



SoundPoint® IP Family Technical Bulletin – TB 11785

SoundPoint IP phones now support the configuration of multiple boot servers to provide more robust provisioning.

This information applies to:

- All SoundPoint IP phones running bootROM version 3.2.1 or later or SIP application version 2.0.1 or later.
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SYMPTOMS

For any SoundPoint IP phone running bootROM versions 3.2.1 or earlier or SIP versions prior to 2.0.1, the phone is only capable of provisioning application and configuration files from a single boot server. In these versions, the phone would only use the first server on the list even if a DNS name was used to specify the boot server and a list of servers was returned.

RESOLUTION

Changes have been made in bootROM 3.2.1 and SIP 2.0.1 to allow multiple boot servers to be specified. The phone can now contact multiple IP addresses per DNS name. The phones will store a list of boot server addresses to contact—if the first one on the list is unavailable, the phone will proceed to subsequent entries. The last server which is successfully reached will move to the top of the list for subsequent file requests.

For currently installed phones, an upgrade to the specified software application and bootROM versions will allow this feature to be used. No configuration parameter changes are required.

System administrators will need to ensure that all bootROM, application, and configuration files are kept synchronized across all platforms, and it is recommended that a single URL is specified for the storage location of all log files and contact directories to ensure consistency in this data.

STATUS

This feature is now available in our latest GA releases. Polycom recommends an upgrade to both bootROM 3.2.1 and SIP 2.0.1 for users requiring this functionality.

For more details, see sections 2.2.2.1.2 and 2.2.1.3.3 of the Polycom SIP 2.0 Administrator's Guide.