



# IP Office Release 10.0

## Frequently Asked Questions

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### Contents

IP Office System .....	3
What LDAP changes in R10? .....	3
What licenses are centralized? .....	3
What enhancements have been made to installation? .....	3
What management improvements will be in R10? .....	3
Which 'Editions' does R10 support? .....	4
How are licenses provisioned? .....	4
Can I transfer licenses from another system in PLDS? .....	4
How do I upgrade from previous versions to R10? .....	4
Is resilience improved? .....	4
What security improvements have been made? .....	4
What system capacity has changed? .....	4
Has IP Office R10 increased the number of users and/or locations? .....	4
Mobility/UC Clients .....	5
Is UC client failover supported? .....	5
How is Skype for Business Supported in R10? .....	5
How many SoftConsoles can now be supported? .....	5
What other enhancements to SoftConsole? .....	5
What changes to Avaya Communicator for Web in R10? .....	5
What has changed in the Mobility client? .....	5
What changed for the one-X Portal client? .....	5
Web Collaboration .....	5
Is the new Web collaboration the same as the Enterprise – AAC8? .....	5
Yes, it is .....	5



What feature set does it have?.....	5
Endpoints .....	6
What new endpoints does R10 support? .....	6
Will the new DECT be supported on previous versions? .....	6
Services .....	6
What has changed with IPOSS? .....	6
Is IPOSS mandatory? .....	6
Tools.....	6
Where do I find the latest detailed information on R10?.....	6
<a href="https://sales.avaya.com/en/ip-office-release-10.0-sales-toolkit">https://sales.avaya.com/en/ip-office-release-10.0-sales-toolkit</a> .....	6
Where can I get information on IPOSS? .....	6
Where can I find details on PLDS? .....	6



## IP Office System

### What LDAP changes in R10?

LDAP user synchronization will now be supported in Server Edition as well as Select. LDAP has also been further enhanced:

Connect to Directory Services:

- Preservation of connection settings when a “test connection “fails, so that the administrator no longer has to re-enter the settings.
- Better feedback to the user if mandatory field inputs are missing
- Improved tool tips for User Schema, Search Filter, Base Designated Name and Use SSL

Additional optional fields for User Synchronization:

- Login Code
- Voice Mail Code
- Twinned Mobile Number
- Group Membership

### What licenses are centralized?

All licenses may be centralized on a WebLM server with Server Edition and Select

### What enhancements have been made to installation?

Installation is made easier by merging Ignition and ICU and adding the Secondary automatically to Primary when Secondary is ignited.

Other improvements include:

- SSA upgrade status progress and overall upgrade process.
- Simplifying Client installs by having the ability to auto-detect and provision IP Address of IP Office and its port.
- Improving VMPro installation experience by reducing number of prompts, reducing install time on SE, and packaging default templates

### What management improvements will be in R10?

R10 includes a number of enhancements designed to improve troubleshooting and servicing of the product. Such as Display voltage, impedance and echo reduction statistics in SSA, Line display for troubleshooting, SSA status icons for SSL/VPN remote connectivity and improved packet capture logging on Server Edition/Select and Application server

Web Manager gets significant increase in functionality that positions Web Manager to be the management tool of choice for the majority of tasks traditionally accomplished with IP Office Manager.

R10 also sees a reduction in configuration changes that will not require reboot:

- Configuration options under DHCP Pool settings tab
- Line Configuration – Analog, BRI and PRI trunks
- Configuration of System Directory Fields
- System Voicemail DTMF Breakout numbers (VM Reception numbers)



### **Which 'Editions' does R10 support?**

R10 supports Basic, Essential, Preferred, Server Edition and Select. (note: Basic Edition will be enabled with the R10 service pack 10.0.0.1 to be issued in September)

### **How are licenses provisioned?**

IP Office R10.0 will be licensed exclusively in PLDS. License management will be supported in both IP Office Manager and Web Manager. ADI licenses will continue to be offered for pre-IP Office R10.0 releases using ADI licensing

### **Can I transfer licenses from another system in PLDS?**

PLDS makes it far easier than ADI to transfer licenses between systems. Please refer to the Offer Definition document <https://sales.avaya.com/documents/1399616727376> (appendix C)

### **How do I upgrade from previous versions to R10?**

There is a process change from previous versions, please refer to the Offer Definition document for details <https://sales.avaya.com/documents/1399616727376> (appendix C)

### **Is resilience improved?**

With IP Office Select, the one-X<sup>®</sup> Portal Application has been made resilient and Support for SIP endpoint resiliency is now supported for the following endpoints

- E129
- H175
- B179
- 11xx/12x Endpoints
- Avaya Communicator and one-X<sup>®</sup> Mobile Preferred (Depends on one-X<sup>®</sup> portal resiliency and Select Edition offer)

### **What security improvements have been made?**

Support for the Transport Layer Security (TLS) protocol has been added to provide privacy and data integrity between two communicating endpoints

### **What system capacity has changed?**

A number of internal systems capacities have been increased; please refer to the Offer Definition document for the complete list <https://sales.avaya.com/documents/1399616727376>

### **Has IP Office R10 increased the number of users and/or locations?**

No, IP Office remains at 3000 users across up to 150 locations.



## Mobility/UC Clients

### Is UC client failover supported?

Yes: With IP Office Select, the one-X® Portal Application has been made resilient leveraging the Primary/Secondary resilience model in IP Office. In the event of a failover event when Primary server becomes inactive, one-X® Portal of the Secondary server will become active

### How is Skype for Business Supported in R10?

Skype for Business is supported with Avaya Communicator for Lync

### How many SoftConsoles can now be supported?

75 are now supported on Select. No change with the other editions.

### What other enhancements to SoftConsole?

Avaya SoftConsole has been enhanced with a new refreshed look and feel and presence support

### What changes to Avaya Communicator for Web in R10?

Single-Sign On has been added which will enable a user to sign on to his Google +, Salesforce, Office 365 and Avaya IP Office user credentials using a single set of credentials, and Voicemail to Gmail Authentication - Integrate Voicemail Pro with Gmail to provide UMS features. Allows for seamless voicemail messaging without leaving Gmail.

### What has changed in the Mobility client?

Added support for Ad-hoc conferencing Port consolidation – reduction of necessary ports to be opened in network. iOS client was updated to allow ringtone to be changed on incoming calls and iOS 9.0/9.1/9.2 support.

### What changed for the one-X Portal client?

Resilience support has been added (requires Select). The conference scheduler has been enhanced for greater flexibility in three areas; Ability to disable dial out. The Administrator can now delete scheduled conferences. Users can now extend scheduled conferences. Administration has been simplified with a new dashboard with quicker access to configuration

## Web Collaboration

### Is the new Web collaboration the same as the Enterprise – AAC8?

Yes, it is based on the AAC8, although it does not use all of the features as the enterprise platform

### What feature set does it have?

Among the many cool features: Remote Desktop Control available when using Desktop Sharing. Audio available for conference owners licensed for Web Collaboration using WebRTC and private Messaging within the collaboration browser.



## Endpoints

### What new endpoints does R10 support?

R10 supports the H175 HD video endpoint and the new IP DECT 3745

### Will the new DECT be supported on previous versions?

Only with R9.1 supported release. There will be a maintenance release (9.1.8) to enable these handsets to work on 9.1. Reference 9.1.8 Service pack issued on August 26, 2016.

## Services

### What has changed with IPOSS?

IPOSS is still purchased per server, Tokens are no longer available with R10, but will still be available with R9.1. For further detail please refer to the IPOSS Offer Document

<https://sales.avaya.com/documents/1399552206238>

### Is IPOSS mandatory?

IPOSS is mandatory for Server Edition and Select, and IP Office appliances in a networked environment. It is not required for IP Office 500 V2 in a standalone environment. For further detail please refer to the

IPOSS Offer Document <https://sales.avaya.com/documents/1399552206238>

## Tools

### Where do I find the latest detailed information on R10?

<https://sales.avaya.com/en/ip-office-release-10.0-sales-toolkit>

[https://sales.avaya.com/en/general/eu-channel-enablement##IP\\_Office\\_updates](https://sales.avaya.com/en/general/eu-channel-enablement##IP_Office_updates)

### Where can I get information on IPOSS?

<https://sales.avaya.com/cs/Sites?lookuphost=/&lookuppage=/en/pss/ip-office-support-services>

### Where can I find details on PLDS?

<https://sales.avaya.com/en/general/product-licensing-delivery-system-plds>