Release Notes for NBX® R6.5.18

March 25, 2009

V3001 Analog and V3001 BRI
V3000 Analog and V3000 BRI
V3001R
V5000

Important Notes

CAUTION: Do not disconnect power during a system boot operation after a software upgrade.

On rare occasions, a system software upgrade includes an upgrade to the system's flash memory image. The flash upgrade occurs during the boot operation following a system software upgrade. If you disconnect power during the flash upgrade, the boot software may become corrupted and you must return the system to 3Com for repair. As the flash upgrade progresses, the system Console displays these messages:

```
Upgrade Older PROM
Upgrading NCP Flash ....
Number of attempts to upgrade the flash = 1
NCP Flash Upgrade Complete
```

CAUTION: 3C10165D E1 Digital Line Cards and 3C10116D T1 Digital Line Cards can have their flash memory corrupted if you remove power from the cards or remove the cards from the NBX chassis while they are receiving their download after a system upgrade.

License Note: No new license required for R6.5 if you already have R6.0 license. However you will be prompted for entering a new R6.5 license upon upgrade. Click "Yes" to continue.

SIP Mode Operation: Special operation is needed when upgrading/switching software to R6.5 and toggling work **mode**. See last chapter SIP Mode Operation.

Applications in NBX R6.5

Applications supported in R6.5 non-SIP mode:

Application	Windows XP	Windows Vista (32 bit) Business/Enterprise/Ultimate
NBX Complement Attendant Software R6.0.5	**Yes**	**Yes**
NBX Multisite Backup R6.0.6	**Yes**	**Yes**
NBX pcXset™ Soft Telephone R6.0.10	**Yes**	**Yes**
NBX Media Driver R6.0.15	**Yes**	**Yes**
NBX TAPI Service Provider R6.0.10	**Yes**	**Yes**
ACD Desktop Statistics R6.0.2	**Yes**	**Yes**
NBX Desktop Call Assistant R6.0.4	**Yes**	**Yes**
NBX Call Reports R6.0.21	**Yes**	**Yes**
NBX Dial Plan Editor R6.0.7	**Yes**	**Yes**
3Com Telephone Local Configuration Application V1.4.5	**Yes**	**Yes**
3Com Executive Assistant R6.00.19	**Yes**	**No**
3Com Education Module R6.00.15	**Yes**	**No**
3Com Exchange Call Center R4.66.04	**Yes**	**Yes***
3Com EPIC Center R4.66.04	**Yes**	**Yes***

* Microsoft Windows Vista OS support only for Agent systems

<u>**3Com eXchange Call Center**</u>

    1) Only 3Com Exchange Call Center Agent is supported on Microsoft Windows Vista

<u>**3Com EPICCenter**</u>

    1) Only 3Com EPICCenter EPICAgent is supported on Microsoft Windows Vista (not EPICCenter Server)

Applications Supported in R6.5 SIP mode:

Application	Windows XP	Windows Vista (32-Bit) Business/Enterprise/Ultimate
NBX Complement Attendant Software R6.0.5	**Yes**	**Yes**
NBX Multisite Backup R6.0.6	**Yes**	**Yes**
NBX pcXset™ Soft Telephone R6.0.10	**Yes**	**Yes**
NBX Media Driver R6.0.15	**Yes**	**Yes**
NBX TAPI Service Provider R6.0.10	**Yes**	**Yes**
ACD Desktop Statistics R6.0.2	**Yes**	**Yes**
NBX Desktop Call Assistant R6.0.4	**Yes**	**Yes**
NBX Call Reports R6.0.21	**Yes**	**Yes**
NBX Dial Plan Editor R6.0.7	**Yes**	**Yes**
3Com Telephone Local Configuration Application V1.4.5	**Yes**	**Yes**
3Com Executive Assistant R6.00.19	**Yes***	**No**
3Com Education Module R6.00.15	**Yes***	**No**
3Com Exchange Call Center R4.66.04	**Yes***	**Yes****
3Com EPIC Center R4.66.04	**Yes***	**Yes****
3Com IP Messaging Module 7.1.16c	**NA**	**NA**
3Com IP Conferencing Module 7.1.2.3	**NA**	**NA**

* Support using NBX TAPI interface with 3com Phones only and no support for 3rd Party SIP phones.

** Microsoft Windows Vista OS support only for Agent systems

3Com Executive Assistant

1) **Supported in single site configuration only (i.e. Agents must be local to NBX and Executive Assistant Server, any agents discovered on a remote NBX , across a SIP Trusted Interface are not supported).**

2) **Only G.711 codec is supported (no G729)**

3) **Executive Assistant server application is NOT supported on Windows Vista.**

3Com Education Module

1) **No multi-site support.   Supported in single site configuration only (i.e. Agents must be local to NBX and Education Module, any agents discovered on a remote NBX , across a SIP Trusted Interface are not supported).**

2) **Only G.711 codec is supported (not G729)**

3) **Executive Assistant server application is NOT supported on Windows Vista.**

3Com eXchange Call Center

1) **No multi-site support.   Supported in single site configuration only (i.e. Agents must be local to NBX and eXchange Call Center, any agents discovered on a remote NBX , across a SIP Trusted Interface are not supported).**

2) **Only G.711 codec is supported (not G729)**

3) **Only 3Com Exchange Call Center Agent is supported on Microsoft Windows Vista**

3Com EPIC Center

1) **No multi-site support.   Supported in single site configuration only (i.e. Agents must be local to NBX and EPICCenter Server, any agents discovered on a remote NBX , across a SIP Trusted Interface are not supported).**

2) **Only G.711 codec is supported (no G729)**

3) **Only 3Com EPICCenter Contact Center Agent is supported on Microsoft Windows Vista**

New Features in NBX R6.5

Native Voice Mail (RTPVM) in NBX SIP Mode — In addition to existing Voice Mail options available in NBX SIP mode, starting this release, native Voice Mail (RTPVM) is also supported.

With R6.5 in NBX SIP mode, G.711 and G.729 codecs are supported. Customized prompts such as Auto Attendant greetings, Delayed Announcements and other prompts are also available in each of these formats.

Invite with SDP — Starting this release, NBX supports sending INVITE with SDP, Session Description Protocol, for the outgoing calls. For calls from NIP devices, NBX sends INVITE with SDP, while for calls from SIP devices, the INVITE may or may not contain SDP depending on the INVITE received from the SIP device.

Note: NBX 6.5 supports processing of INVITE with or without SDP for a refresh (Re-INVITE) session.

Early Media Support — Early media refers to media that is exchanged before a particular session is accepted by the called user. NBX R6.5 supports playing early media coming over SIP trusted endpoints to 3Com IP phones. For SIP phones, NBX forwards the appropriate SIP messages to the phone to play early media. NBX cannot send early media SDP, if a third party SIP phone sends INVITE without the SDP.

Note: The SIP phones involved in the call must support early media SIP standard so that the early media is played accordingly. SIP phones not supporting early media generate a local ring-back in response to early media requests.

Ring Busy Feature — Starting this release, the Ring Busy feature allows an internal user to enable the Ring Busy settings so that busy tone is played to the caller when one of the system access lines is in use.

Memory Manager Enhancements — Starting this release, enhancements are done to the existing memory manager to improve performance. The

CDR Software — MIGRATED FROM VB TO .NET and different password type selection for user. User must re-select password type and input correct CDR password to download the CDR data from NBX. You can choose password type to log in and download CDR data. ("General Call Data Reporting Password" and "ACD Call Data Reporting Password",these two passwords can be changed by Administrator in netset "Password Administration".)

Support for 3102C Backlit phone — The 3102C Backlit Business phone is supported.

3Com IP Phone Support in R6.5 SIP Mode

Following SIP phones were tested with NBX R6.5 SIP Mode

NBX Devices	Part Number
2102B/PE Business Phone	3C10225B/PE or 3C10228IRB/PE (Legacy)
2101B/PE Basic Phone	3C10238B/PE (Legacy)
3100 Entry Phone	3C10399A/B (A model is Legacy)
3101 Basic Phone	3C10401A/B (A model is Legacy)
3101SP Basic Phone	3C10401SPKRA/B (A model is Legacy)
3102 Business Phone	3C10402A/B/C (A model is Legacy, **NEW** C model is backlit)
3103 Manager's Phone	3C10403A/B (A model is Legacy)
3106C Cordless Phone	3C310406A
3107C Cordless Phone	3C310407A
pcXset Soft Telephone Client	3C10316 (single license), 3C10154 (site license)
1105 Attendant Console	3C10123A or 3C10123B (Legacy)
3105 Attendant Console	3C10405A/B (A model is Legacy)
3108 Wireless Phone	3C10408A
1-port Analog Terminal Adapter	3C10400B

Gateway Software

- V7111 Analog Gateway 24 Channels(FXS)
  V5.20A.047.003 (24 ports)

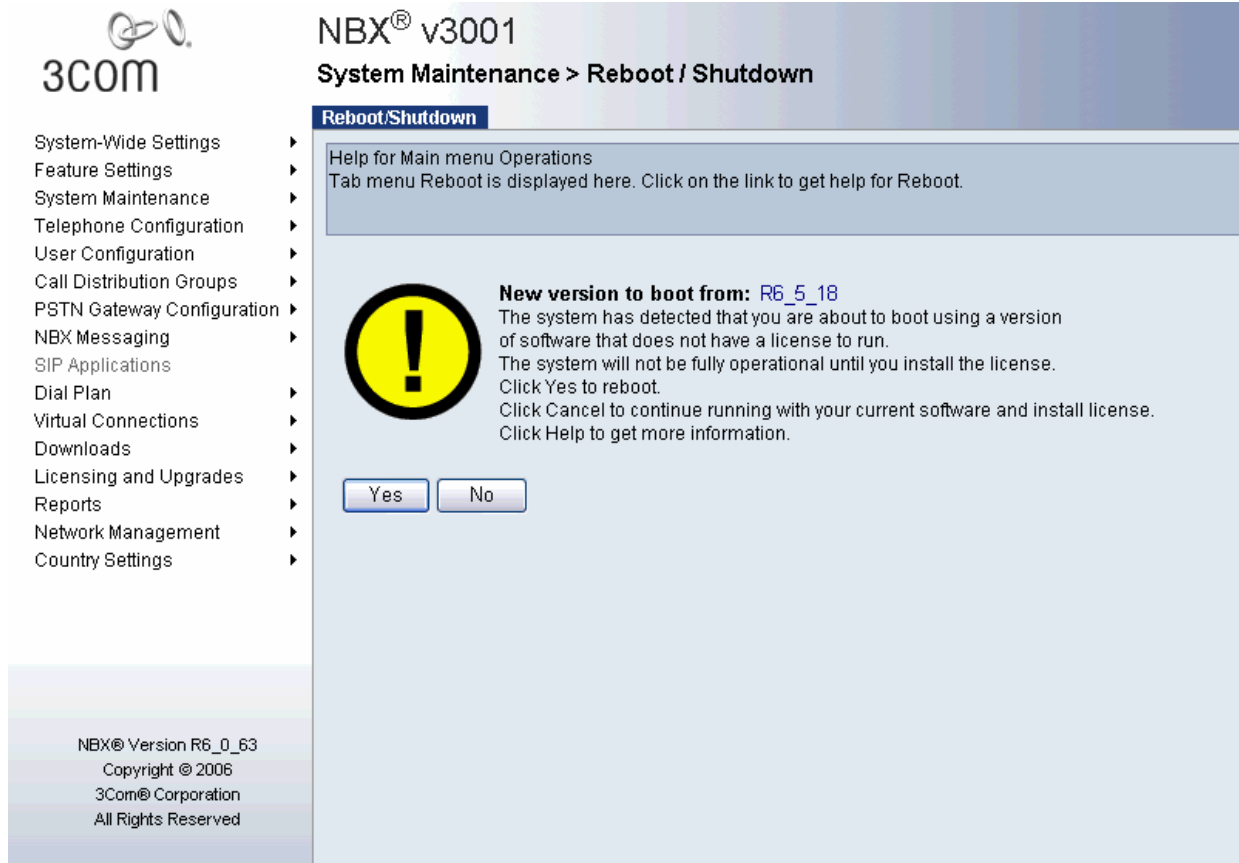## *Problems Corrected Since R6.0.63 (our last 6.0 release)*

- Removing the super User Class of Service is not allowed. (Id 54219)

- ACD group has custom hours. When an ACD group is closed and the NBX system is still open, calls through an Auto-Attendant to the ACD group will not hear the ACD Group closed announcement. (Id 54197)

- If a Netset administrator password contains non-numeric characters, you cannot change the hunt group password in the Call Distribution Groups/ hunt groups Netset page. Same as MR 48831 that was for ACD groups (Id 54193)

- You can do a pickup of ACD call but stats do not updated correctly (Id 54112)

- AA not stopping when selection is made or DTMF not stopping the AA (20081217-2-2-3552-0626132)

- Australian daylight savings time is incorrect (20081205-4-3-3552-0619791)

- Atlantic Daylight Savings time is not correct (20081205-3-3-3552-0619789)

- CDR Rerports will not download when using CDR Password. Must use administrator PW (20081229-1-3-3552-0632157)

- CDR purge interval for xml is 35 days maximum, should be same as .csv file which is 60 days (20090203-5-3-3552-0643903)

- CDR Report "Calls per Account Code" no longer allows you to print calls for all Account Codes (20090210-2-3-3552-0646269)

- CallP Suspend when in SIP mode on 6.0.64 (20081211-1-1-3552-0622845)

- Voice mail box corruption due to invalid character causes IMAP supended task (20081230-1-2-3552-0633272)

- VM port lockup. Users cannot access mailbox (20090106-3-1-3552-0635849)

- Network trace parsers do not parse g.722 data (20090203-3-3-3552-0643612)

- CDR Report "ACD Performance Record by interval" should highlight ACD extension (20090212-12-3-3552-0647401)

- ALC card built-in V3001a can not output line clibration info (RTD34045)

Known Anomalies and Considerations in R6.5

Hardware Support

- NBX100 will not be supported in R6.5

License

- If you are running R6.0, there is no need for a new license. While upgrading to R6.5 release, ignore the message that a new license is required by clicking "Yes". (Id 54138)

Voicemail (Vlan Tagging issue)

- Sites with VLAN tagging enabled in their previous version does not hear AA when calling into the on-board V3000 ALC port (Id 54240)

    Work around: enable SIP and keep the NCP ethernet port in an untagged network

    Note: If SIP is enabled in R6.5,it is not allowed to config vlan settings. When toggling from NIP to SIP the system will disable all the vlan settings automatically including vlan enable and vlan tagging enable.

ATA

- When a 3rd party SIP client make a call to built-in FXS port of V3000A with SIP SDP "ptime = 30" , the call will be established successfully but built-in FXS port will not detect user digit selection (DTMF signal).

    Work around : change sip client packet length time to 20ms (SIP default value)

508 Compliance

- There is no support for 508 compliance / TTY in G.729 mode

CDR

- During installation if message "An existing version is already installed" is prompted please uninstall any previous CDR version and then install the latest one.

- After upgrading software to R6.5, User must login as administrator and re-initialize the passwords. ("General Call Data Reporting Password" and "ACD Call Data Reporting Password",these two passwords can be changed by Administrator in netset "Password Administration".) After setting the

passwords NBX must be rebooted to active the password. In the CDR software the user must do right password type selection and input correct password.

Record greetings

- In R6.5 release when selecting SIP mode and G.729 codec user can only record greetings by IP phone and netset.

Access voicemail by netset

- In R6.5 release SIP mode and G.729 codec when user login by netset and click the link of a voicemail wav format file, windows will prompt user to download and save the wave file .Eeven the media player software can not play this file because it is in private format.

SIP Mode Operation

Codec Selection

- When choosing codec G.729 or G.711 with NBX Messaging in SIP mode, you can record your own greetings by IP phone or netset operation. Codec G.711 has better audio quality.

- In R6.5 with NBX Messaging in SIP mode when changing codec between G.711 and G.729 it will cause loss of all VM Messages, customer greetings for users and AA recorded greetings. You **MUST** do a system backup before changing codec.
  1. log in to the NBX NetSet utility using the administrator username and password
  2. click System Maintenance>System Backup
  3. click backup all
  4. save the backup file in a safe location

Upgrade or Switch software

- Before upgrading software to R6.5 you MUST follow steps listed below:
  1. log in to the NBX NetSet utility using the administrator username and password
  2. click System Maintenance>System Backup
  3. click backup all
  4. save the backup file in a safe location

- When upgrading software to R6.5 the following prompt will be shown

New version to boot from: R6_5_18
The system has detected that you are about to boot using a new version of software.
Would you like to retain your existing configuration data?
Click Yes to retain your data.
Click No to start with an empty database.
Click Cancel to continue running with your current software.

[Yes]   [No]   [Cancel]
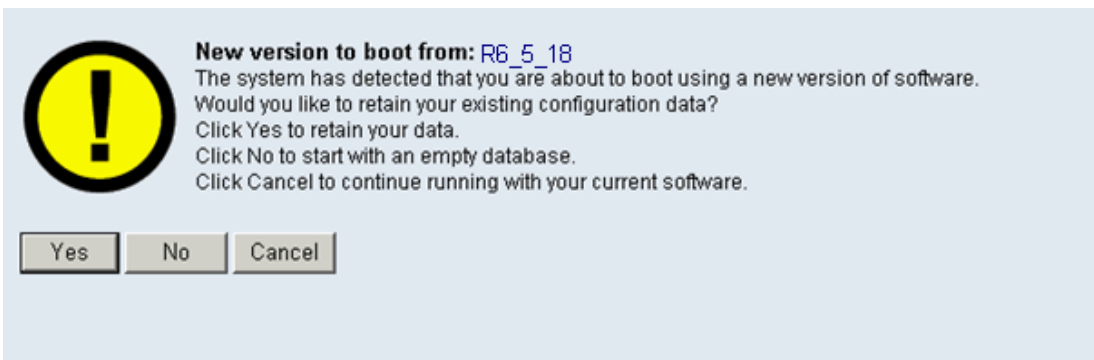
- Click Yes to retain your data: it means that all the settings will be saved in new version.

- Click No to start with an empty database: it means that all the users/telephones records, voicemails and VM/AA settings including greetings will be deleted, system started with an emty database and all the settings have to be restarted.

- Before switching software to old version, for example from R6.5 to R6.0, one **MUST** do a system backup for R6.5:

1. login to the NBX NetSet utility using the administrator username and password
2. click System Maintenance>System Backup
3. click backup all
4. save the backup file in a safe location

Toggle Work Mode

- In NBX R6.5 when toggling from non-SIP mode (native NBX protocol) to SIP mode, it will cause loss of all VM Messages, customer greetings for users and AA recorded greetings.

- In NBX R6.5 before toggling from non-SIP mode (native NBX protocol) to SIP mode one **MUST** do a system backup to avoid loss of configuration.
  1. login to the NBX NetSet utility using the administrator username and password
  2. click System Maintenance>System Backup
  3. click backup all
  4. save the backup file in a safe location

- After toggling from non-SIP mode (native NBX protocol) to SIP mode in R6.5 and configuring all the necessary data (users/telephones/system settings/greetings etc) it is highly recommended that one performs a system backup as a precausionary measure before switching back to native non-SIP (native NBX protocol) mode. This is to ensure all changes made while in SIP mode are preserved incase the NBX system is ever switched back to SIP mode for a second time. By backing it up, one guarantees that you will be able to restore that database to return to the original SIP configuration.

- In R6.5 SIP mode after switching software back to older version if you want to toggle work mode in R6.0 from SIP to non-SIP (native NBX protocol) an error will occur as shown below. One must do a system restore by using the backup file which is saved before upgrading software. After restoring the NBX system, one can toggle from SIP mode to non-SIP (native NBX protocol) mode.