

## NetLink Gateway Reset or Lockup – DNS Issue

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<b>Date:</b>	December 20, 2004	<b>Originator:</b>	Lisa Kvasnicka
<b>Software Versions:</b>	See Below		
<b>Hardware Revisions:</b>	TGx116, MOG7xx, MOG600	<b>Approvers:</b>	Wayne McAllister Gary Bliss
<b>Product Type:</b>	NetLink Telephony and OAI Gateways	<b>Status:</b>	Approved
<b>Access Level:</b>	General	<b>Revision:</b>	A

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### Problem

A software issue has been identified with the use of the DNS configuration which may cause NetLink Telephony and OAI Gateways to intermittently reboot (soft reset) themselves. This issue may also cause gateways to lockup and remain in the locked up state.

### Description

The problem can happen on any integration type and on any model gateway. On the gateway's "Network Configuration" screen if DNS is configured to non-default settings (IP address or DHCP for the DNS Server, domain name for the DNS Domain), the gateway may experience the reset/lockup problem. An affected gateway may experience either one or both of these symptoms (reboot and lockup).

During a reboot, phones assigned to the affected gateway would show "No GW Response" for a minute or two while the gateway is resetting. Reboots may also be indicated by unexpectedly shorter uptimes on the affected gateways compared to uptimes on unaffected gateways which remain running on the same system.

On a gateway lockup, users would experience loss of phone service on phones assigned to the affected gateway. Once a gateway locks up, the other gateways can no longer "see" the locked up gateway (it disappears from the list of system gateways on the "Gateway Connection Selection" screen). The gateway will remain in the locked up state until a manual reboot is done to temporarily clear the problem.

### Resolution

The problem may occur on the following list of software versions or earlier versions:

TGx116	3x.094
MOG7xx	82.013
MOG600	54.028

Prior to the release of software fixes for this issue, if you have any of these versions or earlier ones, the DNS settings must be disabled. On the gateway's "Network Configuration" screen, the DNS server and DNS domain settings need to be set to **NONE** as shown in the screen shots below.



## Technical Bulletin CS-04-15

TGx116 Telephony Gateway:

```
Network Configuration
Hostname: slnk_00011a, IP Address: 10.13.0.50

Ethernet Address:      00:90:7a:00:01:1a
IP Address             DHCP
Hostname              slnk_00011a
Subnet Mask           255.0.0.0
Default Gateway       DHCP
Allow Telnet Connections: Yes
Allow FTP Connections: Yes
Primary DNS Server:   NONE
Secondary DNS Server: NONE
DNS Domain:          NONE
Primary WINS Server:  NONE
Secondary WINS Server: NONE
Logging:              NONE
Log server:           10.0.0.48
SNMP Console server:  NONE
SNMP read community: NONE
SNMP write community: NONE

S=Send All      Enter=Edit      Esc=Exit
Use Arrow Keys to Move Cursor  Up=Wrap around to bottom  Down=More
```

MOG7xx OAI Gateway:

```
direct1 - HyperTerminal
File Edit View Call Transfer Help

Network Configuration
Hostname: slnk_00a45b, IP Address: 10.13.0.67

Ethernet Address:      00:90:7a:00:a4:5b
IP Address             DHCP
Hostname              slnk_00a45b
Subnet Mask           255.0.0.0
Default Router:       DHCP
Allow Telnet Connections: Yes
Allow FTP Connections: Yes
Primary DNS Server:   NONE
Secondary DNS Server: NONE
DNS Domain:          NONE
Primary WINS Server:  NONE
Secondary WINS Server: NONE
Logging:              NONE
Log server:           NONE
Sntp server:          NONE
IGMP Enabled:         No
Maintenance Lock:     No

Enter=Edit      Esc=Exit
Use Arrow Keys to Move Cursor
```

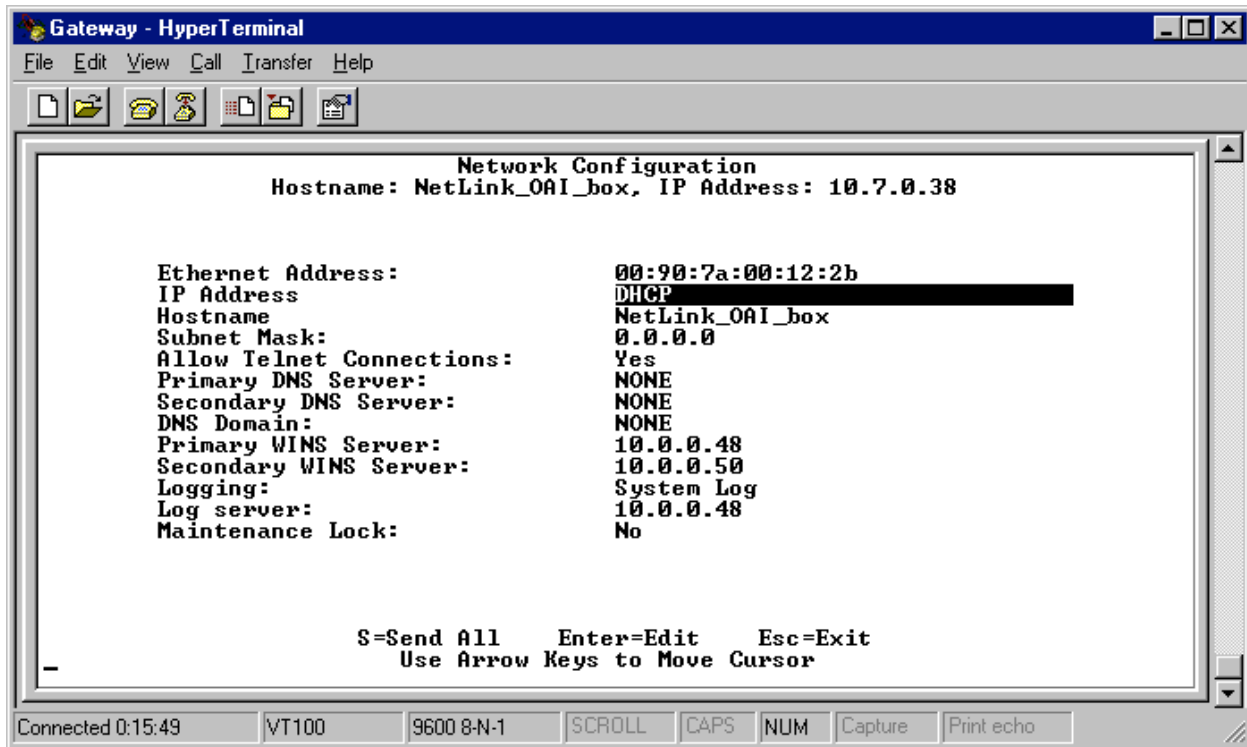


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## Technical Bulletin CS-04-15

MOG600 OAI Gateway:



```
Gateway - HyperTerminal
File Edit View Call Transfer Help
[Icons]
Network Configuration
Hostname: NetLink_OAI_box, IP Address: 10.7.0.38

Ethernet Address:      00:90:7a:00:12:2b
IP Address             DHCP
Hostname              NetLink_OAI_box
Subnet Mask           0.0.0.0
Allow Telnet Connections: Yes
Primary DNS Server:   NONE
Secondary DNS Server: NONE
DNS Domain:          NONE
Primary WINS Server:  10.0.0.48
Secondary WINS Server: 10.0.0.50
Logging:              System Log
Log server:           10.0.0.48
Maintenance Lock:    No

S=Send All   Enter=Edit   Esc=Exit
Use Arrow Keys to Move Cursor

Connected 0:15:49  VT100  9600 8-N-1  SCROLL  CAPS  NUM  Capture  Print echo
```

The following list of software versions (or higher) will fix the problem. Release dates are unknown at this time. Please check [www.spectralink.com](http://www.spectralink.com) for software updates.

TGx116      3x.095

MOG7xx      82.014

MOG600      54.029

