



IP Office Technical Tip

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Certain Avaya 2400 series and 5400 series Terminals display “Please Wait” after an Avaya IP Office system is rebooted

Avaya 2420, 2410, 5402, 5410 and 5420 Avaya terminals will try to update their firmware when the IP Office system is rebooted. If the terminal can not reach the TFTP server, the terminal will remain in the “Please Wait” state.

In order for the terminal to successfully update its firmware the following needs to be configured:

1. A TFTP server such as the Avaya TFTP server must need to be opened and the bin files located in the Incoming file directory. The IP Office Manager application can be used as a TFTP server. The Manager must be open and the file/preferences set to 255.255.255.255, with the Binary Directory set to C:\Program Files\Avaya\IP Office\Manager.
2. The TFTP server field must be populated with the IP Address of the PC running the TFTP server or manager.

The screenshot shows the 'System Configuration - IP Office' dialog box. The 'TFTP Server IP Address' field is highlighted with a red circle and contains the value '192.168.42.2'. Other fields include 'Name' (IPOffice), 'Locale' (enru), 'Password', 'Monitor Password', 'License Server IP Address' (192.168.42.1), 'Time Server IP Address' (192.168.42.2), 'File Write IP Address', 'Conferencing Center IP Address', and 'Conferencing Center URL'. There are also checkboxes for 'DSS Status', 'Beep on listen', 'Hold auto recording', and 'Force RTP Pkts. over stable codes'. The dialog box has 'OK', 'Cancel', and 'Help' buttons at the bottom.

NOTE: The Avaya TFTP program or third party TFTP server should not be open at the same time as the IP Office manger application. The IP Office Manger will open a TFTP session when the application is run. This will not allow any TFTP traffic out since both applications will attempt to use the TFTP IP ports.

The update firmware feature on the 2420, 2410, 5402, 5410, 5420 terminals can be disabled so that when an IP Office is rebooted the terminals will not try to update their firmware.

Located in C:\Program Files\Avaya\IP Office\Manager are four files:

fw_off.bat
fw_on.bat
Turn_on.bat
Turn_off.bat

To disable the terminal firmware update feature:

To disable the firmware update feature, edit the "turn_off.bat" file. Replace the <IP Address> field with the IP address of the IP Office Control Unit. The file "turn_off.bat" must be run from the Manager directory in order to call the file: fw_off.bat.

The "Turn_off.bat" file will look like the following:

"call fw_off 192.168.42.1" where 192.168.42.1 is the address of the IP Office system.

Once executed you MUST receive a message confirming the Transfer was successful. You must then run the IP Office Manager application, then select Advanced and Reboot in order to reboot the Control Unit for this change to take affect.

To enable the terminal firmware update feature:

To enable the firmware update feature, edit the "turn_on.bat" file. Replace the <IP Address> field with the IP address of the IP Office Control Unit. The file "turn_on.bat" must be run from the Manager directory in order to call the file: fw_off.bat.

The "Turn_on" file will look like the following:

"call fw_on 192.168.42.1" where 192.168.42.1 is the address of the IPOffice.

Once executed you MUST receive a message confirming the Transfer was successful. You must then run the IP Office Manager application, then select Advanced and Reboot in order to reboot the Control Unit for this change to take affect.

Warning:

Remember to enable the firmware update feature when upgrading the IP Office core software in order for the terminals to successfully load any updated firmware provided with the newer core release. If the terminal update feature is not enabled, the terminals will time out and work, but will not have been updated to the latest revision.

The IP Office Manager TFTP server is limited to updating 5 terminals at a time.

It is recommended to use the Avaya TFTP server if the IP Office system has a Digital station module 16 or 30 and has more than ten (10) 2420, 2410, 5402, 5410, 5420 terminals.

The Avaya TFTP server can only update 30 clients at a time.

If the IP Office has more than thirty (30) 2420, 2410, 5402, 5410, 5420 terminals and the customer is using the Avaya TFTP server, once the upgrade is complete, power cycle each digital station module one at a time. Allow enough time after resetting each module for the terminals plugged into each module to update their firmware. The Avaya TFTP server log will indicate that the clients have successfully transferred the file and updated.

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