



Product Support Notice

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Name of problem

IP Office IP500 V2 and Digital Station 8 (DS8) replacement.

Products affected

IP Office 11.1.2.x, IP Office 11.0.4.x, IP500 V2, DS8 module, IP500 V2A and DS8A.

Problem description

The IP500 V2 and DS8 modules will be replaced with the IP500 V2A and DS8A versions, this is to address parts obsolescence. Both the IP500 V2A and DS8A modules are supported with IP Office Release 11.1.x and IP Office Release 11.0.4.7 with the Critical Patch 11.0.4.7.1 build 1 or higher.

When first installing an IP500 V2A on Release 11.0.4.7 you must also install the Critical Patch 11.0.4.7.1 build 1. This must be done on the System SD card by replacing the ip500v2_se.bin (11.0.4.7.0 build 6) with ip500v2_se.bin (11.0.4.7.1 build 1 critical patch) in System SD/system/primary.

If the Critical Patch isn't installed at this time then it won't be possible to upgrade the unit using the standard administration tools.

The above process does not apply to an IP500 V2A when first installed with Release 11.1.x or higher.

DS8A base cards are supported in the IP500 V2 and IP500 V2A when running 11.1.x and 11.0.4.x or higher software. (Up to 4 DS8A cards may be installed)

The legacy DS8 module is NOT supported in the IP500 V2A chassis. All other IP500 V2 modules are supported in the IP500 V2A chassis.

To manage and administer the IP500 V2A and DS8A, the minimum requirement is the IP Office Release 11.1.x or higher Admin tools, this is also the case to perform any upgrade of the IP500 V2A.

Resolution

n/a

Workaround or alternative remediation

n/a

Remarks

n/a

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