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Release Notes NetVanta 7000 Series Products

AOS Release A2.05.00
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Purpose

AOS Release A2.05.00 provides a few new features, enhances existing features and addresses several field issues.

AOS A2.05.00 is a Controlled Release. This AOS is recommended primarily for new installations and existing installations that were waiting for solutions included in this release. Once the software completes the Controlled Release period, it will be considered Generally Available. Prior to the controlled release launch this AOS has been subjected to both Design Verification and Product Qualification testing as well as completed field beta testing in both supervised and unsupervised capacity. Results obtained during this testing have been evaluated and the code has been determined to be ready for a Controlled Release. Issues discovered during testing but not addressed in this build are listed as Errata in [Appendix A](#).

Stage	Status	Date
Internal and Field Evaluation	Completed	11/24/2009
Controlled Release	Completed	11/25/2009

A listing of available documents for this release appears in [Appendix B](#). Further configuration guides, white papers, data sheets, and other documentation may be found in ADTRAN's Knowledgebase, <http://kb.adtran.com>.

Important Notices

NetVanta 7100 Hardware Considerations

New features coming with any AOS release warrant some attention before use by the customers, specifically the choice of the hardware platform on which the new AOS will be installed

There have been 2 revisions of NetVanta 7100 hardware in the field. These are denoted by different part numbers: 1200796L1 (old) and 1200796E1 (new). Starting with AOS release A2.04, we don't recommend AOS use on the 1200796L1 (old) units. These units continue to be field worthy, and would continue to perform as expected for their useful life on previous software revisions. However due to differences in hardware, some or all of the new features may not be supported on the older hardware (1200796L1).

The 1200796L1 is explicitly not recommended for use for the following features

- Support for more than 50 users (DSP resources were increased on 1200796E1 units, allowing additional TDM to IP conversions). The user limit should on the 1200796L1 remains unchanged.
- Use of SIP trunks that require the NV7100 to do the transcoding. (This conversion is required, if the SIP trunk provider does not support G.729)
- Use of the Echo Return Loss (ERL) tool

While there aren't any other known constraints for the other features at this time, please keep yourself updated on any future advisory by ADTRAN. The recommended hardware for the AOS A2.05 feature is 1200796E1. Feel free to discuss with your ADTRAN representative on what options you have in case you have an L1 unit, and you still want to use AOS A2.05 features

Recommended AOS Image location(s)

AOS images can be stored on FLASH/NONVOL as well as on CFLASH. However, it is recommended that the Primary AOS image be stored on FLASH/NONVOL and the backup image be stored on CFLASH. One reason for this is that starting with AOS A2.01.00, there will no longer be enough space on FLASH/NONVOL to store 2 versions of AOS firmware. To copy the current image from FLASH/NONVOL to CFLASH, use the command "copy flash <filename> cflash <filename>".

Notice of Defined Voicemail File Limit

Starting with AOS A2.04.00.SA, the NetVanta 7000 Series products can maintain a maximum of 3000 voicemails per system. The implementation of voicemail message expiration will allow the system to remain within the defined limit. Upgrading the CFLASH card to a larger card will not result in more voicemail storage and is therefore not recommended. Should you have a need to replace a failed CFLASH card, please contact ADTRAN Technical Support for assistance.

Required Phone Firmware

For this AOS Version, the following versions of phone firmware are required to address issues found in the field and to support new features added with this AOS release. For instructions on upgrading to these phone firmware versions, see the [Upgrading Instructions](#) section on page 14 of this document.

- ADTRAN IP 700 Series Phones – Version 1.3.11
- Polycom Phones – Version 3.1.3b application and version 4.1.2b bootrom.

These files can be downloaded by going to <http://www.adtran.com/support>, selecting Software Downloads, and choosing the appropriate Phone Model under IP 700 Series. Contact ADTRAN Post Sales Technical Support if you are unable to download these files.

AOS Versions for SIP Trunking and Networking Applications

For NetVanta 6355 and Total Access 900 Series products used in SIP Trunking applications involving the NetVanta 7000 Series, AOS A2.05.00 for these products is required for proper operation. For SIP Networking between NetVanta 7000 Series products, the same AOS version should be used in each product with A2.05.00 being the currently recommended version.

Default Firewall Configuration Changes

NOTE: This change only impacts remote phones and SIP trunking applications. Changes to default behavior do not impact local phones on the NV7000 series. ADTRAN has made this change to increase security of voice platforms when connected to the Internet.

- In AOS versions A2.01.00 through A2.03.00.SC, the default Public policy class allowed SIP traffic (destined for UDP port 5060) inbound.
- For AOS A2.04.00.SA and above, this traffic is no longer allowed by default. Instead the installer is required to selectively customize the Public policy class to allow SIP traffic from remote sites and SIP Trunking providers.

Summary of New Features

This section highlights the major features, commands and behavioral changes for AOS A2.05.00.

Call Pickup Groups

- Allows users to pick up calls ringing within an assigned Pickup Group without having to know or enter the target extension number.
- The ringing call is retrieved by dialing the Pickup Group number.
- Groups are created in similar manner as a Paging Group. Each Group will have to have a unique dialable extension.
-

Directed Call Pickup

- Allows users to pickup a call ringing on any phone (within their assigned group or another group).
- The ringing call is retrieved by dialing SPRE code *52, the extension number, and a following *. (*52xxxx*)
- This capability must be enabled in the Class of Service assigned to the User Account(s) requiring the feature.

Summary of Bug Fixes

This section highlights major bug fixes in AOS version A2.05.00

Possible Compact Flash Corruption

Issue Detail

- Under specific timing related conditions when the software file system is accessing the CFLASH card some of the files can inadvertently get altered. The alteration shows up as unexpected behavior such as unheard prompts, lost voice mails, and system resets. Enhancements have been made in the software of the file system and compact flash driver that greatly decreases the chances of this occurring. The alteration may also be observed by listing the content of directory and files. It typically shows up as strange non English language characters. On a related note, when replacing a compact flash module, only use FAT32 formatted, ADTRAN provided compact flash cards. The only recommended part # is 1200852G1.

Examples of corruption include:

- Error messages similar to:

```
2009.11.19 13:33:39 OPERATING_SYSTEM.FILESYSTEM Error converting UTF-16
filename to UTF-8 from FAT; UTF-16 filename = 0x004b 0x0031 0x0036
0x004a 0x0034 0x0036 0x0052 0x0059 0x0052 0x0055 0x002e 0x0077 0x0061
0x0076 0xdfff
```

- Directory / file listings with strange looking characters –

```
NV7100#dir cflash
    373 000000000000.cfg
(dir)    0 AA
(dir)    0 ADTRAN
    2440 adtran_00a0c8009793.txt
14594427 𐀀𐀁𐀂𐀃𐀄𐀅16-E.biz
14595459 NV7100A-A2-03-00-SC-E.biz
(dir)    0 Polycom
    749 polycomboot.cfg
    739 polycomboot_remote.cfg
(dir)    0 System 𐀀𐀁𐀂𐀃. _m𐀄ltPrompts
(dir)    0 VoiceMail
67481600 bytes used, 188870656 available, 256352256 total
```

- If you notice any of these symptoms, please contact technical support for evaluation of the problem. The evaluation may not warrant immediate correction.

Memory leak with certain DNS responses

Issue Detail (IA-1549)

- If the DNS server returns an alias in response to a DNS request, a memory leak would occur.

Reboot due to incorrect SDP

Issue Detail (IA-1531, IA-1069)

- Incorrect SDP in SIP messaging could cause a reboot to occur when an analog Ring Group member answers. This is only if the analog member is connected via a Total Access 900 or NetVanta 6355.

Memory leak when calls from a SIP trunk are transferred from Auto Attendant

Issue Detail (IA-1488, IA-1525, IA-1539)

- Calls inbound on a SIP trunk that were connected to an auto-attendant and then transferred would cause a memory leak that would eventually cause the unit to run out of memory and reboot.
- This condition would generally occur only with heavy call volumes over a period of time.

Reboot due to memory corruption

Issue Detail (IA-1480)

- Corrected allocation of resources so as to prevent corruption of memory.

Call without Caller ID does not clear when far-end disconnects

Issue Detail (IA-386)

- When using a 2nd Gen. FXO module with a trunk is configured to receive Caller ID, a call to the Auto Attendant would not be cleared properly from the far end if no Caller ID is received. A call will then be sent to the Operator Group and would continue to ring the Operator Group members.

[Web]: Changing MAC address in phone config doesn't save file correctly

Issue Detail (IA-1557)

- When changing the MAC address for an existing Polycom phone config (such as when a phone is replaced), the updated phone configuration was not formatted correctly.

[Web]: Cannot add Status Group to phone config

Issue Detail (IA-1542)

- Intermittently Status Groups would not be available for selection within a new phone config upon creation of a new User Account.

No ringback on calls from PRI routed to extensions through the Auto Attendant

Issue Detail (IA-1538)

- Calls received on a PRI Trunk Account and routed to an Auto Attendant would experience no ringback when the call was transferred out of the Auto Attendant.

[Web]: Cannot create or edit analog User Account

Issue Detail (IA-1532)

- Analog User Accounts could not be created or edited.

[Web]: Long delay after applying changes to Status Group

Issue Detail (IA-1392)

- A large delay can be experienced when applying an update to a Status Group on a system with many User Accounts with Phone Configs. The changes would be accepted but the page would take longer than normal to refresh.

[Web]: Error saving Login Password for User Account

Issue Detail (IA-1046)

- An error would occur intermittently while changing the Login Password which would incorrectly save the password as encrypted.

[Web]: Password not saved for SIP identities with encryption enabled

Issue Detail (IA-1022)

- When password encryption is enabled, the passwords for SIP identities were being saved as plain text and would be cleared out if the unit was reset. These are now being stored correctly.

Upgrade Instructions

Several steps need to be taken to assure a valid upgrade. First, save your existing configuration via the Configuration page in the web interface under Utilities (remember to include voice settings).

Accessing AOS A2.05.00

AOS A2.05.00 is available by going to <http://www.adtran.com/support> and selecting Software Downloads. Then choose the NetVanta 7060 or 7100.

AOS Upgrade Instructions

1. Upload the AOS Image to FLASH via the Firmware page in the web interface or via FTP.
2. From the web interface, choose the new image as the Primary Firmware and click Apply.
3. (Optional) Copy previous Primary AOS image to CFLASH.
4. If using the web interface, select the Primary and Backup images from the drop-down lists and click Apply. If using the Command Line Interface in Global Configuration Mode, enter "boot system cflash NV7100A-A2-05-00-E.biz X Y verify" where "X" is the location of the backup firmware image and "Y" is the name of that firmware image.

The "verify" keyword tells the system to check the AOS image to make sure it was uploaded properly before applying it. Note that the filename may be different for other NetVanta 7000 Series products.

5. After the AOS image is applied, then click Reboot unit or enter "reload" and select "y" to save and to reload.

AOS Bootcode Details

When upgrading to AOS A2.05.00, an upgrade to the Bootcode is not required.

IP 700 Series Phone Upgrade Instructions

To upgrade your IP 700 Series Phones, you will need to complete 3 basic steps:

1. Upload the new firmware and bootrom files to your boot server via FTP.
2. Select the appropriate new version of firmware and bootrom for the IP 706 and IP 712 on the IP Phone Globals page, on the Boot Settings tab, under Default Firmware.
3. Reboot the phones and confirm they download the new firmware images.

Polycom Phone Upgrade Instructions

To upgrade your Polycom Phones, you will need to complete each of the following steps:

1. Copy the entire contents of the zip file found on ADTRAN's website to the Polycom folder on CFLASH using FTP.
2. Erase sip.ld from the Polycom folder on CFLASH.
3. Upload both sip.cfg and sip.ver from the zip file to FLASH/NONVOL using FTP. These files can also be copied from CFLASH using the following commands:
 - a. "copy cflash Polycom/sip.cfg flash sip.cfg"
 - b. "copy cflash Polycom/sip.ver flash sip.ver"
4. Reboot the phones and confirm they download the new firmware images.

Appendix A – Errata for A2.05.00

The following is a list of errata that exists in A2.05.00.

Possible reboot with SIP trunk calls to Voicemail

Issue Detail

- In a scenario where a call from a SIP trunk into voicemail is clearing as another call from a SIP Trunk is received into voicemail, a reboot condition might occur.

Errata Justification

- The likelihood of the reboot occurring is less due to this condition only occurring within a very small window of time as the call clears.

Calls into Voicemail or Auto Attendant incorrectly record Lost Packets

Issue Detail

- The output of “show voice quality-stats” reports many lost packets on calls to Voicemail or Auto Attendant.

Errata Justification

- These statistics are inaccurate for Voicemail and Auto Attendant due to the fact that no RTP packets are sent during the silences between prompts. They do not reflect actual voice quality issues.

*61 SPRE Does Not Work for International Numbers

Issue Detail

- When adding a speed dial for international numbers with the *61 SPRE code, the system will return an error (484 Address Incomplete).

Errata Justification

- This will be addressed in a future release of AOS.

Attended transfer with SNOM M3 handset fails

Issue Detail

- When attempting attended transfers with SNOM M3 handsets, the call is redirected to the transferor incorrectly.
- Unattended/Blind transfers do not experience this issue.

Errata Justification

- Attended transfer is not supported when initiated by SNOM M3 phones.

“Num-rings 0” fails on User Accounts and Ring Groups

Issue Detail

- For User Accounts, a call may be cancelled after 17 rings and Call Coverage will be processed.
- For Ring Groups, a call may be cancelled after the highest “num-rings” value for members in the Ring Group. Call Coverage will then be processed.

Errata Justification

- This will be addressed in a future release of AOS.

DNS queries to secondary server with no valid route causes a lockup

Issue Detail

- If the configured primary DNS server stops responding to queries, the NetVanta 7000 will failover to the secondary DNS server. If there is no route to the secondary DNS server present in the route table, the unit will lockup when trying to query the secondary server.

Errata Justification

- If both DNS servers are routable by the default route in the unit, this issue will never occur.
- This will be addressed in a future release of AOS.

One-way audio on some Ring Group calls

Issue Detail

- One-way audio may be experienced on some calls from a Trunk Account where modem-passthrough is enabled if that call is routed to a Ring Group.

Errata Justification

- Disabling modem-passthrough on the Trunk Account prevents this issue from occurring.
- This will be addressed in a future release of AOS.

[Web]: Update Directories does not update Polycom phone directories

Issue Detail

- When using the procedure to update the System Directory for phones outlined here: <http://kb.adtran.com/article.asp?article=2605&p=2>, Polycom phone directories do not get updated.

Errata Justification

- This will be addressed in a future release of AOS.

[Web]: Error when viewing Trunk Account config page

Issue Detail

- If a SIP Trunk Account has ANI or DNIS Substitution configured, that page will fail to load with a 503 Server error.

Errata Justification

- The configuration for the Trunk Account can be modified from the Command Line Interface (CLI).

[Web]: Associated Accounts not listed in order configured on phone

Issue Detail

- On the IP Phone Configs page, the list of Associated Accounts for each phone is displayed in numeric order rather than the order configured on the phone keys.

Errata Justification

- If you select the phone config and view/edit it, the order of the Button Map is correct.
- This will be addressed in a future release of AOS.

[Web]: Personal Phone Manager Caller-ID List disappears intermittently

Issue Detail

- The Caller-ID List content disappears from the Personal Phone Manager webpage. However, this only lasts for a few hours and the list contents will be visible again.

Errata Justification

- This will be addressed in a future release of AOS.

[Web]: Cannot Add Reject Template or Delete Template for SLAs and SCAs

Issue Detail

- For Shared Line Accounts (SLAs), clicking Add Reject Template adds the value to the Accept Template. Also, selecting a template and clicking Delete Template does not remove the template or provide an error.
- For Shared Line Accounts configured as Shared Call Appearances (SCAs), clicking Add Reject Template adds the value to the Accept Template. Also, selecting a template and clicking Delete Template does not remove the template and instead reorders the list.

Errata Justification

- These values can be configured in the Command Line Interface (CLI) without issue.
- This may be addressed in a future release of AOS.

[Web]: Error when adding more than 10 Polycom MAC addresses

Issue Detail

- On the Manual Input tab, when entering more than 10 Polycom MAC addresses at the same time and saving them an error is given and the phone config is not saved.

Errata Justification

- If the number of MAC addresses is limited, the issue will likely not occur.
- This may be addressed in a future release of AOS.

Appendix B – Related Documents

For configuration guides, installation guides, white papers and more, visit ADTRAN's knowledge base at <http://kb.adtran.com>.