

## TECHNICAL BULLETIN CS-07-05

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NetLink 8000 Handset Software on a NetLink Gateway

**Notification Date:** 9/18/07

**Originator:** Josh Redmore

**Effective Date:** 9/18/07

**Approvers:** Wayne McAllister (VP Cust. Svc)  
Mark Hamilton (VP S/W Dev.)

**Systems Affected:** NetLink

**Hardware Affected:**

NetLink Gateways

**Status:** Approved

**Access Level:** General

**Revision:** B

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**Summary:**

An "Undefined Error: 0" is received when attempting to FTP 8000-series handset software to a NetLink Gateway.

**Description:**

When attempting to load 8000-series handset software to a Gateway's internal TFTP server, a user may see an error of "553 Can't create <filename>: Undefined error: 0". The user will then be unable to use the Gateway to distribute the upgraded software to the handsets

**Resolution:**

Any NetLink environment using 8000-series handsets must use an external TFTP server for handset software upgrades.

