

IP Office : 9.1 : IP500v2

D100 Base station will not connect, new out of the box installation

Details

D-100 Base stations do not connect to 9.1, testing has duplicated this failure and what was found was that in the failing scenario the firmware D100_BS_SL_0.9.6.bin times out when trying to transfer on the 9.1 software.

Problem Clarification

This only happens on new base stations being added or installed on IP500v2 9.1 and the D100 attempts to upgrade the 2 base station firmware files D100_BS_MS & D100_BS_SL. The MS completes but the SL times out and reboots, then loops.

Cause

TFTP transfer timeout issue on the IP Office 9.1

Solution

Using a 9.0.5 system will upgrade the firmware and then the D100 can be moved to a 9.1 system with no issues. You can also host the files on an external HTTP server and point to in from Manager.

The fix for this issue will be included in the next SP on 9.1