



IP Office Technical Bulletin

Bulletin No: 210
Release Date: 6th November 2017
Region: Global

Updated Release - IP Office Release 10.0 Service Pack 5

Avaya is pleased to announce the availability of an updated Service Pack 5 for IP Office Release 10.0 software. This is a replacement of the original Service Pack addressing an issue when upgrading IP Office DS16/30A and DS16/30B expansion modules. This does not affect DS16/30B2 expansion modules.

1. 1 Overview

IP Office Release 10.0 Service Pack 5 incorporates new software for:

IP Office Core Switch 10.0.0.5.0.4
 IP Office Server Edition 10.0.0.5.0.4

All other software remains unchanged, for further details please refer to Technical Bulletin 208

The IP Office Administration and application software can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

Table 2: Firmware deliverables

ip500v2.bin	10.0.0.5.0 build 4
avdcpb2.bin	10.0.0.5.0 build 4
avpots16.bin	10.0.0.5.0 build 4
dvppots.bin	10.0.0.5.0 build 4
naatm16.bin	10.0.0.5.0 build 4
naDCP-16.bin	10.0.0.5.0 build 4
nadcpV2.bin	10.0.0.5.0 build 4
nas0-16.bin	10.0.0.5.0 build 4
nadcpaV1.bin	10.0.0.5.0 build 4

nadcpv2.bin loader update version	3.2(999)
-----------------------------------	----------

2 IP Office Resolved Issue

The upgrading of DS16/30A and DS16/30B expansion modules from 10.0.0.5.0 build 3 to any future available versions will fail showing the following error: The IP Office Manager Upgrade Wizard will display the progress of the upgrade as “Processing” continually until eventually displaying a Timed-Out error.

The DS16/30A and DS16/30B expansion module will continue to work, but it will still be at the original 10.0.0.5.0 build 3 version of software. To allow the DS16/30A and DS16/30B to be upgraded to any future builds of software please use the following process.

To recover your DS16/30A and DS16/30B module, you will need to force the upgrade using the following procedure:

1- Put the new image (which includes the fix) on the IP500V2 SD card (system/primary folder) – The dsaupnV1.bin file will be copied to the memory card automatically during the previous upgrade attempt upgrade your IP Office system to 10.0.0.5.0 Build 4 (Or any later release.) This can be checked using Manager>Embedded File Management and checking the file’s modified date in the SD Card file list System/Primary.

2- Use Tera Term, PuTTY or a similar tool to communicate with the unit via the serial port (baud 38400) using a DTE cable. Check that the DTE cable is communicating with the expansion module by typing AT<CR>

3- Power cycle the unit and hold the keyboard ESC key down at the same time to enter the loader

4- Enter, "AT-X" <CR> command, the unit will start the upgrade. This can take up to 10 minutes.

After this upgrade, you can use the Upgrade Wizard to upgrade to any further builds

Example DTE console prints during forced upgrade

3 - Power cycle the expansion module while holding down the ESC key to get into the Loader command prompt:

DIG ADP(16/30) V2 Loader 1.1
Build Date: Oct 24 2016, 20:10:17
Processor Version 2.4
uC Model is LMS1811
Fpga Type 0
Board Version 0x06
External Mem Post: Passed
External Mem Size: 33554432
Heap Start = 0x20000DBC, Heap Size = 0x00004500
Stack Start = 0x20007400, Stack Size = 0x00002000
Heap Used = 0x000002CC, Free = 0x00004234
Stack Used = 0x00000058, Free = 0x00001FA8
Flashsize = 0x00040000
Memsize = 0x00008000
Number of Vectors = 0x00000047
Reset Reason: PowerOn
Reset Reason: External
DS30B RJ45
System Clk = 50000000
Numonyx 0x20, 0x00800000
Raw Flash Info: Mfgr ID: 0x20, Device Type: 0x20, Device Capacity: 0x17
0x60000000
Checking image from flash...
Reading FPGA image from flash...
Programming FPGA ...
Msec ticks 4627
Programming Passed FPGA version = 0xF2, 0x01!
Msec ticks 11216

4 - Start the upgrade by typing AT-X then return – this will pull the dsaupnV1.bin firmware from the memory card and send it to the DS expansion unit

AT-X <CR>
TDM enabled
TFTP Poll filename = dsaupnV1.bin
TFTP Poll Sent
IPO says Hello
IPO says Hello
About to send ACK = 1, offset = 0x00000000, len=512
TFTP Load Start
About to send ACK = 2, offset = 0x00000200, len=512
About to send ACK = 3, offset = 0x00000400, len=512
About to send ACK = 4, offset = 0x00000600, len=512
About to send ACK = 5, offset = 0x00000800, len=512
About to send ACK = 6, offset = 0x00000A00, len=512
:
:

About to send ACK = 4254, offset = 0x00213A00, len=512
About to send ACK = 4255, offset = 0x00213C00, len=504
TFTP Load complete, bytes rxd = 2178552
TDM disabled
dest addr = 0x1A0000, part size = 0x2A0000, from = 0x60000000, size = 0x213DF8

Kernel Started
Constructor Heap 0x60216F3C Main Heap 12032
Free Memory before starting Console 12297829379609722880
Free Memory now 12297829379609722880
DSA App Build Date: Oct 11 2017, 09:43:48
Version 10.0.0.5.0 build 4 UPN

3 Support

If you do not wish to upgrade DS16/30A and DS16/30B expansion modules they will still continue to work currently with all subsequent builds of IP 10 & 10.1, Avaya will support these units when associated with IP Office 500V2 and Server Edition control units of a later build version.

This will be reviewed at each release and an update will be provided if this policy is forced to change for some reason.

4 Assistance

4.1 Software and Documentation

Release 10.0 software can be downloaded using the following link to the Avaya Support web site:

<http://support.avaya.com>

All IP Office product documentation is available from the IP Office Knowledgebase:

<http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html>

4.2 Future Service Packs

IP Office Release 10.0 Service Pack 6 is currently scheduled for release on the 30th November 2017. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site:

<https://support.avaya.com/css/P8/documents/100067004>

5.3 Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
Issue 1	6th November 2017	First published edition.

Issued by:
Avaya SME Customer Product Engineering Support

Contact details:-

EMEA/APAC

NA/CALA

Email: gsstier4@avaya.com

Email: IPONACALAT4@avaya.com

Internet: <http://www.avaya.com>
© 2017 Avaya Inc. All rights reserved.