

D100 Cannot Register to 9.1 KSU

IP Office : 9.1.0.437 : IP500v2 : D100 Base station will not connect, new out of the box installation

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DETAILS

D-100 Base stations do not connect to 9.1 GA release, 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 is targeted for inclusion in 9.1 SP3. Critical Patch also available on 9.1 Service Pack 1 - 9.1.1.14 build 1.