

Upgrade path from previous releases

<--- IP Office Release 6.0 - GA February 26, 2010

The table below shows the necessary steps that must be taken to upgrade your IP Office system to Release 6.0. Once you have identified the steps involved please proceed to the note below. If running a software version older than 4.0 then please refer the one of the sections below. the current software version you have, it will be recognized when you come to upgrade your system.

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP406v2	4.0 / 4.1 / 4.2 / 5.0	5.0.999 Loader	Load 6.0
IP412	4.0 / 4.1 / 4.2 / 5.0	Load 6.0	--
IP500	4.0 / 4.1 / 4.2 / 5.0	Load 6.0	--
All modules	4.0 / 4.1 / 4.2 / 5.0	Load 6.0	--

*** Note:** To make for a smoother upgrade process it is recommended that you install your IP Office Release 6.0 Software Upgrade license before you proceed any further. Although the key may not be recognized immediately by the system, dependant on the current software version you have, it will be recognized when you come to upgrade your system.

<--- IP Office Release 5 - GA August 3, 2009

The table below shows the necessary steps that must be taken to upgrade to Release 5

Platform	Current Release	Upgrade Step 1	Upgrade Step 2	Upgrade Step 3
IP406v2	2.1(27)	Load 2.1(35) and higher	Load 4.2	Load 5.0
IP406v2	2.1(35) and higher	Load 4.2	Load 5.0	
IP406v2	3.0 Load	4.2 Load	Load 5.0	
IP406v2**	3.1(62) and lower	3.1.999 Loader **	Load 4.2	
IP406v2	3.1(63) and higher	Load 4.2	Load 5.0	
IP406v2	3.2	Load 4.2	Load 5.0	
IP406v2	4.0 / 4.1 / 4.2	Load 5.0		
IP412	2.1	Load 4.2	Load 5.0	
IP412	3.0	Load 4.2	Load 5.0	
IP412	3.1	Load 4.2	Load 5.0	
IP412	3.2	Load 4.2	Load 5.0	
IP412	4.0 / 4.1 / 4.2	Load 5.0		
IP500***	4.0.0***	Load 5.0		
IP500	4.0 / 4.1 / 4.2	Load 5.0		
DSv2 module*	2.1	3.2(999) Loader*	Load 5.0	
DSv2 module*	3.0	3.2(999) Loader*	Load 5.0	
DSv2 module*	3.1	3.2(999) Loader*	Load 5.0	
DSv2 module*	3.2	3.2(999) Loader*	Load 5.0	
DSv2 module*	4.0 / 4.1 / 4.2	Load 5.0		
All other modules	2.1/3.0/3.1/3.2 4.0/4.1/4.2	Load 5.0		

Note: The IP Office Small Office Edition is not supported with R5 software

***Note:** When upgrading DSv2 modules to the 3.2(999) release an additional step may be needed. If the modules are attached to an IP406v2 system the Upgrade Wizard will report an error if there is not an IP406u.bin file in the V3_2_999 directory. Please copy the IP406u.bin file from the Manager directory to the V3_2_999 directory before attempting to upgrade the DSv2 expansion modules.

**** Note:** The 3.1.999 loader can be found in the bin\IP406v2\V3_1_999 directory of the admin CD or in the Manager\V3_1_999.

***** Note:** The IP Office 500 system is shipped from the factory with software version 4.0.0 installed. This is not a fully functioning version of software and MUST be upgraded to the IP Office 5.0 software.

<--- IP Office Release 4.2 - GA August 11, 2008

The table below shows the necessary steps that must be taken to upgrade to release 4.2

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
SOE	2.1	3.2(999) Loader	Load 4.2
SOE	3	3.2(999) Loader	Load 4.2
SOE	3.1	3.2(999) Loader	Load 4.2
SOE	3.2	3.2(999) Loader	Load 4.2
SOE	4	Load 4.2	
IP406v2	2.1(27)	Load 2.1(35) and higher	Load 4.2
IP406v2	2.1(35) and higher	Load 4.2	
IP406v2	3.0	Load 4.2	
IP406v2**	3.1(62) and lower	3.1.999 Loader **	Load 4.2
IP406v2	3.1(63) and higher	Load 4.2	
IP406v2	3.2	Load 4.2	
IP406v2	4	Load 4.2	
IP412	2.1	Load 4.2	
IP412	3	Load 4.2	
IP412	3.1	Load 4.2	
IP412	3.2	Load 4.2	
IP412	4	Load 4.2	
IP500***	4.0.0***	Load 4.2	
IP500	4	Load 4.2	
DSv2 module*	2.1	3.2(999) Loader*	Load 4.2
DSv2 module*	3	3.2(999) Loader*	Load 4.2
DSv2 module*	3.1	3.2(999) Loader*	Load 4.2
DSv2 module*	3.2	3.2(999) Loader*	Load 4.2
DSv2 module*	4	Load 4.2	
All other modules	2.1/3.0/3.1/3.2/4.0	Load 4.2	

* **Note:** When upgrading DSv2 modules to the 3.2(999) release an additional step may be needed. If the modules are attached to an IP406v2 system the Upgrade Wizard will report an error if there is not an IP406u.bin file in the V3_2_999 directory. Please copy the IP406u.bin file from the Manager directory to the V3_2_999 directory before attempting to upgrade the DSv2 expansion modules.

** **Note:** The 3.1.999 loader can be found in the bin\IP406v2\V3_1_999 directory of the admin CD or in the Manager\V3_1_999

*** **Note:** The IP Office 500 system is shipped from the factory with software version 4.0.0 installed. This is not a fully functioning version of software and MUST be upgraded to the IP Office 4.2 software.

<--- IP Office Release 4.1 - GA December 17, 2007

The table below shows the necessary steps that must be taken to upgrade to release 4.1.

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
SOE	2.1	3.2(999) Loader	Load 4.1
SOE	3.0	3.2(999) Loader	Load 4.1
SOE	3.1	3.2(999) Loader	Load 4.1
SOE	3.2	3.2(999) Loader	Load 4.1
SOE	4.0	Load 4.1	
IP406v2	2.1(27)	Load 2.1(35) and higher	Load 4.1
IP406v2	2.1(35) and higher	Load 4.1	
IP406v2	3.0	Load 4.1	
IP406v2**	3.1(62) and lower	3.1.999 Loader **	Load 4.1
IP406v2	3.1(63) and higher	Load 4.1	
IP406v2	3.2	Load 4.1	
IP406v2	4.0	Load 4.1	
IP412	2.1	Load 4.1	
IP412	3.0	Load 4.1	
IP412	3.1	Load 4.1	
IP412	3.2	Load 4.1	
IP412	4.0	Load 4.1	
IP500***	4.0.0***	Load 4.1	
IP500	4.0	Load 4.1	
DSv2 module*	2.1	3.2(999) Loader*	Load 4.1
DSv2 module*		3.2(999) Loader*	Load 4.1
DSv2 module*		3.2(999) Loader*	Load 4.1
DSv2 module*		3.2(999) Loader*	Load 4.1
DSv2 module*	4.0	Load 4.1	
All other modules	2.1/3.0/3.1/3.2/4.0	Load 4.1	

* **Note:** When upgrading DSv2 modules to the 3.2(999) release an additional step may be needed. If the modules are attached to an IP406v2 system the Upgrade Wizard will report an error if there is not an IP406u.bin file in the V3_2_999 directory. Please copy the IP406u.bin file from the Manager directory to the V3_2_999 directory before attempting to upgrade the DSv2 expansion modules.

** **Note:** The 3.1.999 loader can be found in the bin\IP406v2\V3_1_999 directory of the admin CD or in the Manager\V3_1_999

*** **Note:** The IP Office 500 system is shipped from the factory with software version 4.0.0 installed. This is not a fully functioning version of software and MUST be upgraded to the IP Office 4.1 software.

<--- IP Office Release 4.0 - GA February 26, 2007

The table below shows the necessary steps that must be taken to upgrade to release 4.0.

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
SOE	2.1	3.2(999) Loader	Load 4.0
SOE	3.0	3.2(999) Loader	Load 4.0
SOE	3.1	3.2(999) Loader	Load 4.0
SOE	3.2	3.2(999) Loader	Load 4.0
IP406v2	2.1(27)	Load 2.1(35) and higher	Load 4.0
IP406v2	2.1(35) and higher	Load 4.0	
IP406v2	3.0	Load 4.0	
IP406v2**	3.1(62) and lower	3.1.999 Loader **	Load 4.0
IP406v2	3.1(63) and higher	Load 4.0	
IP406v2	3.2	Load 4.0	
IP412	2.1	Load 4.0	
IP412	3.0	Load 4.0	
IP412	3.1	Load 4.0	
IP412	3.2	Load 4.0	
IP500***	4.0.0 ***	Load 4.0	
DSv2 module*	2.1	3.2(999) Loader*	Load 4.0
DSv2 module*	3.0	3.2(999) Loader*	Load 4.0
DSv2 module*	3.1	3.2(999) Loader*	Load 4.0
DSv2 module*	3.2	3.2(999) Loader*	Load 4.0
All other modules	2.1/3.0/3.1/3.2	Load 4.0	

* **Note:** When upgrading DSv2 modules to the 3.2(999) release an additional step may be needed. If the modules are attached to an IP406v2 system the Upgrade Wizard will report an error if there is not an IP406u.bin file in the V3_2_999 directory. Please copy the IP406u.bin file from the Manager directory to the V3_2_999 directory before attempting to upgrade the DSv2 expansion modules.

** **Note:** The 3.1.999 loader can be found in the bin\IP406v2\V3_1_999 directory of the admin CD or in the Manager\V3_1_999

*** **Note:** The IP Office 500 system is shipped from the factory with software version 4.0.0 installed. This is not a fully functioning version of software and MUST be upgraded to the IP Office 4.0 GA software.

All other modules	2.1/3.0/3.1/3.2/4.0	Load 4.1
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* **Note:** When upgrading DSv2 modules to the 3.2(999) release an additional step may be needed. If the modules are attached to an IP406v2 system the Upgrade Wizard will report an error if there is not an IP406u.bin file in the V3_2_999 directory. Please copy the IP406u.bin file from the Manager directory to the V3_2_999 directory before attempting to upgrade the DSv2 expansion modules.

** **Note:** The 3.1.999 loader can be found in the bin\IP406v2\V3_1_999 directory of the admin CD or in the Manager\V3_1_999

*** **Note:** The IP Office 500 system is shipped from the factory with software version 4.0.0 installed. This is not a fully functioning version of software and MUST be upgraded to the IP Office 4.1 software.

<--- IP Office Release 3.2 - GA July 24, 2006

- Check IP Office Technical Bulletins Check the latest IP Office Technical Bulletin for the IP Office software release before proceeding any further. It may contain information relating to changes that occurred after this document was completed. Bulletins are available from <http://support.avaya.com>.
- WAN3 and WAN3 10/100 Modules Upgrade each WAN3 module separately and only after having upgraded the control unit and any other expansion modules.
- Upgrading pre-Level 2.1 Systems For IP Office Systems with software Level 2.0 or earlier, the upgrade procedure must be done from a PC with a fixed IP address on the same subnet and LAN segment as the IP Office.
- Multi-Stage Upgrades Due to the need to adjust internal memory allocation, for certain upgrades some control units need to perform a multi-stage upgrade process.

The table below shows the necessary steps that must be taken to upgrade to release 3.2.

Platform	Upgrade	Stages Required
SOE	To 3.2 or higher.	This unit can be upgraded to 3.2.
IP403	To between 2.0 and 2.1(27)	The IP403 must first be upgraded to level 1.99. Once upgrade to 1.99, the unit can be upgraded
	To 2.1(28) or higher	The IP403 must first be upgraded to level 2.99.
IP406 V1	To 3.1 or higher.	The control unit must first be upgraded to level
IP406 V2	To 3.1 or higher.	The control unit must first be upgraded to level
	To 3.2 or higher.	The control unit must first be upgraded to level

• **Multiple Managers**

If more than one copy of Manager is running it is possible for the IP Office to request BIN files from a different Manager from the one that started the upgrade process. Ensure that only one copy of Manager is running when upgrading an IP Office system.