branch Gateway systems, to centralized trunking and to centralized applications such as conferencing and Modular Messaging.

• **Centralized Branch user model** — Certain 9600 Avaya SIP phones can use the B5800 Branch Gateway as a survivability gateway (see Supported telephones on page 21 of *Implementing the Avaya B5800 Branch Gateway , Release 6.1*, 18-603853 Issue 4 November 2011 for more information). In normal operation, these phones register directly to the Avaya Aura® Session Manager in the enterprise core and get services from core applications such as the Communication Manager Feature Server. The local B5800 Branch Gateway can still be accessed as a SIP gateway connected to the core Avaya Aura® Session Manager to provide access to local PSTN trunks and services when required. If WAN connectivity to the Avaya Aura® Session Manager is lost, the SIP phones automatically register with and get services from the B5800 Branch Gateway. When connection to the Avaya Aura® Session Manager is available again, failback occurs where the SIP phones return to being controlled by Avaya Aura® Session Manager.

• **Mixed Branch user model** — Each B5800 Branch Gateway system can support extensions using the Centralized Branch user model and extensions using the Distributed Branch user model at the same time. The extensions supported in the Centralized Branch user model are SIP extensions only.

For general updated documentation, product support notices, and service pack information, go to the Avaya Support Center Web site at http://support.avaya.com or http://support.avaya.com/css/Products/P0959 for updated information specifically for Avaya B5800 Branch Gateway.

Special Note:

Avaya B5800 Branch Gateway Release 6.1 does not support the 9608, 9611, 9621 0r 9641 H.323 terminals in either distributed or mixed branch models.

Installation

Required SW and patches

The current software release for all configurations is the Service Pack 2 release of the B5800 Branch Gateway software, the release details are as follows:

> B5800 Branch Gateway Core Switch 6.1(22)
>
> B5800 Branch Gateway VoiceMail Pro 6.1(20) (Applies to Distribute Model Only)
>
> SoftConsole 4.2(26)

This software is for use with the **B5800 Branch Gateway** IP500v2.

B5800 Branch Gateway Administration consists of the following software:

Delivered Software or Package	Version
B5800 Branch Gateway Firmware	6.1.22
B5800 Branch Gateway Manager	8.1.22
System Monitor	8.1.22
Upgrade Wizard	8.1.22
SSA Viewer	6.1.22
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1
4625 Telephone Firmware	2.9.1
5601, 5602 Telephone Firmware	2.3
2410 Telephone Firmware	R6.0
2420 Telephone Firmware	R6.0
5410 Telephone Firmware	R6.0
5420 Telephone Firmware	R6.0
1403 Telephone Firmware	4.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
B5800 Branch Gateway Video Softphone	3.1.2.17.59616
IP DECT – ADMM Firmware	1.1.13
IP DECT – ADMM Java Configuration	1.1.13
IP DECT – ADMM DECT Monitor	1.4

T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603, 1608, 1616 Telephone Firmware	1.300b
1603 Loader (Boot File) Firmware	1.300b
1616 Button Module Firmware	1.1.0
9620 9630 9640 9650 Boot Code	3.11
9620 9630 9640 9650 Telephone Firmware	3.186a
9608 9621G 9641G Telephone Firmware (Application file)	S96x1_SALBR6_0_3_V470
9608 9621G 9641G Kernel	S96x1_UKR_V8_V8
3720 Telephone Firmware	3.2.23
3725 Telephone Firmware	3.2.23
DECT R4 – IPBS Firmware	4.1.30
DECT R4 – AIWS Firmware	2.73
DECT R4 – WinPDM	3.8.2
DECT R4 – Rack Charger Firmware	1.3.11
DECT R4 – Advanced Charger Firmware	1.3.11
3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

Note:

Avaya B5800 Branch Gateway Release 6.1 does not support the 9608, 9611, 9621 0r 9641 H.323 terminals in either distributed or mixed branch models.

Installing the release

For information about patches and product updates, see the Avaya Technical Support Web site:

http://www.avaya.com/support .

Troubleshooting the installation

Detailed information on the installation for the B5800 Branch Gateway can be found in the document *Implementing the Avaya B5800 Branch Gateway, Release 6.1*, 18-603853 Issue 4 November 2011. The section "Standalone SAL Gateway for Remote Service" is included in these Release Notes to emphasize the steps required for configuring the Secure Access Link (SAL) Gateway.

Standalone SAL Gateway for remote service

Avaya Global Services (AGS) uses the Secure Access Link (SAL) Gateway to provide remote delivery of service to the B5800 Branch Gateway. The supported configuration requires a standalone SAL gateway that is deployed in the enterprise headquarters/data center and using the B5800 Branch Gateway administration applications — Manager, System Status, and System Monitor. See the section "Administration Software Suite" page 71 of *Implementing the Avaya B5800 Branch Gateway,* for a description of these applications. In order to use SAL to remotely launch the administration tools in the customer environment, the administration tools must be installed on the customer's Network Management server or VMPRO server.

SAL Gateway R2.0 software must be installed on a customer-provided server in the enterprise at a central location that allows for network connectivity to each deployed branch. The SAL Gateway manages the B5800 Branch Gateways in multiple branches, relaying alarms from the B5800 Branch Gateways back to Avaya, and proxying connection requests for support engineers. The SAL solution is fully customer controlled through the deployment and use of the optional SAL policy server.

> **Note:**
> System Platform's Virtual SAL Gateway (VSALGW) is not supported in managing each individual branch. The VSALGW is only officially supported by Avaya in management of system platform "onboard" devices such as System Platform, Session Manager and System Manager. Each B5800 Branch Gateway branch is considered an "off-board" device.

Use of SAL to access the B5800 Branch Gateway management tools and Network Management applications

You are able to access the B5800 Branch Gateway management tools and Network Management applications through SAL.

- **Manager**

  Manager is an administration tool used to configure and upgrade the B5800 Branch Gateway system. When the Avaya Network Management suite is not installed on a server in the customer network, you can use Manager to administer each branch individually. You are able to use SAL to access the Manager application for local or remote configuration management of the B5800 Branch Gateway system.

  > **Note:**
  > For B5800 Branch Gateway upgrades, you must access Manager that is installed on a PC or Network Management server that resides within the customer network.

- **System Status Application**

  The System Status Application is an administration tool used to monitor the current status of individual branches in the B5800 Branch Gateway system. You are able to use SAL to access the System Status Application that is installed locally or remotely.

- **System Monitor** (Tier3/4 tool only)

  System Monitor is an administration tool that provides detailed traces of all activity on the B5800 Branch Gateway system.

  > **Note:**
  > You are able to use SAL to access the System Monitor application that is installed on a PC or Network Management server that resides within the customer network.

- **Avaya Network Management**

  The Avaya Network Management offer is a suite of software applications that enable centralized management of the B5800 Branch Gateway system. It provides a single access interface to manage multiple branch locations. You are able to use SAL to access the Network Management server through Remote Desktop Connection (RDC) or through the HTTP web-access client option where you are able to remotely administer and manage the branches.

For more information about the B5800 Branch Gateway management tools and Network Management applications, see *Implementing the Avaya B5800 Branch Gateway*, document 18-603853. Specifically sections "Centralized Management" and "Administration software suite".

SAL Gateway Installation and Registration

To install SAL Gateway, see Chapter 2 in *Secure Access Link 2.0, SAL Gateway Implementation Guide*, document number 144813, which is available on the Avaya support Web site http://www.avaya.com/support. The *Secure Access Link 2.0 Software Gateway* download is also available on the Avaya support Web site.

 Registering a product with Avaya is a process that uniquely identifies the device so that Avaya can service it. A SAL Gateway registration form is provided with your software download. See the section "Universal Install/SAL Registration Request Form" in these notes for more information. To register the SAL Gateway, complete Step 1 on the form and send it to salreg@avaya.com. The following information is requested in Step 1:

- Your company name
- Avaya Sold-to Number (customer number)
- Your contact information, so that Avaya can contact you if there are questions

Avaya uses this information to register your gateway. When the registration is complete, Avaya will send you an e-mail that provides the following information:

- The Solution Element ID and Product ID numbers
- A list of the devices currently registered at this location
- A list of other locations for your company

  > **Note:**
  > Optional: If you want to get Solution Element IDs (SEID) from other locations, complete the Step 2 tab of the registration sheet and send it to salreg@avaya.com using the link included on the sheet. Avaya will send you a list of SEIDs from the locations you selected.

B5800 Branch Gateway Registration and SAL Gateway On-boarding

Each B5800 Branch Gateway deployed must be registered with Avaya. To add managed devices to your SAL Gateway using the Solution Element IDs (SEID) provided to you during SAL Gateway registration described above, see "Configuring a Managed Element" in Chapter 4 in the *Secure Access Link 2.0, SAL Gateway Implementation Guide*, document number 144813, which is available on the Avaya support Web site.

When you have added all your managed devices, complete Step 2 of the SAL Gateway registration form for each managed device you added to your SAL Gateway and send the form to salreg@avaya.com. When this form is received, the Avaya registration team makes the appropriate changes to allow access to your managed devices through the SAL Gateway.

Avaya will then confirm via an e-mail notification that remote access to your product has been enabled through your SAL Gateway.

B5800 Branch Gateway SAL-based Alarming

The SAL Gateway supports alarming for the B5800 Branch Gateway managed device. You must change the alarm destination on your B5800 Branch Gateway managed device so that alarms are routed to your centralized SAL Gateway. See SNMP on page 236 of *Implementing the Avaya B5800 Branch Gateway,* for more information. During the registration and on-boarding process of each branch, the Avaya registration team also tests alarming through the SAL Gateway and back into Avaya alarm receivers.

Universal Install/SAL Registration Request Form

You can download this form from the Avaya support web site as follows:

1. Go to the Avaya support Web site http://www.avaya.com/support.
2. Select **More Resources > Equipment Registration**.
3. Under **Non-Regional (Product) Specific Documentation**, select **Universal Install/SAL Registration Request Form**.
4. Complete the registration form as instructed.

Release Notes for Network Management 6.0, Network Management 6.0 SP 2 and Avaya B5800 Branch Gateway R6.1 2Q11 Service pack Patch

This supports Avaya B5800 Branch Gateway R6.1 in Network Management (NM) 6.0, a part of the Integrated Management offer, and is for Avaya Branch Gateway users only. The release contains enhancements, as well as a few minor fixes. There are two steps for installing Avaya B5800 Branch Gateway R6.1 2Q11 Service pack Patch, first install the base patch and then the 2Q11 Service Pack patch.

Enhancements Delivered in NM 6.0 Avaya B5800 Branch Gateway R6.1 Patch

The following enhancements were delivered to NM 6.0 Avaya B5800 Branch Gateway R6.1 patch:

- Supports Avaya Branch Gateway (ABG) Release 6.1.
- Supports ABG Manager Release 8.1.
- Supports installation of PLDS license files on the ABG device.
- Supports setting and unsetting Network Management as the ABG administrator through Secure Access Administration.

Installation Steps for NM 6.0 Avaya B5800 Branch Gateway R6.1 Patch

Prerequisites

Ensure that the NM 6.0 GA build (6.0.05.17) and NM 6.0 Service Pack 2 are installed on your system. For information on NM 6.0.05.17 and NM 6.0 SP2 builds, see
https://support.avaya.com/css/appmanager/css/support/Downloads/P0433#wlp_Downloads_Page.

Pre-installation Tasks

1. Log in as the administrator for the server that runs Avaya Integrated Management Network Management.

   Note:
   Avaya recommends that the administrator must be a local user on the server. A Windows Domain Account user (administrator or otherwise) must not install this software.

2. Ensure that you can access the Avaya Support Web site using a Web browser. This is necessary to download the patch.

3. Back up the NM server using NM Backup Utility so that you can restore the server, if required.

> **Note:**
> Before you run the NM 6.0 Avaya B5800 Branch Gateway R6.1 patch installer, start Windows Task Manager, and ensure that all of the Avaya NM services are either completely started or completely stopped. The service pack may not install properly if any of the Avaya NM services are in the starting mode.

Installing NM 6.0 Avaya B5800 Branch Gateway R6.1 Patch

> **Note:**
> Currently, the following NM Server operating systems support User Account Control (UAC): Microsoft Windows 2008, Microsoft Windows 7 Professional, or Microsoft Windows 2008 R2. If you install the patch on a server running on any of the mentioned Microsoft Windows operating systems and the UAC mode is on, right-click the service pack exe and select **Run as administrator**. If you do not run the service pack exe this way, the service pack may not install properly. For more information on UAC, see the Microsoft Web site.

1. Download the self-extracting executable file: **enm60_abg_patch.exe** from the https://support.avaya.com/css/appmanager/css/support/Downloads/P0433#wlp_Downloads_Page.

2. Ask all other users to log off the system. Close all open windows and applications.

3. Double click the file or right click and select **Open** to run the file.

> **Note:**
> If you are using Microsoft Internet Explorer, you can run the self-extracting executable file directly from the Web. Select **Run** from the current location to do so.

4. Follow the installation instructions on screen to install the update.

5. Reboot your computer after the installation process completes on your system.

Installing NM 6.0 Avaya B5800 Branch Gateway R6.1 2Q11 Service Pack Patch

Prerequisites

Ensure that Network Management 6.0 GA build (6.0.05.17), Network Management 6.0 SP 2, and Network Management 6.0 Avaya B5800 Branch Gateway 6.1 Patch is installed on your system.

NM 6.0 GA + NM 6.0 SP2 + NM6.0 Avaya B5800 Branch Gateway 6.1 Patch

Note: NM 6.0.05.17, NM 6.0 SP2 and NM6.0 ABG6.1 patch builds are available on the Avaya Support Site.

Note: In Network Management "Avaya B5800 Branch gateway" is referred as IP500V2 and "Avaya B5800 Branch Gateway Manager" is referred as IP office Manager.

Pre-installation tasks:

1. Log in as the administrator for the server that runs Avaya Integrated Management Network Management. The administrator must be a local user on the server.

> **Note:** A Windows Domain Account user (administrator or otherwise), must not install this software.

2. Ensure that you can access the Avaya Support web site using a web browser so that you can download the patch.
3. Take a backup of the Network Management server using the NM Backup Utility, so that you can restore the server, if required.

Note: Before running the NM 6.0 Avaya B5800 Branch Gateway 6.1 2Q11 SP patch installer, start the Windows Task Manager, and ensure that all the Avaya Network Management services have either completely started, or have completely stopped. The service pack may not install properly if any of the Avaya Network Management services are in the starting mode.

Installing the NM6.0 Avaya B5800 Branch Gateway 6.1 2Q11 SP patch

Important:

Currently, the following Network Management Server operating systems support User Account Control (UAC), for example, Microsoft Windows 2008, Microsoft Windows 7 Professional, or Microsoft Windows 2008 R2. If you install the patch on a server running on any of the mentioned Microsoft Windows operating systems, and the UAC mode is on, right-click the service pack exe and select **Run as administrator**. If you do not run the service pack exe this way, the service pack might not install properly. For more information on User Account Control (UAC) visit the Microsoft website.

1. Download the self-extracting executable file: enm60_abg_sp_patch.exe from the Avaya support site.
2. Ask all other users to log off the system. Close all open windows and applications.
3. To run the file, double click on it or use right click and select **Open**.

Note: If you are using Microsoft Internet Explorer, you can run the self-extracting executable file directly from the internet. Select **Run** from the current location if you do so.

4. Follow the installation instructions on screen to install the update.
5. Reboot your computer after the installation process completes.

Installation Steps for Avaya Branch Gateway Manager on the Client Computer

1. Uninstall the existing IP Office Manager if it is installed on the client computer.

2. Open your web browser and go to Avaya Integrated Management launch product page.

3. Click the link **Avaya B5800 Branch Gateway R6.1** on the IM launch page.

4. Download IP Office Manager from the same link and install it on the client machine.

5. Reboot Windows on the client system.

> **Note:**
> While you are creating hardware template for ABG using PIM IP Office, after you have launched the IP Office Manager, the system asks you to select a control unit. For ABG, select the control unit as **ABG B5800** (not IP 500v2) from the device list.

Upgrading SIP 96x1 Phones

B5800 can be configured as an HTTP server to support firmware upgrade for 96x1 SIP phones. Refer to "96x1 Phones SIP Firmware Download in B5800 Centralized Branch Deployments".

When upgrading SIP phones, NoUser source number '**ENABLE_SIP_FIRMWARE_DOWNLOAD'** should be configured.

When upgrading SIP phones with current firmware version prior to 6.0 SP2, upgrades should be limited to 10 concurrent phones. When upgrading from 6.0 SP2 or later, simultaneous upgrade of 50 phones is supported.

See "**96x1 Phones SIP Firmware Download in B5800 Centralized Branch Deployments"** document for additional details. (http://support.avaya.com/css/P8/documents/100147875)

Functionality not supported

N/A

Enhancements

The centralized model is being made available with the Service Pack 2 release. To see enhancements related to the earlier distributed model release please review the release note for Service Pack 1 and Service Pack 2 at https://support.avaya.com/css/Products/P0959/Release%20Notes%20&%20Software%20Update%20Notes .

Fixes

To see the list of fixes related to this release and earlier releases, please review the release note for Service Pack 1 and Service Pack 2 at https://support.avaya.com/css/Products/P0959/Release%20Notes%20&%20Software%20Update%20Notes .

Known issues and resolutions

	Known Issue	Workaround
1	You cannot change IP address of Session Manager (SM) in Manager.	You must delete the line and then recreate it.
2	Manager supports US English only.	N/A
3	During unsuccessful inter-branch transfers, a call may incorrectly target Voicemail.	Attempt again with supervised transfer of the same call.
4	A warning message may appear when you attempt to configure fewer embedded voicemail ports than are licensed for the system.	This message is for information only, and you may ignore it.
5	With Network Management (NM), you can exceed the supported maximum SM lines which are currently set to two.	N/A
6	When an external caller leaves a message on Modular Messaging (MM) through Auto Attendant, the system may not be presented with the calling party number.	N/A
7	You cannot create H.323 or IP DECT extensions in an offline configuration.	Ensure that the system has the correct number of licenses before you try to add to them.
8	The system gives out an unexpected error message when you try to recreate the IP DECT line in the NM template.	Try once again.
9	With the NM template you can save a configuration without the mandatory MM number field.	Ensure that the MM number is set when you configure Voicemail MM over SIP as voicemail type in NM.
10	The system prompts the caller is for voicemail box number when Caller Identification (CLI) is withheld.	Enter the number of the person you are trying to leave the message for.
11	The hardware template in NM displays IP500V2 as an option.	You must always use the B5800 option.
12	There is irregular talk and problems with the video path issue when you call a telephone with Call Forward Unconditional to a video phone over the SM Line.	Enable one codec on the SIP telephones (G711).
13	Message Waiting Indication (MWI) of distributed user is not lit when SM line is restored after loss of connection.	Message indication may take up to 1 hour unless a new message arrives. **Note**: The system waits for a synchronization message from MM.
14	You cannot merge unrelated configuration changes if the license error mode is due to configuring more T1 channels than licenses.	Ensure that the correct number of licensed T1 channels is configured in the service.
15	The problem of irregular speech path occurs when the system performs forwarding and transfers between branches configured to use different codecs.	Configure the branches to use the same codec (G711).
16	During software upgrade of ABG modules, the files may not transfer successfully.	Retry the upgrade with only the affected files.

Contacting support

Contact Support Checklist

If you are having trouble with Avaya B5800 Branch Gateway 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. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support by:

1. Logging in to the Avaya Technical Support Web site http://www.avaya.com/support

2. Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to http://www.avaya.com for further information.

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.

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.