



## Product Bulletin

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# Nortel IP Softphone 2050 Maintenance Release 3.4 (Build 4003) General Availability - Global

## REVISION HISTORY

Date	Revision #	Summary of Changes
30 October 2009	Original bulletin	This is the original publication

## Introduction

Nortel is pleased to announce the general availability of a maintenance release for the IP Softphone 2050 Release 3.4 (Build 3.4.003) for Windows PC. This maintenance release delivers several minor enhancements to the IP Softphone 2050 as well as a large number of fixes.

This maintenance release is being provided as a no charge update to all customers who have purchased or upgraded to Release 3.0.

Note that this release is for Windows PC on Communication Server 1000 and CS2000/2100. IP Softphone 2050 Release 2.x for Windows PC shall remain active as the current release for servers not declaring GA of IP Softphone 2050 Release 3.0 for Windows PC (i.e., BCM, SRG).

## ***New Features/Enhancements with IP Softphone 2050 Release 3.4***

The Nortel IP Softphone 2050 Maintenance Release 3.4 provides the following enhancements:

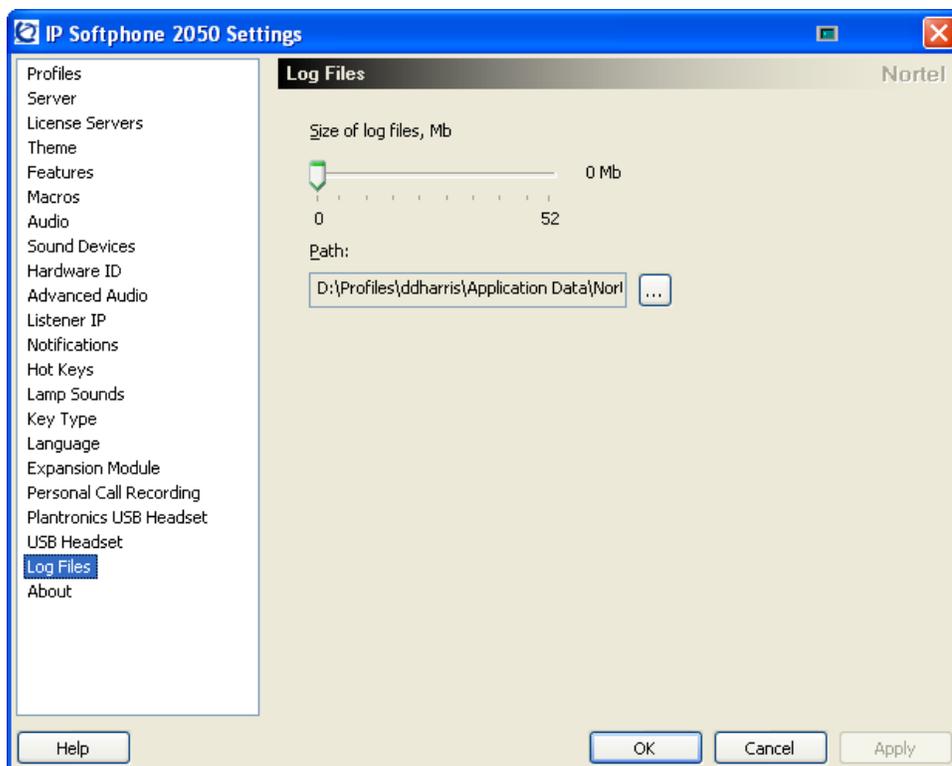
- Support for Microsoft Windows 7
- Log file improvements

### **Windows 7**

Microsoft Windows 7 is now supported.

### **Log File Improvements**

The IP Softphone 2050 settings menu now includes an option to allow control over the size of log files to accommodate deployments where the corporate policy on user profile space is limited. The total size for all log files may now be set to a pre-determined size or logging can be turned off completely by setting to a value of zero. Note that disabling the logging function is not recommended as the log files are essential to product support in troubleshooting a problem.



## **Quality Improvements**

The Nortel IP Softphone 2050 Maintenance Release 3.4 contains numerous resolved issues and closed cases. The list of resolved customer reported issues since Release 3.3 are listed below.

### **Customer Issues Resolved**

<b>Case ID</b>	<b>Description</b>
<a href="#">090304-89596</a>	IP Softphone 2050 freezes when calls are answered on Nortel USB Headset
<a href="#">081009-83319</a>	IP Softphone 2050/3.3 One-way speech path
<a href="#">090903-09977</a>	IP Softphone 2050 getting double DTMF tones on CS2100
<a href="#">090317-99855</a>	New Call Voice Notification fails to say the CLID properly
<a href="#">090526-47034</a>	Translation error in GUI – correct word “Release” in French, German and Spanish
<a href="#">090515-40414</a>	Agent voice is recorded on IPCR after Mute key is activated
<a href="#">090510-36664</a>	IP Softphone 2050 Logs have no limit in size

## **Supported Platforms**

### **Operating Systems**

Microsoft Windows XP, Windows Vista, Windows 7

Note 1: 64 bit versions of Windows are not supported.

Note 2: Although the IP Softphone 2050 may run in VDI (Virtual Desktop Infrastructure) environments such as VM Ware and Citrix Xen Desktop, these have not been officially tested by Nortel and are therefore not supported.

### **Call Servers**

Nortel CS1000: Release 4.5, 5.0, 5.5, 6.0

Nortel CS2100: CICM 10.1 MR on Release SE10, SE11 and SE13

## **Technical Advisements for Release 3.4 (Build 4003)**

Below are known issues that are unresolved in Build 4003. Although still unresolved, they are non-service affecting and are deemed not to be critical as to prevent this software release going to General Availability. It is our intention to provide a resolution to these issues in a future maintenance. Consult your Nortel representative for further details.

### Q02081684

Installing the IP Softphone 2050 on a PC with a Cisco VPN client can cause issues with duplicate MAC addresses.

If a user installs IP Softphone 2050 software application on a PC while the PC is connected to Cisco VPN client, the IP Softphone 2050 application will use Cisco VPN Client MAC address as the default Hardware ID instead of the PC hardware ID.

When a site has multiple instances of the IP Softphone 2050 and installs IP Softphone 2050 software application while connected to the Cisco VPN client, all of the PCs will have the same hardware ID. The Call Server will allow only a unique hardware ID to be registered on the system per IP Phone. If an IP Softphone 2050 client with a Hardware ID is already registered to Call Server and another IP Softphone 2050 client is trying to register with the same hardware ID, the Call Server will generate error: "SRPT062 Request to register TN rejected. DUPLICATE tn = 200-01-04-03 hwid = 1200059a3c7800660" indicating the hardware ID is already used by another IP Phone.

Work-around: If a user installs IP Softphone 2050 software on a PC while the PC is not connected to Cisco VPN client, the IP Softphone 2050 application will correctly use the PC MAC address as default Hardware ID. Therefore, to prevent the IP Softphone 2050 client from using Cisco MAC address as hardware the ID, insure that the Cisco VPN Client is closed when installing IP Softphone 2050 software application on a PC and also when using "Auto-Create" command in Settings prompt to generate a different hardware ID.

### Screen Pops:

In order for call pop-ups to work properly, please be sure that your call server release supports cookies for 2050. The following patches are required on the CS1000 to have the cookie support enabled (please refer to MPLR library for more details):

Release 4.5 – MPLR24248, MPLR25118

Release 5.0 – MPLR24248

Release 5.5 – MPLR24248, MPLR25653

Note: In a Contact Center environment, caller information such as Caller ID and Caller Name are not displayed in the pop-up window for the incoming calls when the Phonetset Display is configured on the Contact Center.

Q02071272

If the log folder has been moved from its default location, it will not be removed on un-installation of the IP Softphone 2050. A work-around is to move the log files back to the default folder before performing the un-install. In that case log files will be removed.

Log files:

The Log Files path setting is applied for the whole IP 2050 application and is not profile specific. Each user logged into the system may configure their own Log File path.

## **Ordering Guidelines and Procedures**

The Nortel IP Softphone 2050 Release 3.4 Maintenance Release for Windows PC is generally available globally as of October 30<sup>th</sup>, 2009.

Software licensing was introduced with the Nortel IP Softphone 2050 Release 3 for Windows PC client. Software licensing eliminates the requirement to purchase a CDROM copy of the IP Softphone 2050 Release 3 client application on a per-desktop basis. Instead, Right-to-Use Licenses are purchased from Nortel's Keycode Retrieval System (KRS) which is accessible via the Nortel support portal at the link below:

[www.nortel.com/support/tools/krs](http://www.nortel.com/support/tools/krs). Additional information on generating and retrieving keycodes is provided in a later section of this notice.

IP Softphone 2050 Release 3 software licensing is based on "pool-of-users" approach to provide increased cost-effectiveness to customers. For example, if a customer has identified that they have 100 active users of the IP Softphone 2050 Release 3 client at any given time out of a total population of 500 IP Softphone 2050 users, then they should plan on purchasing 100 (or more) licenses to support their employees. An active (or "checkout") license is required in order to make a call with the IP Softphone 2050 Release 3 client. Licenses are hosted on a Licensing Server, which is a customer supplied PC and is located at the customer premise.

Three order codes are established with IP Softphone 2050 Release 3. There is a Right-to-Use (RTU) license for new IP Softphone 2050 Release 3 client purchases. An upgrade Right-to-Use license has been established offering a discount for installed base customers of Release 1.x and 2.x wishing to upgrade to Release 3.. Finally, for customers wishing to have a CDROM copy of the IP Softphone 2050 client .exe file on premise, a third order code has been made available for such a purpose.

New Purchases:

<b>PEC</b>	<b>Description</b>
NTDW84BA	IP Softphone 2050 RIs 3 New User License (CS 1000/CS2000/CS2100)

Upgrades from IP Softphone 2050 Releases 1.x/2.x to Release 3:

PEC	Description
NTDW84CA	IP Softphone 2050 Upgrade License from Rls 1 and 2 (CS 1000)

Software CD Package (CS 1000):

PEC	Description
NTDW84FA	IP Softphone 2050 Software CD Package (CS 1000) NOTE: This CD may not contain the most recent IP Softphone 2050 v3 software. The most recent version can be downloaded from <a href="http://www.nortel.com/support">www.nortel.com/support</a> .

Upgrades from IP Softphone 2050 Release 3.x:

Customers who have previously purchased and installed an earlier version of IP Softphone 2050, may download this maintenance release from [www.nortel.com/support](http://www.nortel.com/support) using their existing licencing. Please refer to the following section.

## **Software Download**

Those users who have purchased and installed Release 3.0 and later may proceed to download the upgrade version of 3.4. If the software has not been installed, the full 3.0 installation must be done first:

### *Full Software Download Instructions:*

To download the complete software file from the Nortel web site, follow these instructions:

**Note: You will need to login to complete the steps below.**

1. Access the [www.nortel.com/support](http://www.nortel.com/support) web site.
2. Select “**Phones, Clients & Accessories**”.
3. Select “**IP Softphone 2050**” on the Phones, Clients & Accessories page.
4. Select “**Software Downloads**” on the IP Softphone 2050 page. Select “Major Release”
5. Select the “**IP Softphone 2050 Release 3.0**” link.
6. Download either the .exe file or the Windows MSI file as required for the IP Softphone 2050 client software which is installed on each PC.
7. Download the “Licence Server Software” which is installed on a customer-provided PC and provides licences to each installed IP Softphone 2050 client.
8. Refer to the applicable NTP for instructions on installing and configuring.

### *Release 3.4 Maintenance Upgrade Software Download Instructions:*

To download the upgrade file from the Nortel web site, follow these instructions:

**Note: You will need to login to complete the steps below.**

1. Access the [www.nortel.com/support](http://www.nortel.com/support) web site.
2. Select “**Phones, Clients & Accessories**”.
3. Select “**IP Softphone 2050**” on the Phones, Clients & Accessories page.

4. Select “**Software Downloads**” on the IP Softphone 2050 page. Select “Maintenance Release”
5. Select the “**IP Softphone 2050 R3.04.0003**” link.
6. Download either the .exe file or the Windows MSI file as required for the IP Softphone 2050 client software which is installed on each PC.
7. Refer to the applicable NTP for instructions on installing and configuring.

## ***Keycode Retrieval Process from KRS***

Before proceeding with the install, you must have the following information available:

- Fully Qualified Domain Name (FQDN) of the PC on which the Licence Server Software is installed.
  - The IP Softphone 2050 v3 Licence Server Software can be pre-installed and used to determine the FQDN of the PC.
- Purchase Order Number

Registering/generating keycodes for the IP Softphone 2050:

1. Access the [www.nortel.com/support](http://www.nortel.com/support) web site.
2. Select “**Support & Training – Online Self-Service – Keycode Retrieval**”.
3. At Step 1, Select “**Global Login**”
4. At Step 2 , Select product family “**IP Softphone 2050**”
5. Enter login credentials.
6. Click on “**Product Registration**” on the sidebar.
7. Enter hostname in Site Name
  - Note: CLLI code is not used for the 2050
8. Enter the geographical location in City, Country , State fields.
  - Note: This information is used for reference purposes only.
9. Click **Save**

Assuming an order has been placed for a number of users. SAP will have created a non-stock PO and will send to KRS.

10. Click on “**Generate Keycode**” on the sidebar
11. At Step 1, Enter the Host ID into the **Enter HostID** field.
12. At Step 2, Enter the **Purchase Order Number**. Alternatively, you can search by Nortel Order #, COEO, Customer PO# or Alternate Order #.
  - Note: COEO = Common Equipment order number for carrier customers.
  - Authorization codes are used by stocking distributors.
13. At Step 3. Select the quantity of the number of licenses desired.
14. Click **Continue**. The program then returns back to the Select PO screen to allow users to pull licenses from multiple POs if desired.
15. Click **Go To Summary**
16. Click **Generate Keycode**. A new keycode is generated in KRS database. The User is then directed to the Keycode Retrieve screen.
17. Select **Download Keycode** and apply to the system. Saves as a .lic file on the local system.

Expansions:

1. Click on “**Generate Keycode**” on the sidebar
2. At Step 1, Enter the Host ID from the previous step into the **Enter HostID** field.
3. At Step 2, Enter the **Purchase Order Number** to pull license entitlement from.
4. At Step 3. Enter quantity of additional number of seats required.
5. Click **Generate Keycode**.

Note: With the IP Phone 2050, each license increment generates an additional license file. This is different from other products where a single license file is revised to include the additional values.

If you are experiencing any problems with the KRS system, click on the **CONTACT KRS SUPPORT** link at the bottom of the page.

## ***Documentation***

The following documents are associated with Nortel IP Softphone 2050 Release 3.4 Maintenance Release for Windows PC:

- Communication Server 1000 IP Phones Fundamentals [NN43001-368]
- IP Softphone 2050 User Guide [NN43119-101]
- IP Softphone 2050 Call Center User Guide [NN43119-100]

These documents can be found on the Nortel Technical Support Portal at:

<http://support.nortel.com/go/main.jsp?cscat=DOCUMENTATION&poid=10601>

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