

IP Office: DIG ADPx30 DS30 RJ45B expansion keeps rebooting after upgrade to 11.1 FP2 SP4

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Is this rel

☐ Yes

Is this use

☐ Yes

Details

IP Office SE 500 V2 with release 11.1.2.4.0

Problem Clarification

The IP Office is a SE with 2 x 500V2 that was upgraded from release 11.1.2.3 to 11.1.2.4 and started giving issues with DS30.

After the upgrade the link to the expansion keeps going up/down:

```
2023-02-17T11:35:26 3441176mS PRN: GODTDMLink::LinkUp line id 8 transitioned to up
2023-02-17T11:35:35 3449028mS PRN: GODTDMLink::LinkUp line id 7 transitioned to up
2023-02-17T11:35:36 3451012mS PRN: GODTDMLink::LinkUp line id 9 transitioned to up
2023-02-17T11:35:38 3453175mS PRN: GODTDMLink missed more than 5 Hello ACKs id=8
2023-02-17T11:35:38 3453175mS PRN: GODTDMLink::LinkDown line id 8 transitioned to down
2023-02-17T11:35:46 3461027mS PRN: GODTDMLink missed more than 5 Hello ACKs id=7
2023-02-17T11:35:46 3461028mS PRN: GODTDMLink::LinkDown line id 7 transitioned to down
2023-02-17T11:35:48 3463011mS PRN: GODTDMLink missed more than 5 Hello ACKs id=9
2023-02-17T11:35:48 3463011mS PRN: GODTDMLink::LinkDown line id 9 transitioned to down
```

Cause

Software Bug.
 JIRA: IPOFFICE-171365

Solution

Upgrade the DS30 unit to the binaries provided. [Customer and Business partner must open new SR to get the binaries]

Here is the procedure to recover the DS30B Expansion Module

Used Serial cable to connect to DTE and followed this Process:

Configure PuTTY, HyperTerminal, or equivalent for serial as follows: 38400 - 8 - N - 1 - None - VT100

1. Put the CP bin files on the System's SD card "system/primary" folder(the files dsaupnV1.bin, nadcpaV1.bin, nadcpaV2.bin from Jira IPOFFICE-171365 to overwrite the existing files with the same name)
2. Press ESC key on the DTE then power the DS unit (to enter the loader)
3. Hit Enter key to see the loader prompt "->"
4. Now enter command AT-X
5. The unit will install the new firmware (it takes about 10 minutes for the image to install)

Restricted Solutions Elements

Link to download [BINARIES CP for DS30](https://avaya365-my.sharepoint.com/:f/g/personal/mohammed45_avaya_com/EsaGeGeJcPhCk3j3WoNtXgBqSL-CZYb9YpLUDXW2WwIA7e-H99IC6) (https://avaya365-my.sharepoint.com/:f/g/personal/mohammed45_avaya_com/EsaGeGeJcPhCk3j3WoNtXgBqSL-CZYb9YpLUDXW2WwIA7e-H99IC6)

Attachment Description

Upgrade the unit to the binaries provided.

Attachment File



Binaries CP.zip

1.9MB • 6 minute(s) @ 56k, < 1 minute @ broadband

+ Additional Relevant Phrases

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Yes

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