

NEC PDSD Technical Assistance Centre Service Information Bulletin

UM8000 Update Procedure from V11.1.1.19 to V11.2.1.3

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Introduction

This Service Information Bulletin applies to Univerge SV8100 Communications Server using UM8000 Lite and/or UM8000 blades.

NEC Australia Pty Ltd has commercially released version 11.2.1.3 update for the UM8000 Lite and UM8000 Unified Communication blades. The new Firmware is to address outstanding reported issues by our NEC Strategic Business Partners, these issues are listed further in this document and the latest version update is now available on the KISS website (available via Nebula login <https://nebula.nec.com.au>).

NOTE: The file is used for both the UM8000 Lite and UM8000 blades.

NOTE: Do not attempt to upgrade the UM blade via a dial up connection.



History of Resolved Issues

UM8000 Update patch 11.1.1.19 to v11.2.1.3

- Fixed disconnect issue for PBXs with Australian settings (added a new configuration parameter: 'AU Setting' with possible values '0' or '1').
- We will only update MWI Status column in the database, instead of updating the entire entity record, which will stop the possibility of the updating with "old" data.
- WMM Message tab Received column is now displayed according to the Configuration > Recording > Absolute Date/Time when set to No, as is default, the Received column displays the age of the message, whereas for Yes, the column displays the date and time the message was received.
- The folders "upgraded" and "hotfix" are no longer available on the system, since there are no differences between the two. However, during the upload we attempt to put the uploaded update file into the "upgrade" directory (located in /opt/vmail/var/update), which doesn't exist anymore thus causing the updated file not to upload properly. Now instead of looking at the "upgrade" and "hotfix" directories, we will look at "update" directory (located at /opt/vmail/var).
- Initializing the integer value "call" to -1 because this value may be set to something unexpected and will cause a crash when we assign values to an invalid memory location.
- Fixed display parsing integration if the display information arrives later (added two new configuration parameters: 'display Retries' and 'display Timeout').
- Fixed issue where caller hang-up on the voice mail application in close proximity to the start of the call could cause port lock-up.
- Fixed RNA issue when an A/D port performing MWI lamping can receive a call from the switch, which would be RNA since the port in the midst of an operation.
- Fixed outgoing calls & transfers over trunks for IP Protims.
- Fixed long timeout in case 'HANG UP!' is received on the display (added a configuration parameter: 'Hang-up Limit' with default value 0).
- Added VMPorts utility, this will return port status in command line, and also can reset port.
- If fax handshake is not complete, then don't create a new message, this is to avoid having too many messages created when the fax box was hit by mistake.
- Fixed functionality for Protims integration (used by ViewApps to play messages by phone).



Equipment required to perform the UM8000 Upgrade to Version 11.2.1.3

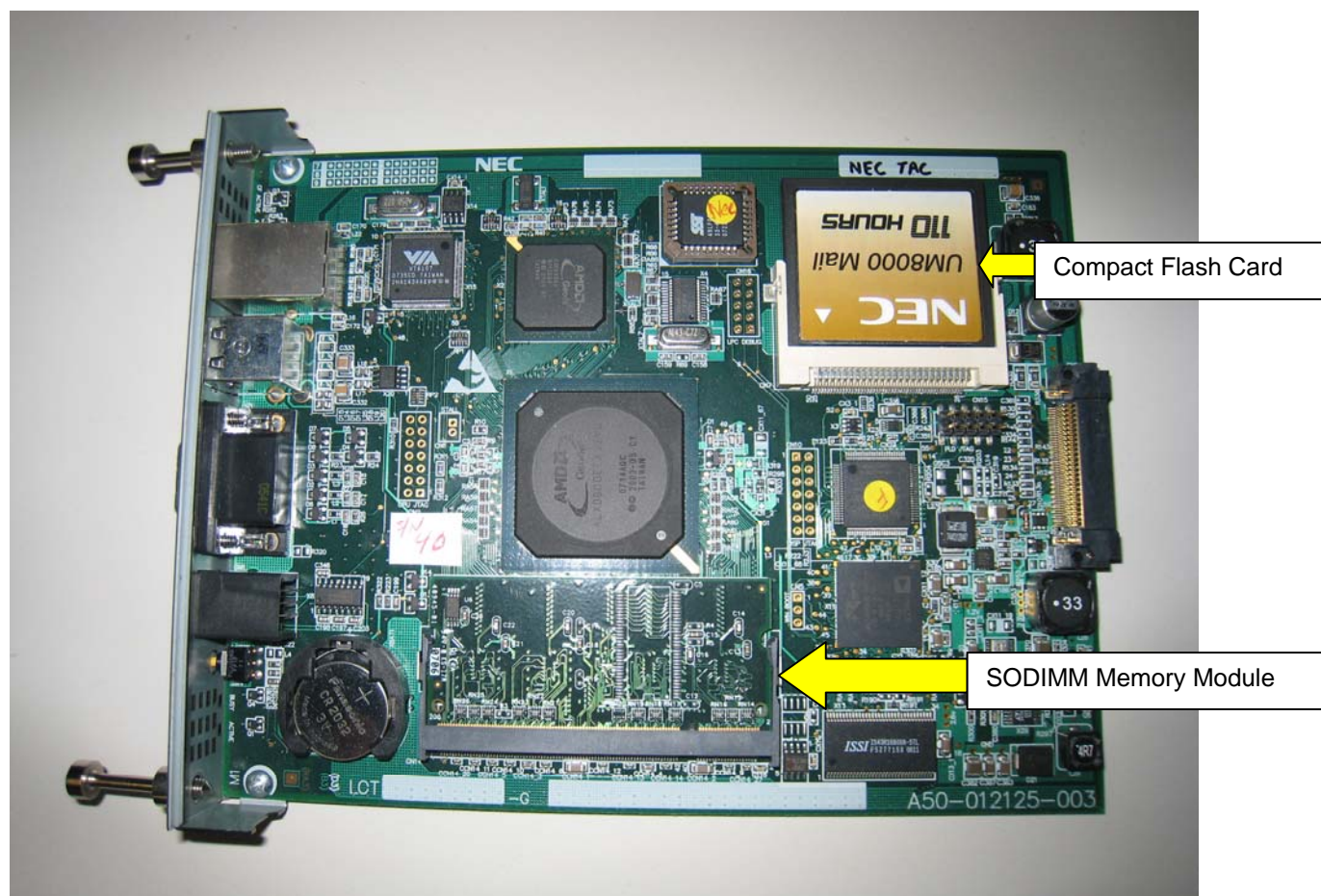
The following list of equipment is required before performing the upgrade from Version 11.1.1.19 to Version 11.2.1.3 on the UM8000 Lite or UM8000 blades:

- Univerge SV8100 with CP00 blade and DLCA blade.
- Unified Messaging blade (UM8000).
- UM8000 Compact Flash media, with SODIMM Memory Module.
- Computer and network components to connect to Unified Messaging blade.
- The necessary file “**update.11.2.1.3_from_11.1.1.19**” is required for the upgrade process. This file is on the KISS website (available via Nebula login <https://nebula.nec.com.au>). Please follow the Univerge SV8100 “Download” button and under the UM8000 Software button you’ll find the required file.



Setting up the UM8000 Hardware & Installing it into the Univerge SV8100

The UM8000 Unified Messaging blade requires a SODIMM Memory Module to be fitted and a Compact Flash card before the card will operate. See picture of configured card with components.



When the hardware is ready, insert the VM blade into a vacant slot on the SV8100 chassis.

Turn on the SV8100 main switch and let the system boot up which will be indicated by a digital handset display. After CPU power up, the UM8000 will take several minutes to come online.

The blade will be operational when all LEDs on the left side of the card are extinguished. If the second LED from the left remains lit red, it will indicate a fault condition.

When the Voice mail card is operational connect a crossover cable to the LAN port for direct connection to a PC. If connecting via the customer's LAN, connect a straight CAT5 cable instead.

The default IP address is set in PRG10-55-01 for the relevant slot.

Note: that the UM8000 blade automatically resets when the IP Address is applied. Use a web browser to access the UM8000 blade (address = "{IP address}/admin").

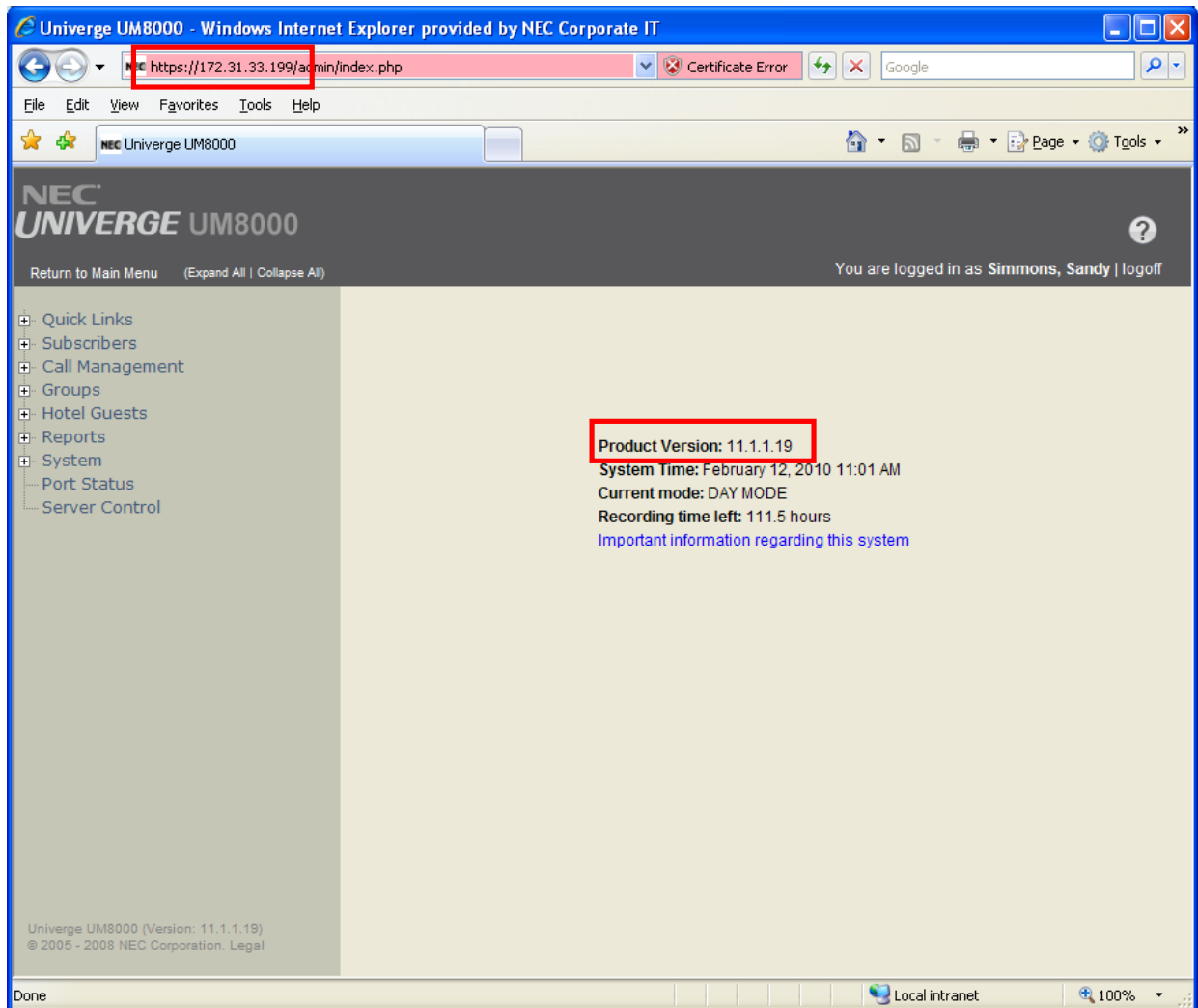
The computer must be in the same IP address range and subnet as the Unified Messaging blade in order to access it.



How to confirm the version on the UM8000 blade

Using the web browser, and entering the IP address (set in PRG10-55-01 for the relevant slot) followed by "/admin" displays the Web Administrator Console.

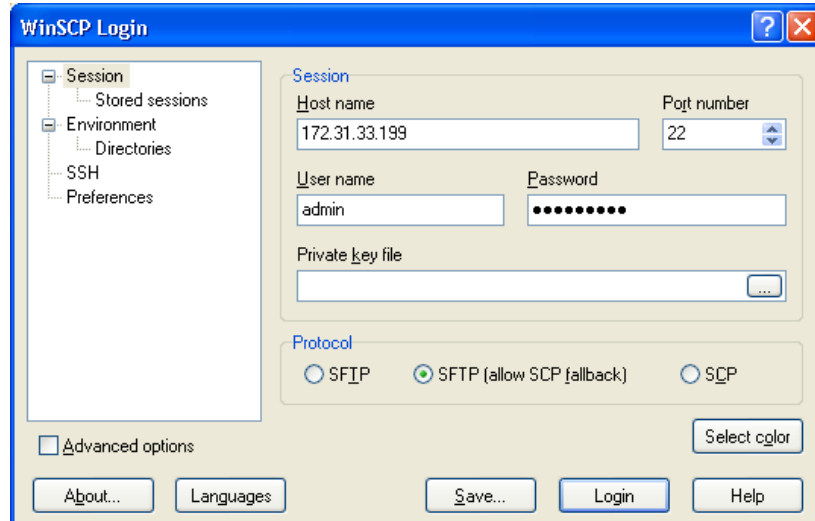
Logging in to the Main Menu (login **\$NEC**, no password) shows the currently loaded firmware version of the UM8000 Lite & UM8000.



Connect your computer to the VM card via WIN SCP or Putty

Using the WIN SCP file transfer application input the following settings:

Enter the IP address of the UM8000 voicemail card in the Host name, and leave the default Port number as 22. Enter the **User name = admin**, and **Password = voicemail** and click Login.



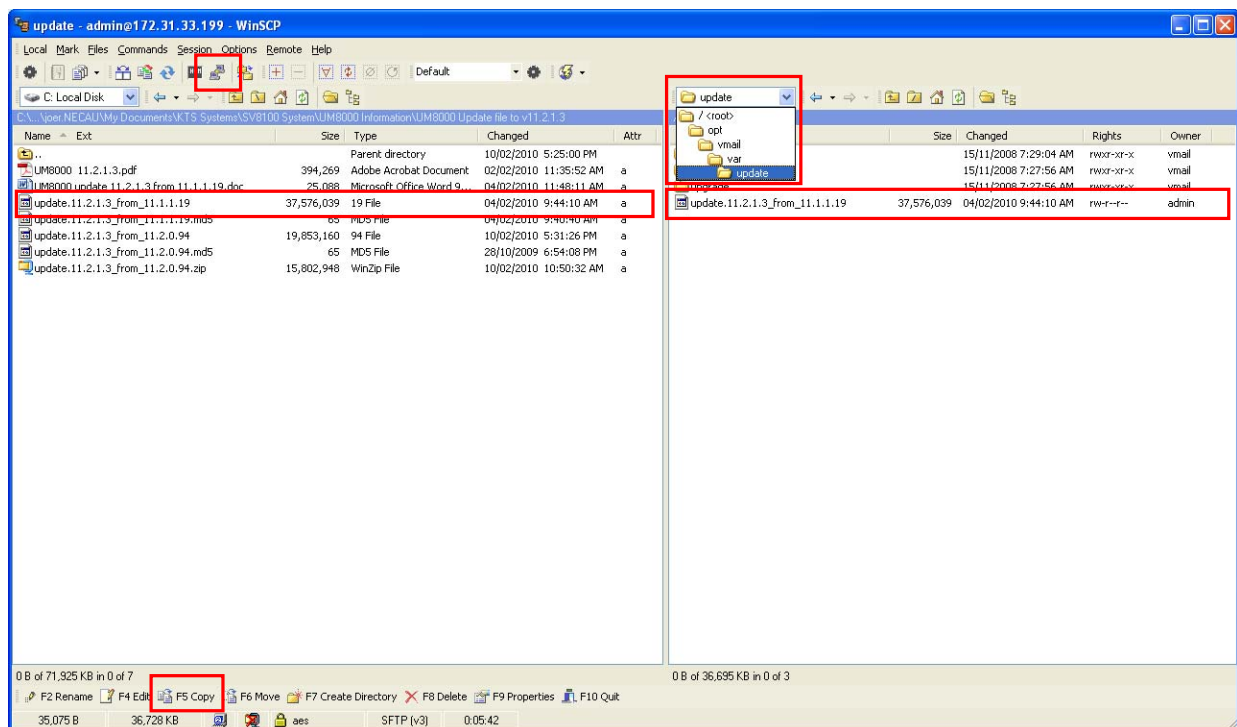
Upgrade Procedure for the UM8000 Lite and UM8000 Blades

Please ensure that you extract the WinZip file to your desktop, before transferring the file with WinSCP to the required location.

Once the connection is established, perform the following upgrade procedure.

Use **WinSCP** to transfer the update file (update.11.2.1.3_from_11.1.1.19) using either **F5 Copy** or **F6 Move** the file from the location stored on your PC into the following directory **\opt\vmail\var\update** on the Voice mail card.

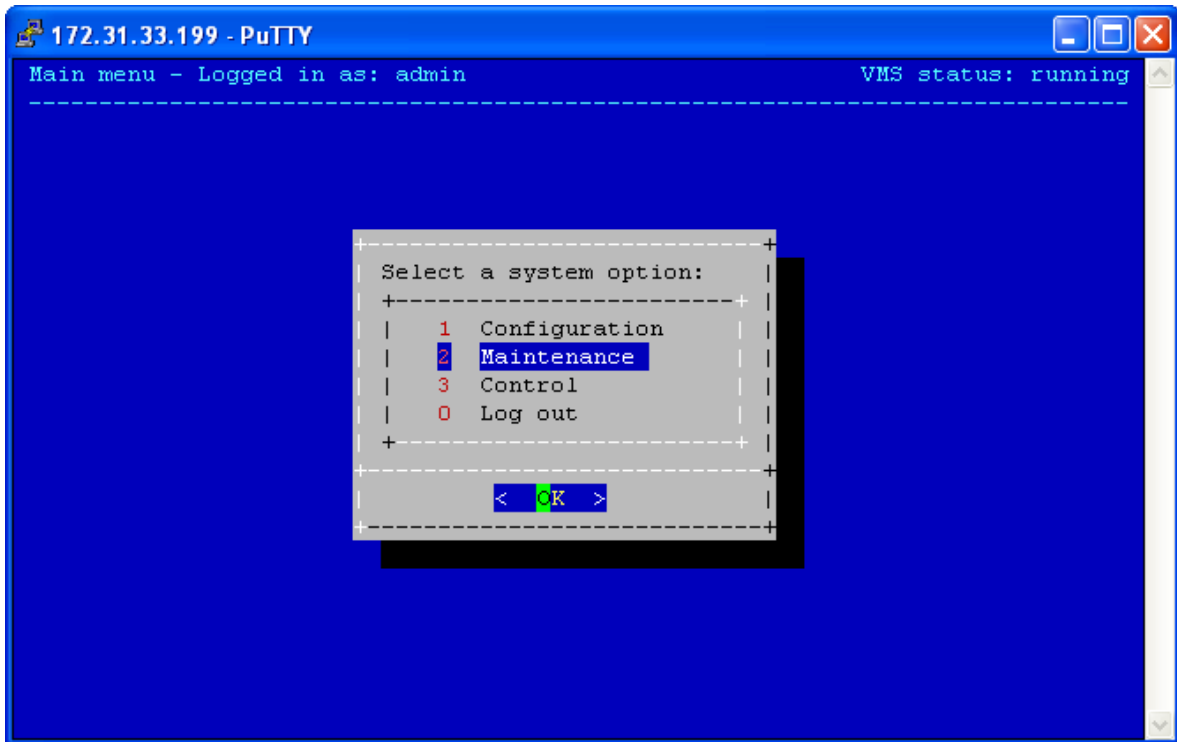
Screen capture shown below.



To open the PuTTY program from WinSCP, click the toolbar button or press CTRL - P. This will give access to the administration area of UM8000, to run the update process.



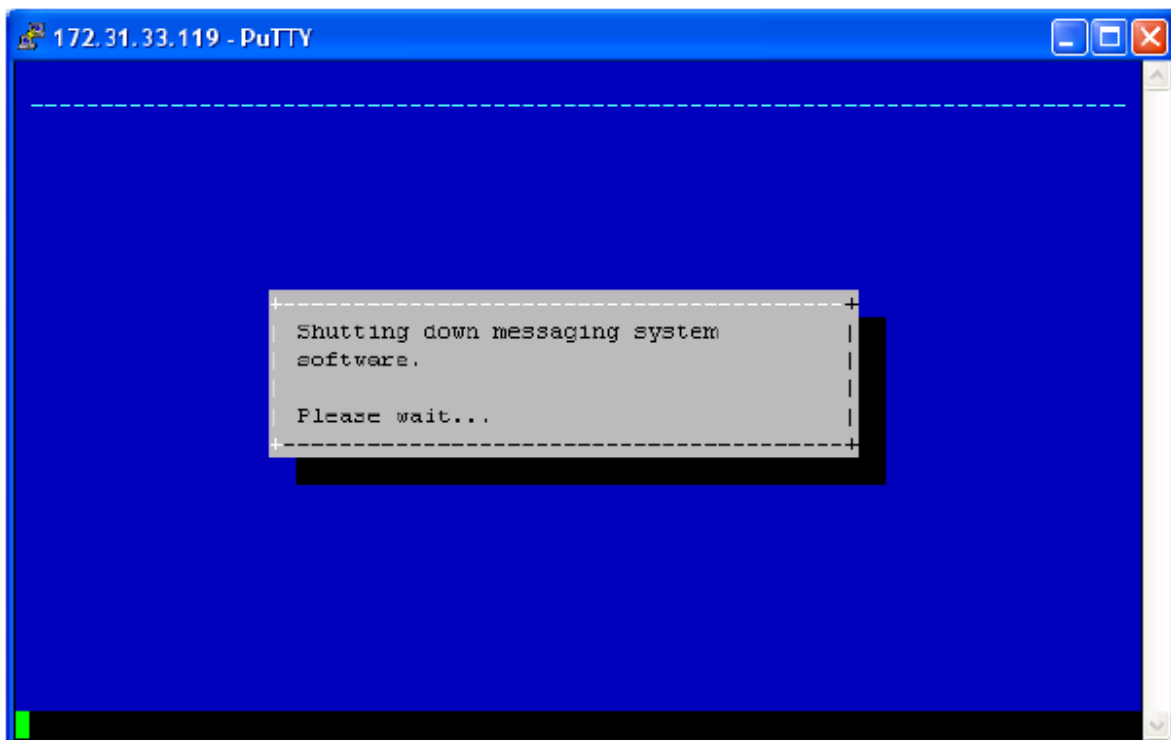
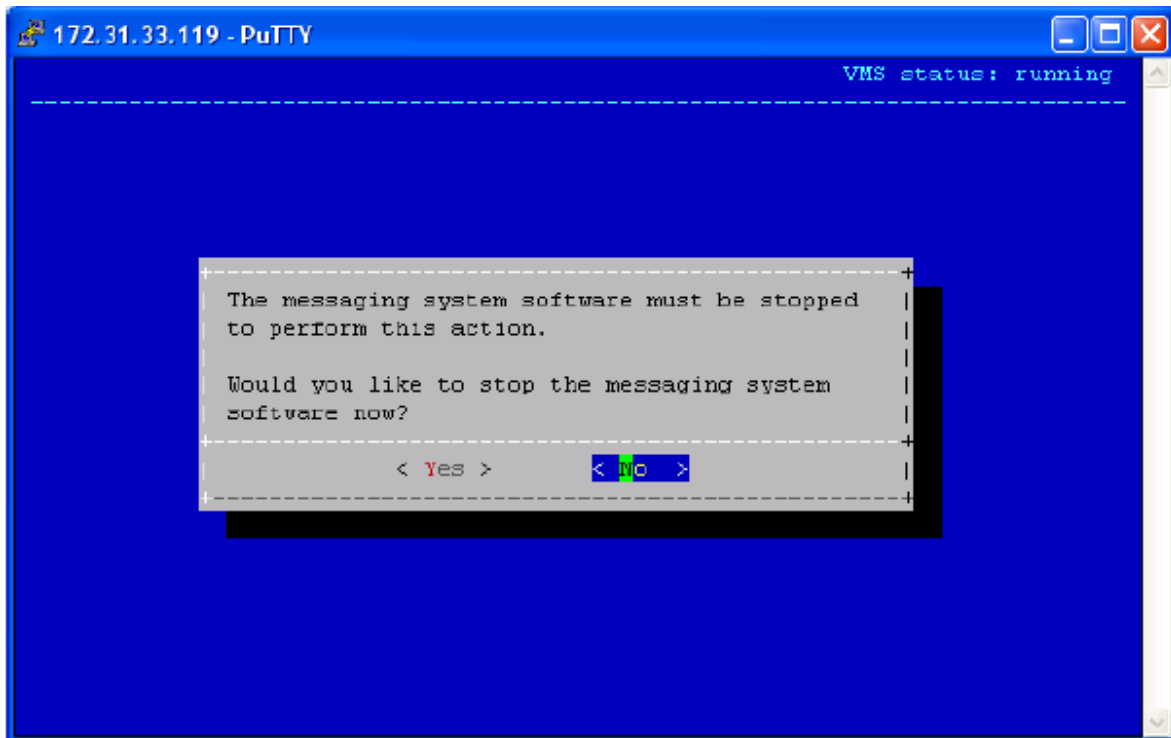
Use Password = **voicemail**, for PuTTY access via WIN SCP.
Choose option 2 = Maintenance.



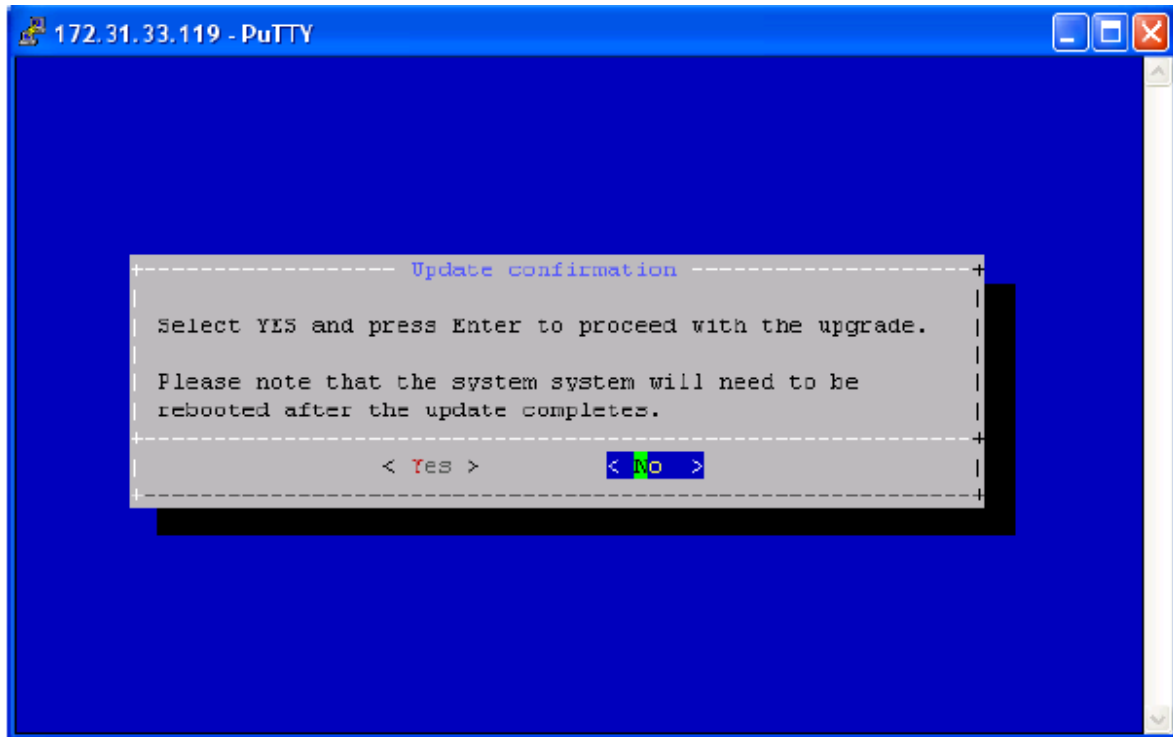
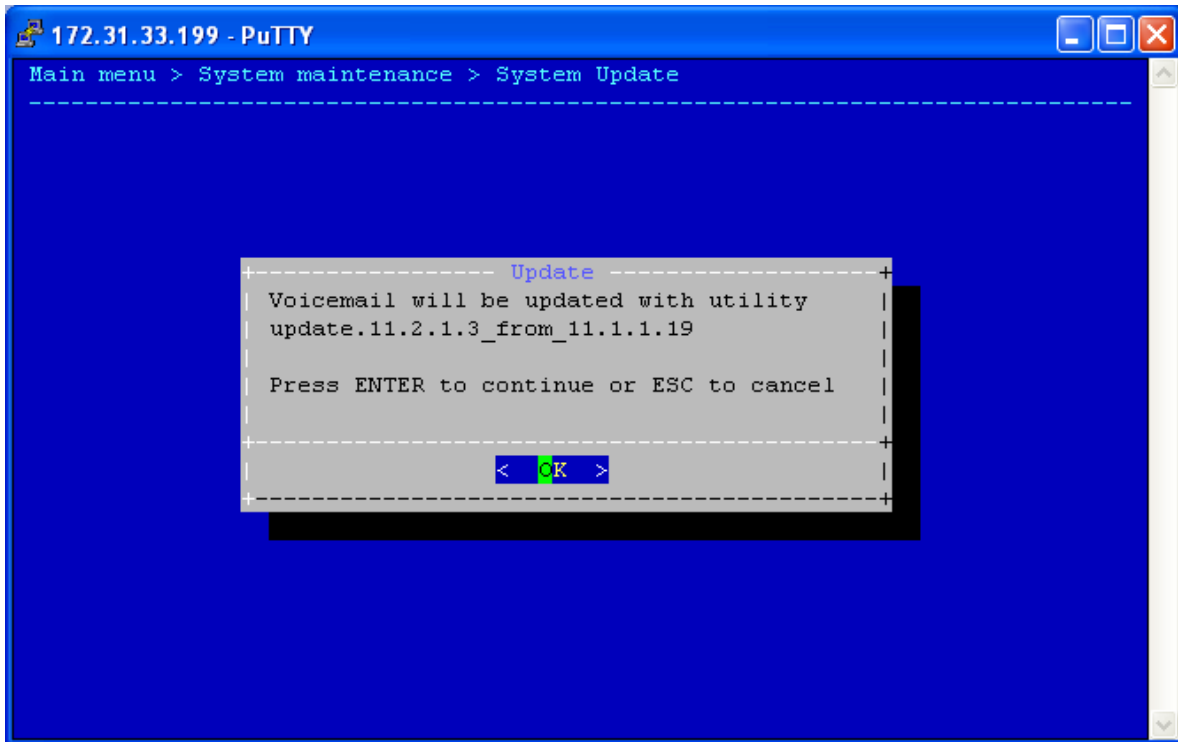
Then choose option 1 = System Update.

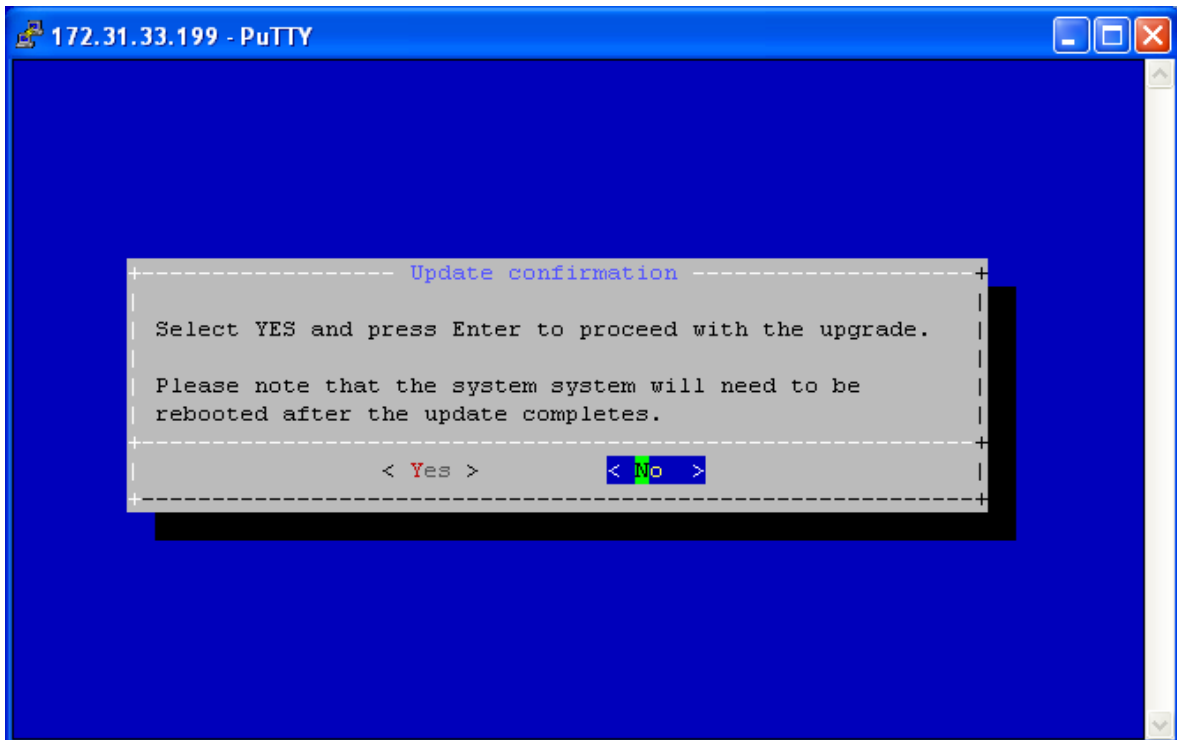


If the "Update" file is in the correct location on the UM8000 drive, then select YES for system Shutdown, and proceed with system version update.



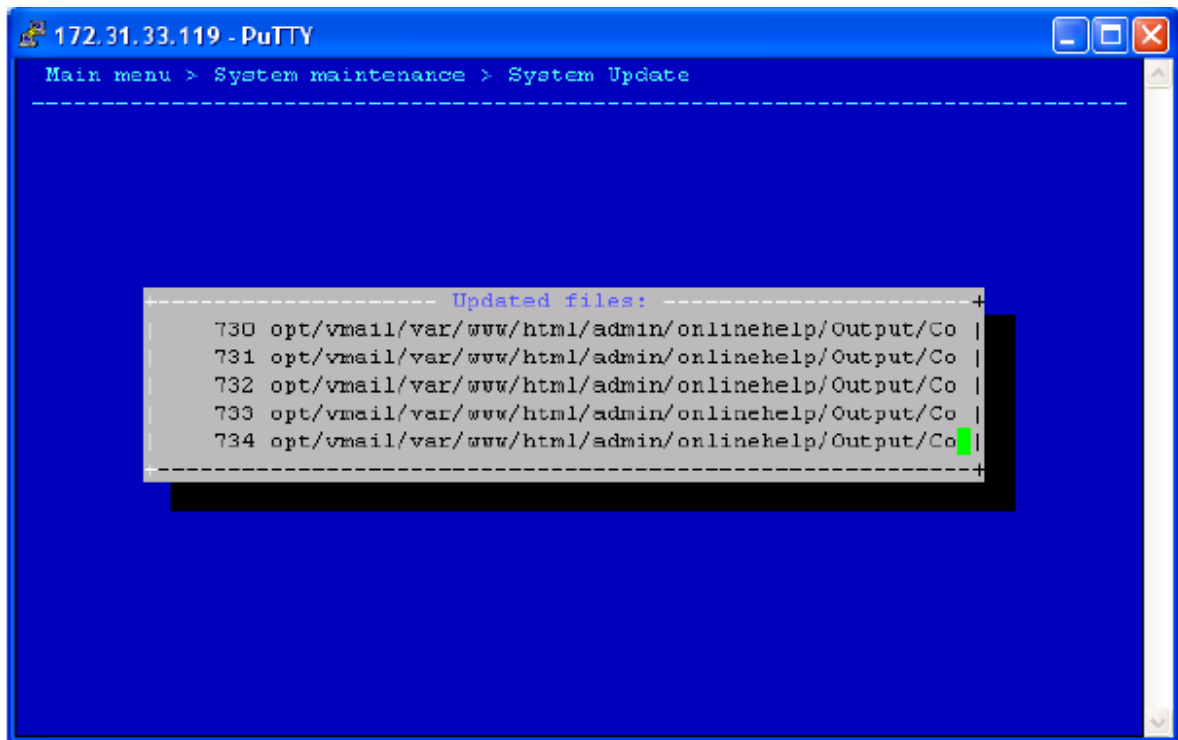
The update process will continue if the "Update" file is in the correct location on the UM8000 drive.

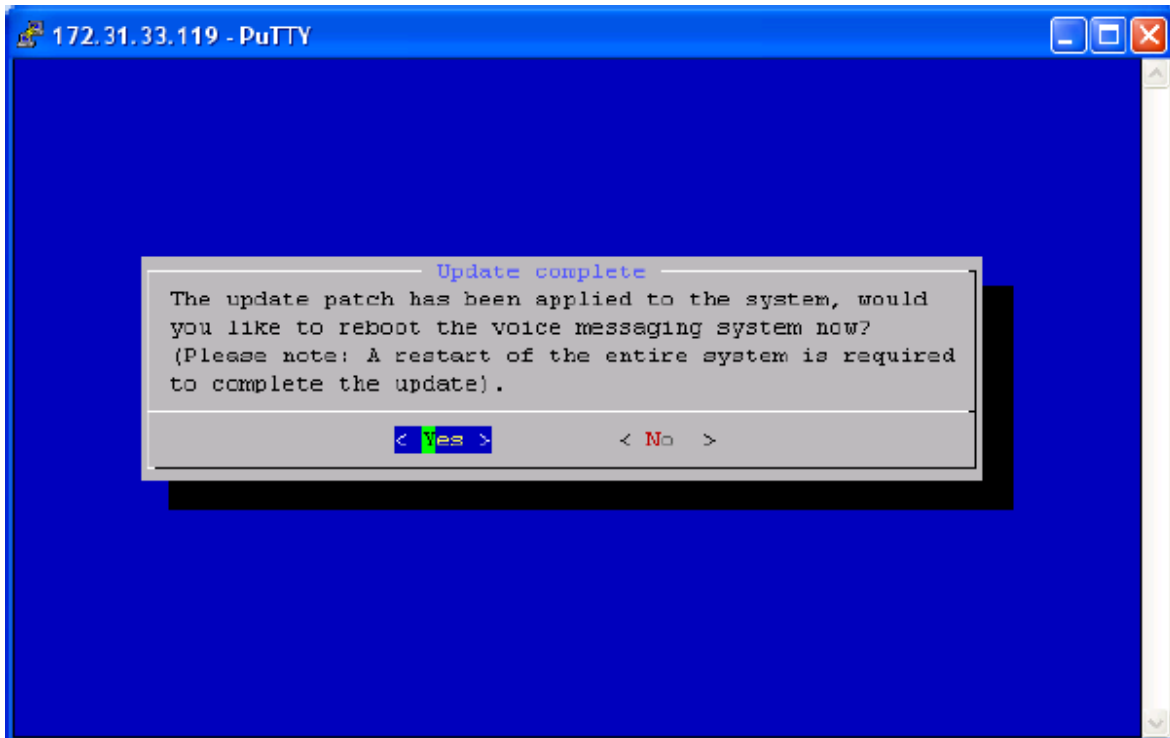






The file transfer process will be viewed.





Reboot the UM8000 "voicemail".
Disconnect all sessions, and close all open windows

This is the end of process.

