RELEASE NOTES

NetVanta 7000 Series Products
AOS version R11.10.7.HA
March 7, 2017

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Introduction

AOS version R11.10.7.HA is a maintenance release that addresses customer issues that were uncovered in previous code releases.

This release is generally available code. Results obtained during internal testing have been evaluated and the code has been determined to be ready for general availability. Caveats discovered during testing but not addressed in this build are listed in *Errata - Call Control on page 10*.

Configuration guides, white papers, data sheets, and other documentation can be found in the ADTRAN Support Community, https://supportforums.adtran.com. The contents of these release notes will focus on ADTRAN's IP telephony products.

Supported Platforms

The following platforms are supported in AOS version R11.10.7.HA.

• NetVanta 7100 – IP Communication Platform

• NetVanta 7060 – IP PBX

For a list of the software and firmware requirements, refer to the table in *Minimum Software or Firmware Required for Interoperability on page 6*.

To confirm the Boot ROM version of the ADTRAN unit, telnet or console to the unit and issue the **show version** command. In the command output, the Boot ROM version will be listed as **Boot ROM version XX.XX.XX**. If you require a Boot ROM upgrade, please contact ADTRAN Technical Support (support@adtran.com or 888-423-8726) for assistance.

Hardware Requirements and Limitations

In an effort to maximize customer experience, whenever possible and applicable, ADTRAN will advertise the minimum hardware requirements for running the recommended software versions. While ADTRAN strives to support the newer software revisions on existing hardware, due to CPU, RAM, and other hardware limitations, it may not always be possible. In such instances, customers are advised to upgrade the hardware (including phones, NetVanta 7000 Series chassis, and accompanying networking gear) while upgrading their software, because performance issues and erratic behavior could cause certain product features to become nonfunctional. ADTRAN provides field advice whenever possible in these cases. Resellers and customers are advised to periodically check with ADTRAN Technical Support and field staff for these advisories, especially when upgrading to newer software revisions.

NetVanta 7100 Hardware

New features included with any AOS release warrant some attention before use by the customers, specifically the choice of the hardware platform on which the new AOS version will be installed.

There have been two revisions of NetVanta 7100 hardware. These are denoted by different part numbers: 1200796L1 (older) and 1200796E1 (newer). Beginning with AOS release A2.04, ADTRAN does not recommend using newer AOS versions on the older 1200796L1 units. These units continue to be field worthy and would continue to perform as expected for their useful lifetime on software revisions prior to A2.04. However, due to differences in hardware, some or all of the new features might not be supported on the older hardware (1200796L1).

The 1200796L1 is explicitly NOT recommended for use for the following features or firmware releases:

• For any firmware release R10.x or higher

• Support for greater than 50 users. DSP resources were increased on 1200796E1 units, allowing additional TDM to IP conversions. The user limit on the 1200796L1 remains unchanged.

• SIP trunks that require the NetVanta 7100 to perform transcoding. This conversion is required if the SIP trunk provider does not support G.729.

• Use of the Echo Return Loss (ERL) tool.

While there are no further known constraints for other features at this time, keep updated on any future advisory by ADTRAN. The recommended hardware for the AOS A2.05 and later features is 1200796E1. Contact your ADTRAN representative about the options available to you if you have a 1200796L1 unit, and want to use a newer release.

IP Phone Models

Beginning with release A4.x, the legacy Polycom phones (IP 430, IP 501, IP 601 and IP 4000) do not support all the features available in the current AOS and phone firmware releases. Customers could experience sluggish behavior on these older generation phones when used in conjunction with newer software releases. If you experience sluggish behavior after an upgrade, contact ADTRAN Technical Support for a solution. This could involve either upgrading the phone hardware (to the equivalent newer generation phone, such as IP 450, IP 550, IP 650, or IP 6000) or scaling back the feature load on the legacy phones.

Software Requirements and Limitations

This section defines the recommended firmware/software versions necessary for the related aspects of the NetVanta Unified Communications solution.

AOS Firmware Image Storage

AOS firmware images can be stored on flash/non-volatile random access memory (NVRAM) as well as on CompactFlash® memory. However, it is recommended that the primary firmware image be stored on flash/NONVOL and the backup firmware be stored on CompactFlash.

To copy the current image from flash/NVRAM to CompactFlash, use the **copy flash** *<filename>* **cflash** *<filename>* command.

Required AOS Bootcode Version

When upgrading to AOS version R11.10.7.HA, an upgrade to bootcode version A2.06.B1.01 is required. Check the table in *Minimum Software or Firmware Required for Interoperability on page 6* to verify you have the required minimum Boot ROM. Contact ADTRAN Technical Support for this bootcode version and instructions for loading it.

Minimum Software or Firmware Required for Interoperability

Product or Phone Model	Minimum Software or Firmware	Minimum Boot ROM
Remote NetVanta 7000 Series (when networking to another 7000 series device)	A4.10 or later	A2.06.B1.01
NetVanta 6355/Total Access 900(e) Series	A2.06 or later	-
NetVanta UC Server (as part of BCS)	UCS 5.0.1	Not applicable
ADTRAN IP 706/IP 712 phones	R2.3.0	2.1.0
Polycom IP 321/IP 331 phones	3.2.7	4.1.2b
Polycom IP 335, IP 450, IP 550/560, IP 650/670, IP 5000, IP 6000, IP 7000 phones	3.2.7	4.1.2b
Legacy Polycom IP 430, IP 501, IP 601, IP 4000 phones	3.1.8	4.1.2b

These files can be downloaded from http://www.adtran.com/support, select **Software Downloads**, and choose the appropriate phone model from the **IP 700 Series**. Contact ADTRAN Post Sales Technical Support at (888) 423-8726 or email: support@adtran.com, if you are unable to download these files.

Important Notices

The following important notices are provided in addition to the previous *Supported Platforms*, *Hardware Requirements and Limitations*, and *Software Requirements and Limitations* sections to ensure successful deployment.

Upgrades to AOS version R10.8.0 and Later

Beginning with AOS version R10.8.0, the syntax of certain commands was modified from previous AOS versions (such as AOS R10.5.x, R10.7.x) by either removing or adding the **ip** keyword. In general, when the **ip** keyword appears in a command, it signifies that the command is only applicable to IPv4 functionality. As more features introduce IPv6 support, the **ipv6** keyword is added to signify the command is only applicable to IPv6 functionality. The **ip** keyword has been removed from several commands to signify that the command has both IPv4 and IPv6 functionality.

Due to this syntax change, downgrading a NetVanta 7000 Series product configured in AOS version R10.8.0 or higher to a previous AOS version (such as AOS R10.5.x, R10.7.x), could cause service disruption because the new syntax might not be recognized by the previous version. Upgrading a unit from an older AOS version to AOS version R10.8.0 or later will not cause service disruption because both the old and the new syntaxes are accepted. **It is recommended that a full copy (data and voice settings) of the configuration be saved prior to upgrading to AOS R10.8.0 and above**. This can be done from the **Utilities > Configuration** page in the GUI.

For more information on specific commands, refer to the *AOS Command Reference Guide* available at https://supportforums.adtran.com.

Please note that the NetVanta 7000 series does not support IPv6 at this time. If you envision needing any IPv6 features natively on the NetVanta 7000 series, then contact your ADTRAN representative with your request. In general, we recommend using an IPv6 capable ADTRAN router with the NetVanta 7000 series for any IPv6 features.

Notice of Defined Voicemail File Limit

The NetVanta 7000 Series products can maintain a maximum of 3000 voicemails per system. The implementation of voicemail message expiration allows the system to remain within the defined limit. Upgrading the CompactFlash card to a larger card is not supported and will not result in more voicemail storage. Should you need to replace a failed CompactFlash card, contact ADTRAN Technical Support for assistance.

Updates to Web Interface Pages

On occasion, changes are made to web pages in the NetVanta 7000 Series web interface that may require files in the browser cache to be purged. This can be done in most browsers by deleting the browsing history or by pressing Ctrl-F5 in most cases.

Considerations Before Upgrading Related to SPRE Code Support for SLA

1. Local SPRE code dialing from an SLA requires phone dial plan changes. After upgrading to R10.6.0 software, newly created phone configurations will have the proper dial plan settings applied. For upgrade cases where SLA was already configured on an existing phone, the dial plans will be modified to support this new functionality. Please review the changes under the IP Phone configuration page and regenerate the phone configurations by using the admin login and browse to Voice>IP Phone Globals>Default Settings>, select "New and Existing Configurations" and select Apply.
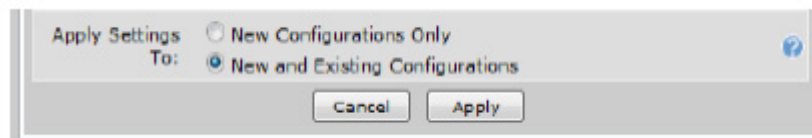
2. SPRE code dialing from an SLA could interfere with existing configurations if SPRE codes were used on SLA's prior to this release. Plese review your configuration to determine if SPRE codes were allowed prior to the upgrade (check SLA dial plans) and if so, you will need to configure the following command **voice spre-mode override <*xx>** using the appropriate codes in place of **xx**.

System Notes

This section outlines known caveats for AOS version R11.10.7.HA.

- Successive re-INVITE SIP messages to place a call on hold will be rejected with a SIP 400 Bad Request response if incoming music-on-hold is enabled on the SIP trunk.
- An external call from an analog phone may result in choppy music-on-hold when placed on hold by the analog phone.
- Inbound calls from Megapath (Broadsoft) SIP trunks fail to be delivered by FindMe-FollowMe to external numbers. Calls roll to next Call Coverage item upon answer at external number. **Workaround**: Enable **Ringback Only** and disable the **Accept** option in the FindMe-FollowMe configuration for the call to external party to be successful.
- A user account already registered to an IP phone (with a static registration or through the hot desk feature) may log into another hot desk phone. This results in the new hot desk phone becoming the active phone for that user account. The original IP phone is no longer registered to that user account.
- Caller ID may not be correctly sent when an SLA/SCA call is transferred to an extension.

- transport=TCP has been added in the Contact header on UDP SIP trunks.
- FindMe-FollowMe fails with Single Number Reach service in BCS.
- A received SLA call that is answered and then attended transferred to a remote party will have one-way audio.
- When a voice user is configured for the caller ID number to be empty, the name is also not transmitted.
- In FindMe-FollowMe with ADTRAN phones, setting Call Coverage for Ring Station Extension **Never** causes three-second delay on audio connection.
- Bria soft phones registered through a SIP security port always appear in the Suspect list.
- Inserting a CompactFlash card into the device while it is powered on results in reboot.
- SLA accept/reject templates have no affect on calls sent using the SLA.
- When a description is configured on an FXO interface, the information dialog boxes for the progress of the ERL tool do not function correctly even though the ERL tool runs successfully.
- Auto-link client traffic can negatively impact performance because it is not discarded when call volume is heavy.
- If a Simple Remote Phone calls a user that then coverages to FindMe-FollowMe and the FindMe-FollowMe is configured as **ringback-only**, **ring external**, and **press-to-accept**, the Simple Remote Phone user will hear no audio. **Workaround**: Disable **ringback-only** in the FindMe-FollowMe configuration for the called user.
- Polycom 450 configuration files for versions prior to R10 are not correctly updated when changing firmware versions.
- The **match ani** command used for ANI substitution will match on the received ANI prior to any global ANI substitutions. The **match ani** command used for adding or substituting diversion headers will match on the modified ANI after the global ANI substitutions are applied.
- During conferences that use the conference bridge in UC Server, when one member in a conference places the call on hold, music may stream to all members that have joined the conference.
- The Configuration Successfully Saved dialog box does not appear when saving the configuration from the System Summary GUI menu.
- Caller ID does not display on pickup *52xxxx*.
- The Personal Phone Manager's User Status monitoring list may return the list from the previous user's browser session if more than one user shares the desktop browser. The workaround is to delete all cookies and restart the browser.
- Calls with caller IDs that contain special characters can be disconnected when placed on hold by an Advatel IP Console.
- Adding a T1/E1 link to an existing Multilink PPP bundle using the GUI causes the PPP link to bounce when applied. The PPP link will go down and immediately recover; however, some packets could be lost. To work around this issue, a T1/E1 can be added using the CLI, and the link will stay up while the addition is applied.
- Calls using the G.729 CODEC are limited to 25 calls for E1 PRI.
- FindMe-FollowMe treats all calls from the auto attendant as internal calls.
- SNOM M3 phones do not support attended transfer at this time. This and other caveats will be documented in a future configuration guide for using the SNOM phones with the NetVanta 7000 Series.

- On the IP Phone Configs page, the list of Associated Accounts for each phone is displayed in numerical order rather than the order configured on the phone keys. The accounts are displayed in the correct order when editing a phone.

Features and Enhancements

This section highlights new features, commands, or behavioral changes in AOS R11.10.0.

- **Removed the restriction for the use of non ADTRAN branded phones (VVX3x0 and VVX4x0) with the NetVanta 7000 series.**

   Beginning with release R11.5.0, a restriction has been removed for non ADTRAN branded VVX model phones (VVX 300, VVX 310, VVX 400, and VVX 410). These Polycom branded VVX model phones will be configurable and interoperable with the NetVanta 7000 Series.

Fixes

This section highlights major bug fixes in AOS version R11.10.7.HA.

- When running AOS R11.10.7, if a voice user was configured with a **first-name** and a **last-name** and the first name was longer than the last name, a reboot occurred in certain call scenarios.

This section highlights major bug fixes in AOS version R11.10.7.

- The unit improperly sent a display name of a single space instead of omitting the display name if no first and last name was configured on a voice user.
- ICMP error responses were not properly forwarded through a destination NAT.
- The output of the **show voice call** command displayed **Unknown** as the CODEC for calls that had been disconnected instead of the last used CODEC.
- On a SIP to PRI call with late media (i.e. SDP offer in the 200 OK instead of the INVITE), if the ALERTING received on the PRI was immediately followed by a CONNECT, the call failed.

This section highlights major bug fixes in AOS version R11.10.6.

- Web GUI would not allow users to modify ring-group configurations.
- In rare cases, when connecting to an SMTP server that supported STARTTLS increased CPU utilization was seen until the unit was rebooted.

This section highlights major bug fixes in AOS version R11.10.5.

- Modem passthrough did not detect any fax/modem tones if inband call progress tones were provided and it took more than a few seconds to answer the call.
- Under some call external coverage scenarios, the user dialing in may not have heard ringback.

This section highlights major bug fixes in AOS version R11.10.4.

- A cyclical reboot issue occurred if CompactFlash corruption was detected when the system was booting up.
- If a dial string which contained an escaped sequence was received by the B2BUA from a registered SIP voice user or SLA, it was not unescaped at ingress. This led to double escaping at egress.
- High voicemail usage caused the system to run out of memory and reboot.

- External call coverage for numbers beginning with a 0 could not be configured on a ring group.

This section highlights major bug fixes in R11.10.3.

- If a 400, 500, or 600 level error response was received in response to a NOTIFY that was terminating the subscription, a subscription resource was leaked.
- Virtual user call coverage was reset to the default upon a system reboot.
- FindMe-FollowMe configuration did not function correctly after upgrading to the R11.10.1 or R11.10.2 release.
- On inbound calls over a SIP trunk to a ring group, a race condition occurred resulting in a loss of call audio.

This section highlights major bug fixes in AOS version R11.10.2.

- When attempting to push a large configuration using the Push Config feature on n-Command MSP, the configuration push failed with an error stating that Chunked Transfer was not supported.
- If a port was specified on a SIP server that was configured with an FQDN that resolved via a SRV record, the Request-URI, From URI, and To URI in REGISTER messages listed the configured port instead of the port from the SRV record.

This section highlights major bug fixes in AOS version R11.10.1.

- The number of call appearances for a shared line account on an IP phone was set incorrectly to 2 instead of 1.
- Unchecking the option to include a User Account in the System Directory did not remove that entry from the directory after it was updated.

This section highlights major bug fixes in AOS version R11.10.0.

- If the running configuration was downloaded from the device using the GUI, the file name would be too long to be uploaded to the unit.
- SLA line seizure would fail after the SLA had been blind transferred to voicemail on the previous call.
- Removing a voice trunk while calls were active resulted in the unit rebooting.

Upgrade Instructions

Upgrading ADTRAN products to the latest version of AOS firmware is explained in detail in the configuration guide *Upgrading Firmware in AOS*, available at https://supportforums.adtran.com. Firmware upgrades are available on the *Support/Software Downloads* section of the ADTRAN website at http://www.adtran.com.