

Technical Bulletin CS-07-06

SVP100 / AVPP100 Upgrade Problem



Problem

After upgrading an SVP100 to software version 17x.022 or greater, it is possible that it will no longer function as a SVP100 but as an SVP010 (supporting only 10 users).

System Affected

SpectraLink SVP Server / Avaya AVPP Server (Version 17x.022 or greater)

Description

Software version 17x.022 or greater will now verify the licensing of the SVP and act accordingly. Software versions previous to this did not do a complete verification. It is possible while the label would read SVP100 it could in fact have been programmed as an SVP010 and the software would not catch this, thus letting it operate as an SVP100.

If the SVP had been programmed incorrectly from the beginning, updating the software to version 17x.022 or greater would cause the SVP to function incorrectly.

Resolution

After updating the software to 17x.022 or greater, verify the SVP type by accessing the Software Version Numbers page in the SVP server. The SVP type should match the label on the outside of the server (100 for SVP100). See Example below:

```
Software Version Numbers
Hostname: [Lab_SVP_3], Address: 172.29.112.2

SVP Type: 100
Hardware Versions: 33/02
Factory Page: 213.001
Downloader: 213.004 (a50938a5)
Table of Contents: 173.034 (91d3cca8)
Functional Code: 174.034 (0387143a)
File System: 175.034 (1c163539)
```

If it does not match, the SVP server can be loaded with a software version prior to 17x.022 and it will operate correctly. Contact your Customer Service provider for replacement information.

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