



Product Advisory

Software Patch Available for 96x Software v7.10.19

for:

1. 960Bs Equipped with Analog Ports
2. 960Bs & 966Rs Equipped with Ethernet Test Access Ports

Introduction

This advisory is to alert you of the availability of an important software patch for 960Bs equipped with analog ports, and 960Bs & 966Rs Equipped with Ethernet test access ports. This patch is for v7.10.19 of the 96x software.

1. Corrects software defects in SIP (session initiation protocol) call setup and registration authentication.
2. Removes debugging code in analog DSP software. When running send-measure tone longer than 8 minutes, this debugging code will start interfering with the audio WAV file sending feature, and a few minutes later, may also affect the overall function of the DSP board.

Patch Download & Install Instructions

Appendix – A contains patch download and install instructions for locally (USB) controlled 96x units.

Appendix – B contains patch download and install instructions for remotely (TCP/IP) controlled 96x units.

If you have any questions or comments, please contact Sage Technical Support by e-mail at [<technicalsupport@sageinst.com,>](mailto:technicalsupport@sageinst.com) or by phone at (831) 761-1000 Option 4.

PATCH INSTRUCTIONS FOR LOCALLY (USB) CONTROLLED 96x UNITS

This instruction describes how to install the latest patch in your locally (USB) controlled 96x unit. These instructions assume you have already installed the Sage 96x GUI software v7.10.19.

Download the file "LatestPatchesForV7.10.19_11-30-07.exe" which is on the Sage Web site at <<http://www.sageinst.com/files/960EngSW>>. You will have to enter a username (sagesupport) and password (sage935) to gain access to the site.

Using Microsoft Internet Explorer, highlight the file, right-click it, and select "save target as". Then, navigate to the desired folder on your hard drive and click on it to highlight it. Finally, click the OK button and the file will be copied to the selected folder on your hard disk.

Installing the Patches

3. If the 96x GUI program is running, shut it down
4. The file "LatestPatchesForV7.10.19_11-30-07.exe" is a self-extracting "zip" file. Double clicking on it will extract the replacement "ip.cof" and "pots.cof" files, and place them in the c:\tempy subdirectory on your hard disk. If c:\tempy does not exist, it will be automatically created for you.
5. Copy the ip.cof and pots.cof files to the C:\Program Files\Sage Instruments\960 subdirectory on your PC's hard disk. Overwrite the existing files there.

After copying the new files as described above, you will have to launch the GUI program and connect to the 960B. Then, you must reboot the 960B to pass the updated DSP program files to the unit. The instructions immediately below describe how to do that, as well as confirm the DSP software updates were successful.

Update Your 960B DSP Files & Confirm They Are Now up to Date:

1. Launch the GUI program and connect to your unit. You may see a brief message stating that the program is creating a new configuration file. This is normal for the first launch after installation.
2. If the 960B is powered up, turn it off
3. Wait 10 seconds, then turn it back on; wait until all the test access spans appear on the GUI program screen
4. Verify the 960 GUI program version:
 - a. At the top menu bar, click on Help/About. It should read Version 7.10.19.0
5. Verify T1 DSP software version:
 - a. Click on any one of the T1 test access spans to highlight it
 - b. Locate the "Configure Span" button and click on it
 - c. Locate the "DSP Version #" window; it should read "85.0"
6. Verify IP DSP software version:
 - a. Click on either of the Ethernet test access spans to highlight it
 - b. Locate the "Configure Span" button and click on it
 - c. Locate the "DSP Version #" window; it should read "77.5"
7. Verify analog (POTS) DSP software version:
 - a. Click on any one of the analog test access spans to highlight it
 - b. Locate the "Configure Span" button and click on it
 - c. Locate the "DSP Version #" window; it should read "44.2"
8. This concludes the patch procedure

PATCH INSTRUCTIONS FOR REMOTELY (TCP/IP) CONTROLLED 96x UNITS

This instruction describes how to install the latest patch in your remotely (TCP/IP) controlled 96x unit. These instructions assume you have already installed the Sage 96x GUI software v7.10.19.

Download the file "LatestPatchesForV7.10.19_11-30-07.exe" which is on the Sage Web site at <<http://www.sageinst.com/files/960EngSW>>. You will have to enter a username (sagesupport) and password (sage935) to gain access to the site.

Using Microsoft Internet Explorer, highlight the file, right-click it, and select "save target as". Then, navigate to the desired folder on your hard drive and click on it to highlight it. Finally, click the OK button and the file will be copied to the selected folder on your hard disk.

Installing the Patches

1. If the 96x GUI program is running, shut it down
2. The file "LatestPatchesForV7.10.19_11-30-07.exe" is a self-extracting "zip" file. Double clicking on it will extract the replacement "ip.cof" and "pots.cof" files, and place them in the c:\tempy subdirectory on your hard disk. If c:\tempy does not exist, it will be automatically created for you.
3. Copy the ip.cof and pots.cof files to the C:\Program Files\Sage Instruments\960 subdirectory on your PC's hard disk. Overwrite the existing files there.

Copying the Patches to 96x On-board Flash Memory

The files referenced below can be retrieved from the Sage Web site at <<http://www.sageinst.com/files/>>. You will have to enter a username (sagesupport) and password (sage935) to gain access to the site.

Using Microsoft Internet Explorer, you can (one file at a time) highlight the file, right-click it, and select "save target as". Then, navigate to the desired folder on your hard drive and click on it to highlight it. Finally, click the OK button and the file will be copied to the selected folder on your hard disk.

You can use either of the two methods described below to copy the patch files to 96x 'Flash' memory:

1. Using a Local USB Cable
 - a. To use a local USB cable to copy all appropriate update files to the 96x 'Flash' memory, follow instructions in the file "960Flash-GUIupdateInstr.pdf". If you are remote from the 96x and need to use the FTP method, go to Step 2, below.
2. Using an Ethernet connection and FTP (File Transfer Protocol)
 - a. To use the FTP method of sending all appropriate software update files to your 960, follow instructions in the file "960Flash-FTPupdateInstr2.pdf"

Verifying Successful Software Update to the 96x

1. If your 96x is in the GUI mode, place it into Command Line Interface (CLI) mode:
 - a. Click on the "Home" button near the top left of the screen
 - b. Click on any displayed test access span to highlight it
 - c. Click on the "Configure Unit" button located at the bottom right of the screen
 - d. Click on the "Reboot to Cmd Line" button
 - e. At the "Are You Sure?" window, click on the "Yes" button
2. Close the 960B GUI and wait at least 60 seconds

3. Type WINKEY + r to open Microsoft "run" dialog box (Note: the WINKEY is the Microsoft "flag" key at the bottom left of your PC keyboard, located between the CTRL and ALT keys)
4. In the "run" box, type "cmd" then press <ENTER>. This will open a "DOS" window
5. Without the quote marks, type "telnet" followed by a space, followed by the 96x IP address or network name
6. Once you're connected to the 96x, you will receive a login prompt. Type (without the quotes) "admin" and press <ENTER>
7. You will then be prompted for a password. Type the admin-level password for your 96x.
8. At the prompt ("\>") type "unit" (without the quotes), and press <ENTER>. Near the top of the resulting data, there will be a list of all interfaces and their respective DSP software versions (see example below):

IF#	Type	Serial#	DSP Version	USB Version
1	E1	1032004033	85.0	1.6
2	E1	1032004033	85.0	1.6
3	E1	1032008016	85.0	1.6
4	T1	1032008016	85.0	1.6
5	IP2(10HD)	1230007017	77.5	1.6
6	IP2(10HD)	1230007017	77.5	1.6
7	2W(600)	1330001007	44.2	1.6
8	2W(600)	1330001007	44.2	1.6
9	2W(600)	1330001007	44.2	1.6
10	2W(600)	1330001007	44.2	1.6

9. Verify T1 DSP software version:
 - a. Locate a T1 or E1 interface line. The "DSP Version" should be "85.0"
10. Verify IP DSP software version:
 - a. Locate an IP interface line. The "DSP Version" should be "77.5"
11. Verify analog (POTS) DSP software version:
 - a. Locate a POTS interface line. The "DSP Version" should be "44.2"
12. While in the command line mode, type "version" (without the quotes) and press <ENTER>

The 96x should respond with a line similar to the example below. The version number should be 7.10.19

Sage 96X Command Language version 7.10.19
13. If your 96x was previously in GUI mode, you can now return it by typing (without quotes) "remctrl" and pressing <ENTER>. Wait about 2 minutes before attempting to reconnect using the GUI.
14. This concludes the patch procedure