

Avaya IP Office How to Reinstall Expansion Module Firmware Telquest Tech Support

This info is from the Tek Tips Forum

Help! My Expansion Module lost its firmware!
faq940-7085
Posted: 19 Oct 08

Don't panic, follow the below steps and it will be working again.

You need:

- IP Office**
- IP Office Manager**
 - HyperTerminal**
 - Serial cable 9 to 9 pin -or- 9 to 24 pin depending of the crashed module**

Steps to follow:

Save the configuration of the KSU to your PC.

Note which port the Expansion Module is plugged into on the rear of the KSU.

Create a new offline configuration for the IP Office

Add the not working module type in the offline configuration

Send the offline configuration to the IP Office and reboot IP Office

Power off the IP Office

With the power still off:

Reconnect the not working Expansion Module to the same port on IP Office

Connect the Expansion Modules serial port to your PC

Start Hyper Terminal or any other Serial Communications software. Use 38400, 8, N, 1

Power up the Expansion Module ONLY and continuously press ESC on the PC until you get the Loader message

Power up the IP Office

Open Avaya Manager and open the configuration from the KSU.

Make sure the TFTP server in Manager is active and that the working directory contains the necessary bin files for the Expansion Module

In Hyper Terminal enter AT-X, the module replies with a erase message and will show a TFTP Poll message

If all is well you can see in the Manager tftp logs that the module is loading the software

Go for a coffee and be patient, after a while the LED on the Expansion Module becomes green, it will take a few seconds from here before the unit is operational!

Close the configuration in Manager and open it again

Test the module, if only the software was a problem it is working again - if not you have a hardware problem