Technical Bulletin CS-09-12

OAI Gateway - Safe Mode

POLYCOM

Problem

OAI does not boot as normal and presents a screen prompting for filename and IP address information.

System Affected

MOG7xx

Description

In some rare cases it is possible for the OAI gateway to go into "Safe Mode". This state is the result of corrupt or missing functional software on the OAI gateway. The OAI gateway is field repairable in this condition and will require network access and access to a TFTP server to reload the OAI gateway software.

Resolution

The OAI gateway can be field restored when in Safe Mode. This state allows for the OAI gateway software to be uploaded to the OAI via TFTP. The OAI must be connected to an active network interface and be able to access a TFTP server on the same network.

Using the OAI gateway's RS-232 interface is required to respond to the prompts from the OAI for the software filename and IP address information that will allow the OAI to access the network and locate the TFTP server. The OAI gateway software must be located in the root directory of the TFTP server. The default file name is "mog700.bin". This file must be renamed to "fnctla.bin" in order for the OAI to load the file.

When first connecting to the OAI gateway during a Safe Mode state the screen will look much like it does below:

Effective Date: 1/28/09

```
Filename?
```

At the "Filename?" prompt type in fnctla.bin to indicate the software file the OAI will need to locate on the TFTP server. Please note that the backspace key does not function in this mode so if the file name is mistyped it will be necessary to power cycle the OAI and retry the recovery process.

After entering the software filename and then pressing the enter key the OAI will prompt for the IP address of the OAI gateway.

```
Filename?fnctla.bin
IP ?█
```

This IP address must be on the same subnet as the TFTP server in order for the OAI to access the server. It is possible to use a cross-over Ethernet cable to directly connect the OAI to a laptop running a TFTP server as well.

With both the filename and OAI IP address entered the OAI will now prompt for the TFTP server's IP address.

```
Filename?fnctla.bin
IP ?192.168.4.5.
TFTP IP ?█
```

The TFTP server IP address must be on the same subnet as the OAI gateway. After typing the TFTP server IP, press the enter key and be patient.

It can take as much as 20 minutes for the OAI to download software or as little as two minutes depending on the network connection and speed of the TFTP server. During this time there will be no visible indication that the OAI is doing anything. Do not interrupt the process or it will have to be repeated again. To verify the OAI is downloading software either check the TFTP server log for connection requests from the OAI or a physical inspection of the OAI will show the LED lights 1 thru 5 will be cycling, filling up, as the OAI downloads the software.

Once the OAI completes the software download it will automatically reboot. Viewing the RS-232 interface will display the following:

```
Filename?fnctla.bin
IP ?192.168.4.5.
TFTP IP ?192.168.4.77.

04830130
```

The connect string displayed on the screen will be "04830138" to indicate the OAI is ready for input. If admin access via the RS-232 interface is desired simply type the console access string, 0255cc Ctrl-m Ctrl-j, to cause the login prompt to appear.

Please note that access the OAI via the RS-232 port for administration will prevent the RS-232 port from being used to communicate with the OAI application until the OAI gateway is power cycled.

If the OAI gateway was previously configured all configurations will remain after recovery from Safe Mode. The Safe Mode recovery process only replaces corrupt or missing software in the OAI gateway and will not affect any system configuration or OAI line configuration. For information on backing up the OAI system configuration and OAI ling configuration refer to the OAI Administration Guide.
http://www.polycom.com/global/documents/support/setup_maintenance/products/voice/SpectraLink_8000_OAI_Admin_Guide.pdf