

AudioCodes Quick Reference Guide

SBC-Gateway Firmware Upgrade for Stand Alone devices ver. 7.20A.x

Background:

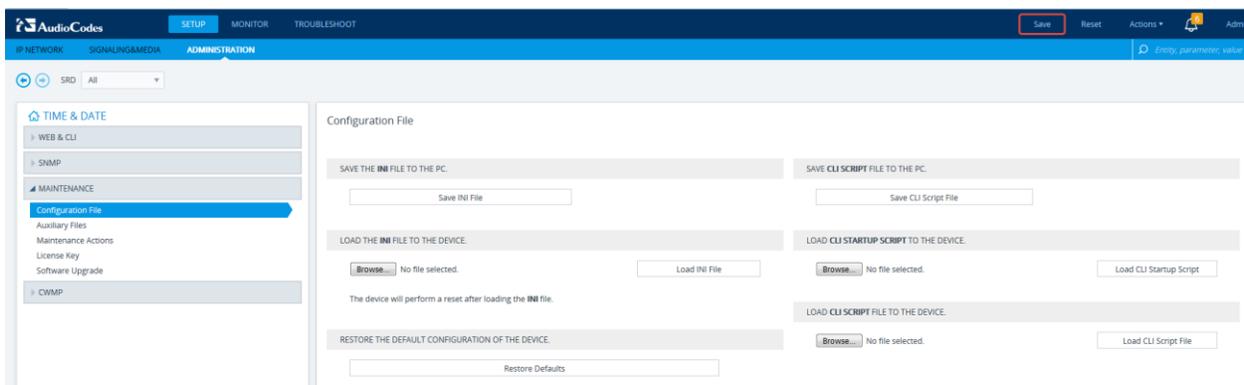
Firmware upgrades are performed when there is a need to obtain a new feature, fix, or a requirement to stay on the latest release of available firmware. Firmware upgrades are essentially software upgrades for the SBC/Gateway.

What is the down time during a Firmware upgrade?

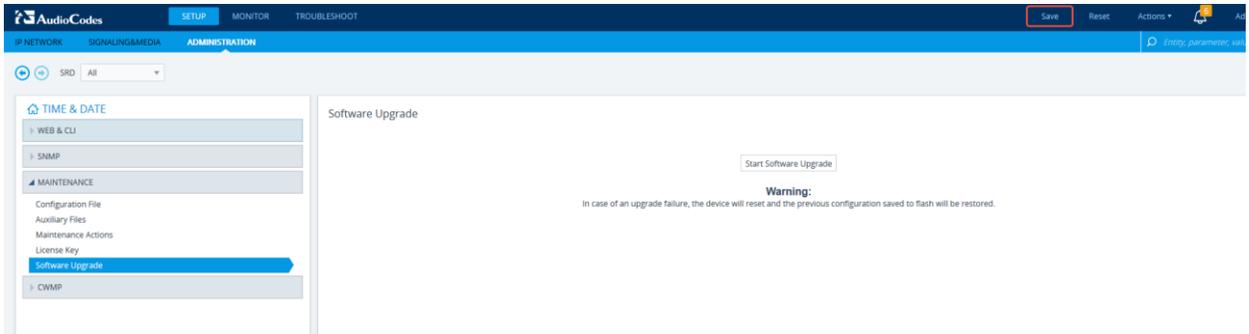
Down time can vary from device to device. Generally, downtime will be anywhere from 5-15 minutes depending on how long it takes for the device to load the firmware. It can also depend on how many PSTN T1's there are configured on the device and how long it takes for the T1's to restore service. In most cases the device will be back online between 5-10 mins and at this time the end user will be able to begin testing of service.

Note: Before upgrading be sure you have a copy of your current firmware on hand in case there is a need to fall back post upgrade. Make note of any Active Alarms prior to upgrade.

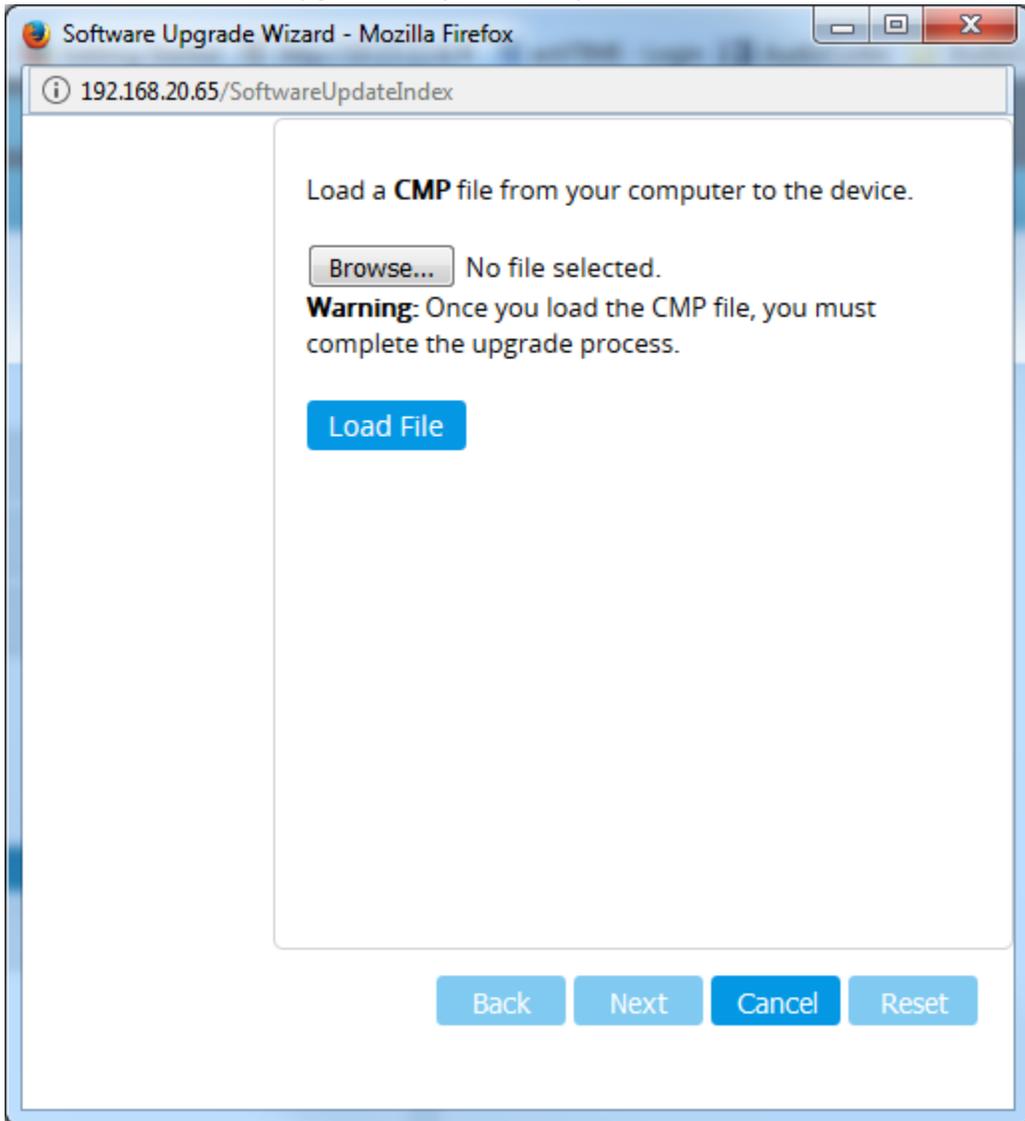
1. From the Main Web Client Page Select Setup => Administration => Maintenance => Configuration File.
2. Select Save INI File. Save the file to a safe location in case you need it for fall back procedures or if for some reason the device defaults to factory settings post upgrade.



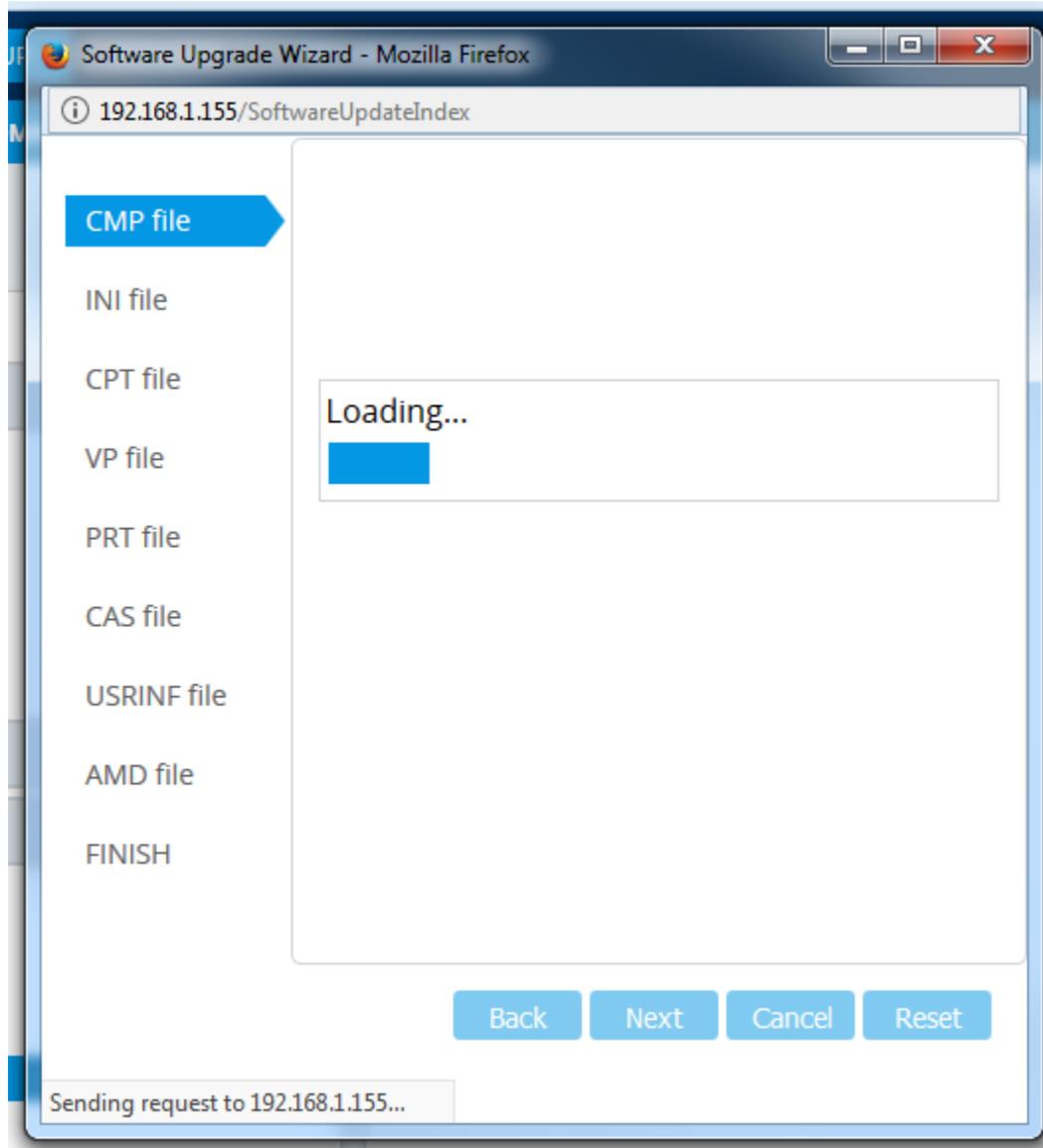
3. From the Main Web Client Page Select Setup => Administration => Maintenance => Software Update => Software Upgrade Wizard.



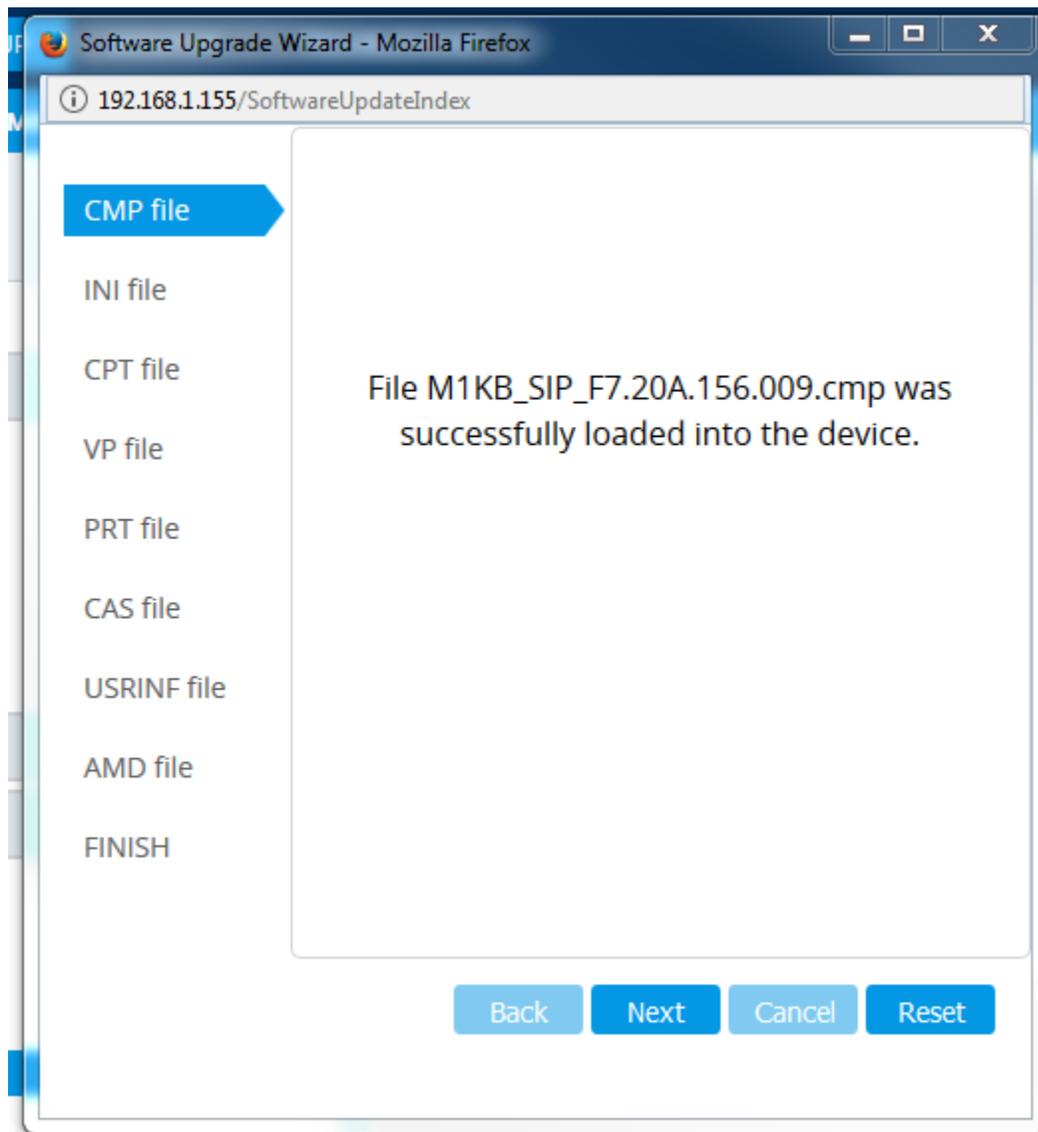
4. Click on Start Software Upgrade and you will be presented with the screen below.



5. Select Browse and find the location where you have the .cmp file for the upgrade. Select the file and then select Load File. The upgrade will begin.



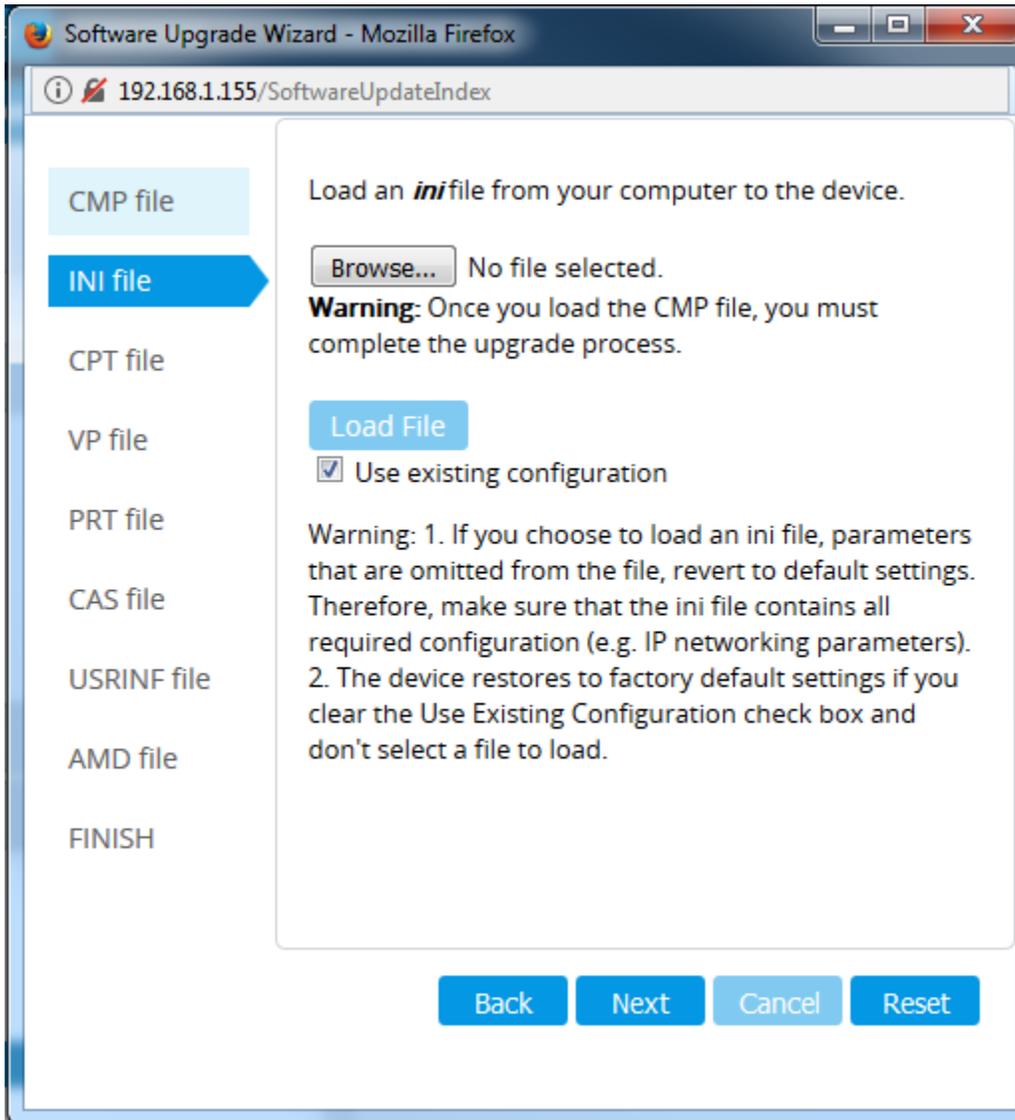
6. Once the load has completed you will be presented with the screen below.
7. Select Next.



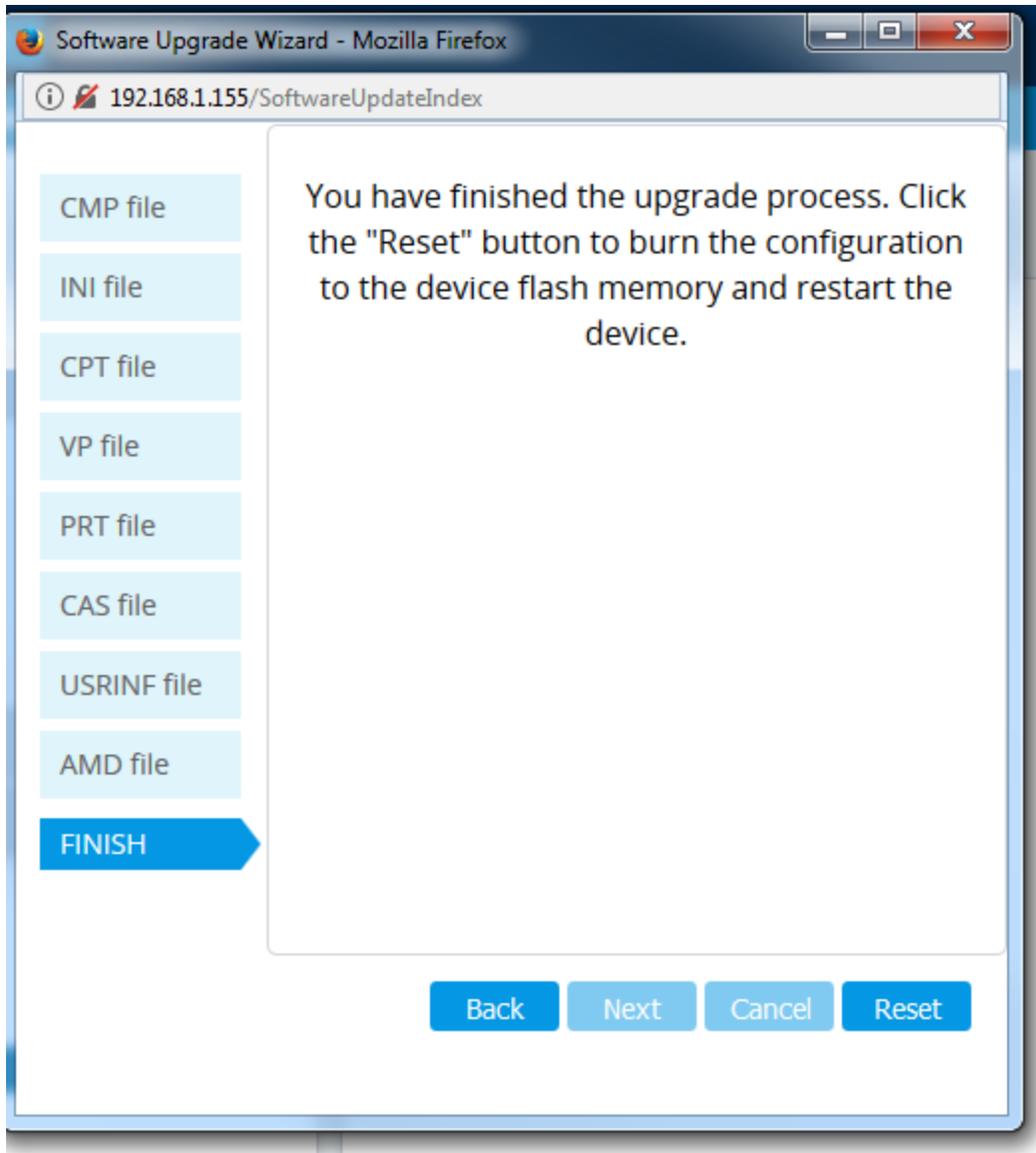
*** Note ***

From this point on if you do not use custom files such as CAS, PRT, etc., you can select Next for each step.

8. The first option you are presented with is the INI file. You can select to use the existing INI on the system or browse and select a different INI file.
9. Click Next.



10. If you do have custom CPT, PRT, etc., files at this point you would select the file load it and then click next until you get to Finish.
11. Click on Reset.



The Device will reset and come back on line.

After the device has reset you can log into the Web Client using the IP address of the device that is configured in the INI file. If you find you are not able to log into the device using the configured IP address in the INI file try logging in using the default IP address for your device found in the list at the bottom of this document. If you have to use the default IP address and can connect to the device follow the steps below on how to load your INI file.

If you are unable to connect to the device via the Web Client contact AudioCodes Technical Support Services.

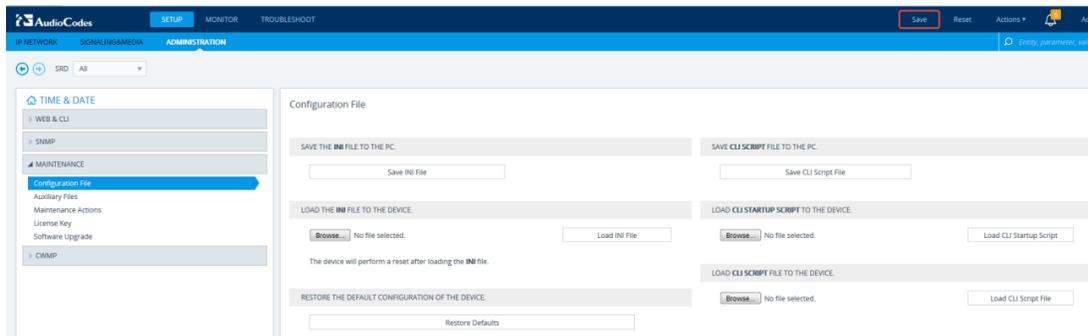
12. Review your configuration settings and perform any acceptance testing you require.
13. Check for any Active alarms. If there were alarms pre-upgrade compare them to current alarms and contact AudioCodes support if necessary.

Fall Back Procedures

1. Follow the steps outline above for the upgrade procedure but select the .cmp file of the firmware version pre-upgrade.
2. Perform post upgrade/fallback acceptance testing.
3. Check for Active alarms. If there were alarms pre-upgrade compare them to current alarms and contact AudioCodes support if necessary.

Loading an INI file if necessary

1. From the Main Web Client Page Select Setup => Administration => Maintenance => Configuration File.
2. Select Browse. Locate the file that you saved in step 2 during the Firmware Upgrade Procedure.
3. Click on Load INI file. After the file has loaded the device will reset. After the reset you should be able to log into the Web Client using the IP address in the INI file



- Review your configuration settings and perform any acceptance testing you require.

Default Factory IP Address

Product Version	Default Value
MP-124 MP-11x FXS MP-11x FXS & FXO Mediant 600 Mediant 1000 Mediant 2000 (up to 8 trunks)	10.1.10.10 /16
MP-11x FXO	10.1.10.11 /16
Mediant 2000 (with two modules - 16 trunks)	10.1.10.10 /16 (Trunks 1-8) and 10.1.10.11 /16 (Trunks 9-16)
Mediant 500 E-SBC Mediant 800 E-SBC Mediant 1000 E-SBC	192.168.0.2 /24
Mediant 500 MSBG Mediant 800 MSBG Mediant 1000 MSBG	LAN Data - 192.168.0.1 /24 LAN Voice - 192.168.0.2 /24 WAN Data - DHCP Client (DHCP Server enable)

For any further questions regarding this topic or other technical topics:

- Contact your AudioCodes Sales Engineer
- Visit our AudioCodes Services and support page at <https://www.audiocodes.com/services-support>
- Access our technical documentation library at <https://www.audiocodes.com/library/technical-documents>
- Access to AudioCodes Management Utilities is available at https://services.audiocodes.com/app/answers/detail/a_id/20
- Contact Technical Support to submit a support ticket at <https://services.audiocodes.com>