Engineering Advisory 85614: Downgrading Issues on Polycom® VVX 1500 Phones

This engineering advisory provides information on what you should do if you have issues downgrading a Polycom® VVX 1500 phone.
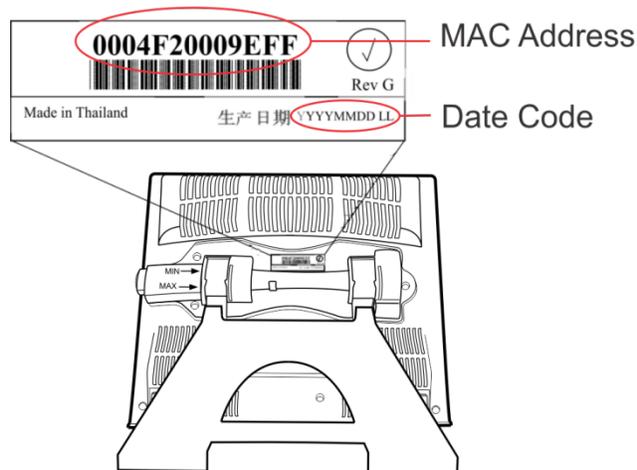
This engineering advisory applies to Polycom VVX 1500 business media phones, with a date code of "201204DD LL" or later.

Identifying the Issue

The Polycom® UC Software (UCS) running on VVX 1500 phones manufactured with a date code of "201204DD LL" or later cannot be downgraded to a version lower than UCS 3.3.2.

You can identify these phones by looking at the back of the phone for the console label as shown next.

Figure 1: Back of VVX 1500 and Console Label

The new design was manufactured and sourced after the releases of UCS 3.3.1 and earlier versions.

The current shipping configuration for VVX 1500 is UCS 3.3.3 as described in Engineering Advisory 75429 - February 2012 Product Shipping Configuration Change Notice.

Symptoms

Some customers' deployments have only been certified on UCS 3.3.1 or earlier versions. These customers may be required to downgrade phones to be able to use a certified version for their server platform.

When attempting to downgrade one of these VVX 1500 phones, the error message "Image is not compatible with the phone" displays on the phone's LCD. If the phone's file system is formatted at any point during the attempt to downgrade, the additional error message "Error, application is not present!" displays.

Figure 2: Error Messages on VVX 1500 Phone

Log files from the phone may show messages similar to those shown next.

```
000106.030|cfg  |5|00|Error: file does not contain a compatible image
000106.030|cfg  |5|00|  Compatibility for image 0 is 0xa611555
000106.031|cfg  |5|00|  Compatibility for image 1 is 0xa611555
000106.031|cfg  |5|00|  Compatibility for image 2 is 0xa611555
000106.031|cfg  |5|00|  Compatibility for image 3 is 0xa611555
000106.031|cfg  |5|00|  Compatibility for image 4 is 0xa611555
000106.031|cfg  |5|00|  Compatibility for image 5 is 0xa611555
000106.031|cfg  |5|00|  Compatibility for image 6 is 0xa611550
000106.031|cfg  |5|00|  Compatibility for image 7 is 0xa611550
000106.031|cfg  |5|00|  Compatibility for image 8 is 0xa611555
000106.031|cfg  |5|00|  Compatibility for image 9 is 0x1000000
000106.031|copy |3|00|buffered_write: transfer terminated
000106.033|copy |3|00|Download of 'sip.ld' succeeded on attempt 1 (addr 1
of 1)
000106.034|cfg  |4|00|Prov|File sip.ld was not compatible with the phone
000106.138|app1 |4|00|Image is not compatible with the phone.
000106.139|cfg  |3|00|Prov|Provisioning succeeded
000111.216|app1 |3|00|Application, load: Type=SIP, Version=3.3.3.0072 22-
Dec-11 19:13
```

Admin Tip: Viewing the Logs in the Web Configuration Utility

If the VVX 1500 phone is on UCS 4.0.x or later, the same log message will be visible in a browser in the Web Configuration Utility's logging section. This is only possible if the phone is able to fully boot. If the file system has been formatted, the logs in the logging section will not be available. Any version earlier than UCS 4.0.x will not support log collecting through the Web Configuration Utility.

Root Cause

An update to manufacturing introduced a design change to the VVX 1500 in March 2012. This change also required an update to the UCS NAND compatibility in the UCS software, and this update is present in UCS 3.3.2 and later.

Workaround

To work around this issue, do one of following:

1 Do not downgrade the phone to a software version lower than UCS 3.3.2 .

2 Contact Polycom Global Support if you must use a lower software version.

3 Upgrade all VVX 1500 phones in your organization to the latest software version that supports the VVX 1500, namely UCS 4.0.4.

Resolution

Polycom recommends that you update all VVX 1500 phones in your organization to UCS 4.0.4. You can find the UCS 4.0.4 software and release notes on the VVX 1500 support page.

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