

Scheduling Automated Software Upgrades with *Distributed Polling*

The distributed polling feature enables administrators to set when and how frequently phones automatically check the provisioning server for software upgrades. The distributed polling feature has been enhanced in Polycom® UC Software 4.0.0 and is available on all phones that use SIP 1.4.0 or later.

Controlling the upgrade schedule enables administrators to improve network efficiency and reduce server loads. In an enterprise environment for example, you can set the phones to poll for upgrades at times that minimize impact on user productivity.

You can enable and configure the distributed polling feature using configuration files. You can set the polling behavior to one of three modes – relative, absolute, or random – depending on how frequently you would like to upgrade your phone deployment. Random mode is a new mode available only in UC Software 4.0.0 or later.

- **Relative** Specifying the mode as *rel* enables phones to poll after every X seconds. You can specify the value of X in the `prov.polling.period` parameter.
- **Absolute** Specifying the mode as *abs* enables phones to poll at an exact time, based on the 24-hour clock. You can set the exact time in the `prov.polling.time` parameter.
- **Random** Specifying the mode as *random* enables phones to randomly poll for upgrades. The randomness depends on the period specified in `prov.polling.period`. If the period is less than one day, phones will randomly poll at any time of the day. If the period is greater than one day, phones will poll at a random time between the values in `prov.polling.time` and `prov.polling.timeRandomEnd` if specified, or a random time if these values are not specified. The polling day is determined by the MAC address of the phone.

Table 1: *Distributed Polling at a Glance* provides a quick summary of the compatible phone models, primary users, and available documentation for the Distributed Polling feature.

Table 1: Distributed Polling at a Glance

| | | | |
|---------------------|------------------------------------|--------------------------|--|
| Released: | August 2004 | Interoperability Issues: | None |
| Applies to models: | All models | Dependencies: | None |
| Software version: | SIP 1.4.0 | Limitations: | Random mode is only available in UC Software 4.0.0 or later |
| Main business size: | Medium to large enterprises | Maintenance: | One-time setup |
| Primary users: | Administrators | Available Documentation: | Polycom UC Software Administrators' Guide |



| | | | |
|--------------------|------|---------------------|------------|
| Licenses Required: | None | Resources Required: | XML editor |
|--------------------|------|---------------------|------------|

As an example, in an enterprise environment you can use *abs* mode to set the phones to poll at 2:00 a.m., outside of typical business hours. Or, you can use *random* mode to set the phones to poll randomly between 11:00 p.m. and 3:00 a.m. to avoid overloading the server. You can also set individual phones or groups of phones to different modes according to your needs.

How to Set Up and Enable this Feature

Before you begin, decide on a strategy for implementing distributed polling. Consider non-working hours or off-peak hours – these times may be ideal for polling. Also note the number of phones in your deployment as that may influence your choice of polling mode – enabling 1000 phones to poll at the same time may not be ideal.

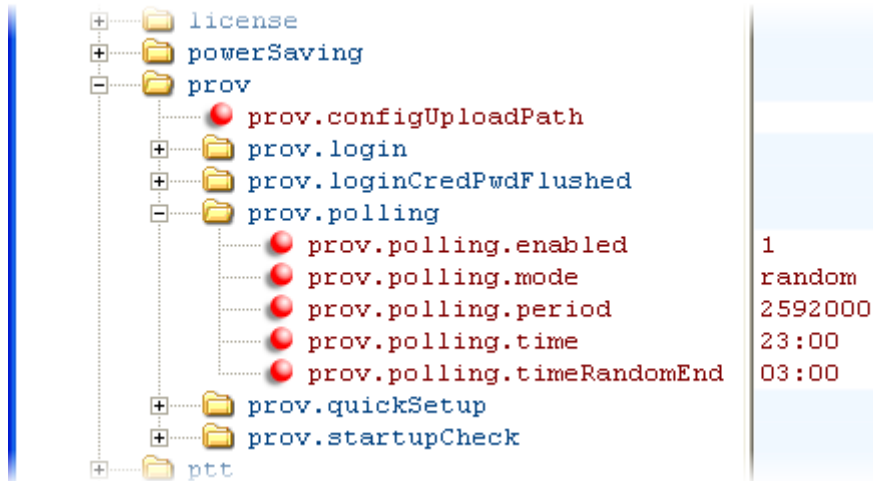
To configure the required parameters, you must use a compatible XML editor such as *XML Notepad 2007* and have permission to access and edit configuration files on the provisioning server. The configuration parameters for this feature are located in the `site.cfg` template file. As shown next in [Table 2: Distributed Polling Configuration Parameters](#), the values you apply to these configuration parameters specify the mode, polling period, and polling times.

Table 2: Distributed Polling Configuration Parameters

| Parameter | Permitted Values | Comment |
|---|------------------|---|
| <code>prov.polling.enabled</code> | 0 or 1 | 0: Disables this feature 1: Enables this feature |
| <code>prov.polling.mode</code> | rel, abs, random | Polling mode |
| <code>prov.polling.period</code> | integer ≥ 3600 | The time interval, in seconds, that the phone will wait before polling for upgrades |
| <code>prov.polling.time</code> | hh:mm | Time of the day to start polling (24 hour clock) |
| <code>prov.polling.timeRandomEnd</code> | hh:mm | Time of the day to stop polling |

To set up distributed polling for software upgrades:

- 1 Launch your XML editor and open the **site.cfg** template file.
- 2 Locate and expand the XML structure to expose the `prov.polling` configuration parameters as shown next.



- 3 Enter parameter values to configure the feature.
- 4 Save your changes and close the **site.cfg** template file.
- 5 Reboot your phone(s).

You have configured the distributed polling feature and the new behavior will be applied to your phones.



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