Feature Profile 67993

Using the Software Upgrade Tool in the Web Configuration Utility

The Software Upgrade tool built into the Polycom Web Configuration Utility enables administrators to check for new software versions and quickly upgrade phones on an individual basis. These tools are available for all phones using Polycom® UC Software 4.0.0 or later.

The Software Upgrade options (shown next) built into the Web Configuration Utility provide you with a convenient way to upgrade (or downgrade) software for small phone deployments. You can choose which server to check for the available updates, and choose a specific software version if multiple versions are available. This enables administrators to update the phone's software version using either a Polycom-hosted server or a custom server.
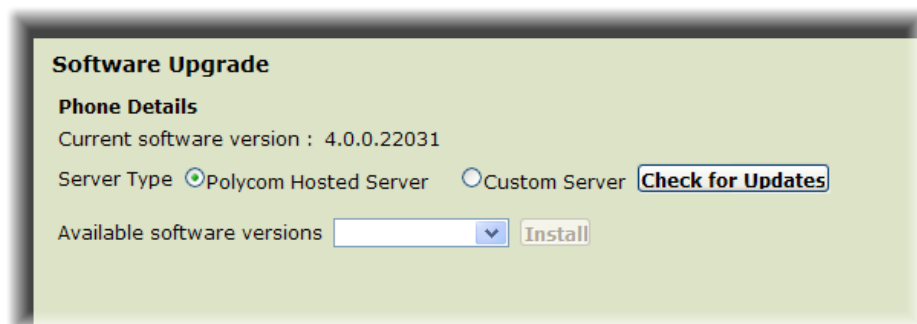
Use the following table as a guide to the compatible phones, maintenance requirements, and available support documentation for the Software Upgrade options.

Table 1: Software Upgrade Tool at a Glance

Released:	September 2011	Interoperability Issues:	None
Applies to models:	All phone models	Accessibility:	Available through the Web Configuration Utility (if enabled)
Software version:	UC Software 4.0.0	Limitations:	None
Main business size:	Small to medium businesses	Maintenance:	Update the server paths as needed via an XML file
Primary users:	Administrators	Support Documentation:	None
Licenses Required:	None	Resources Required:	XML editor, PC IP address

How the Upgrade Server Options Work

The *Software Upgrade* screen automatically display the current software version used by the phone. To perform an upgrade or a downgrade, choose from either of the following servers to upgrade or downgrade your phone's software:

- **Polycom Hosted Server**   Choose this option to check for updated software files on the Polycom server.

- **Custom Server**   Choose this option to check for software updates on a custom server.

After choosing a server, you can check for available software versions by clicking the **Check for Updates** button. The Web Utility will check the server for an XML file containing the software file paths. The XML file is a resource file that contains file paths pointing to the available software versions. The file path information is returned to the Web Utility for you to choose from the Available Software Versions selector. This enables administrators to manage the available software locations at the server level.

> **Note: Use the attached XML template to create a custom software version resource file.**
>
> To use a custom server, you must provision the server with this XML resource file containing file paths to the upgrade software versions (detailed in the following section). Polycom has provided the attached XML template file as a convenience for creating this file. You must also specify the full XML file path location in the *Custom server address* field. This will enable the utility to retrieve the software paths from the custom server XML file and display the relevant version numbers in the available selector.

Creating the XML File for the Custom Server Option

If you choose to set up a custom server for your software upgrades, you will need to ensure that the XML file contains the correct file paths to the software version files. The XML file must consist of four key XML structures: the *ID*, the *Phone Image*, the *Version*, and the *Path*, as shown in the following illustration:

The four key XML structures are defined as follows:

- **ID**   The *ID* attribute indicates which phone model revisions you can update. If the value in this attribute is a part number and doesn't include a specific revision number, such as RevA, you can update all versions of that phone model. If the value in this attribute contains a part number and revision number such as 2345-12600-001 RevA, you will be able to update only that phone model version. For example, in the previous illustration, the *ID* attribute has the value 2345-12600-001, which corresponds to the SoundPoint IP 650. Since there is no revision number in the field, you can update all SoundPoint IP 650s.

- **Phone Image**   The *Phone Image* element separates multiple software files. You can create only one software file per *Phone Image* element. You can have multiple *Phone Image* elements in one *Revision* element.

- **Version**   The *Version* element indicates the software version.

- **Path**   The *Path* element specifies the location of the software files. You can specify either the directory that the software files are located in or an exact software file (sip.ld file). If you specify a directory, your phone will look in that directory for its corresponding software file. If you specify an exact software file, the phone will check the software file for compatibility.

To begin creating your own XML file, locate the sample XML file in the Attachments menu of this PDF document and edit the contents.

To edit the XML file:

1   Open the attached XML template with your XML editor.

2   Enter the software version in the *Version* element.

    You can obtain the software version from the *sip.ver* file in the Polycom software files you downloaded, as shown next.
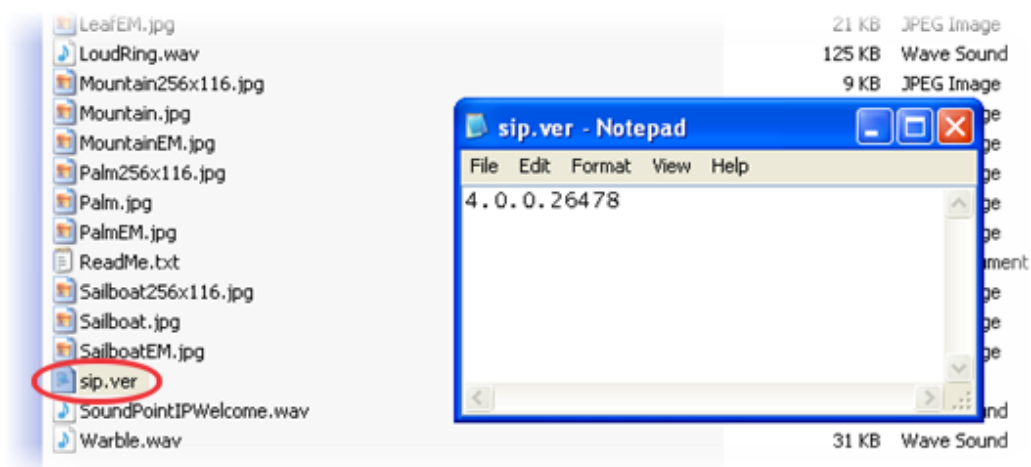
3 Enter the directory or the exact file path of the software files on your server in the *Path* element.

4 Save this XML file onto the custom server.

Using the Software Upgrade Tool to Update Your Software

Before you begin updating your software, consider the number of phones you plan on updating. The Software Upgrade Tool is optimal for managing software on a small number of phones, ten at most. If you plan on updating software for a larger number of phones, Polycom recommends using the provisioning server method. For details on updating software for a large number of phones, see Engineering Advisory 64731: Polycom® UC Software 4.0.0 Upgrade and Downgrade Methods.


Web Info: Navigating the Web Configuration Utility

If you need help logging into the Web Configuration Utility, see the *Polycom® Web Configuration Utility User Guide* on the Polycom Technical Notifications page.

To upgrade (or downgrade) your phone's software using the Polycom hosted server:

1 Log in to the Web Configuration Utility as an administrator.

   The default administrator password is *456*.

2 Choose **Utilities** > **Software Upgrade**.

3 On the *Software Upgrade* screen, choose the **Polycom Hosted Server** option as shown next.
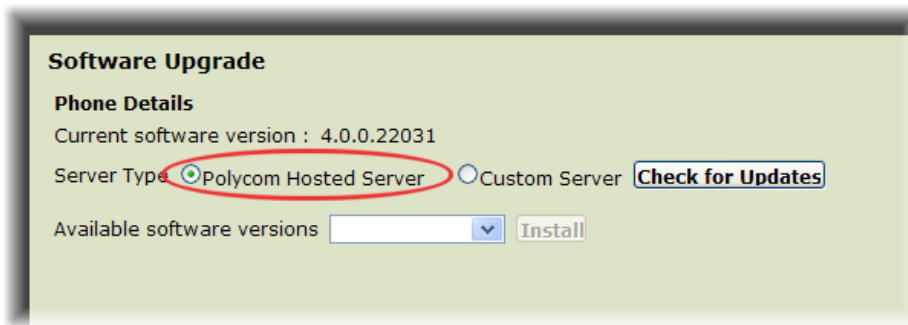
4 Click **Check for Updates**.

If the XML file was read correctly and software is available, an *Information* dialog, shown next at left, tells you that the software was successfully retrieved. Otherwise, a failure message displays, as shown next at right. If you cannot successfully retrieve the software, go to Troubleshooting the Update Process.

Click **Close** to close the *Information* dialog.

5 If software files are available, choose a software version from the selector, as shown next.
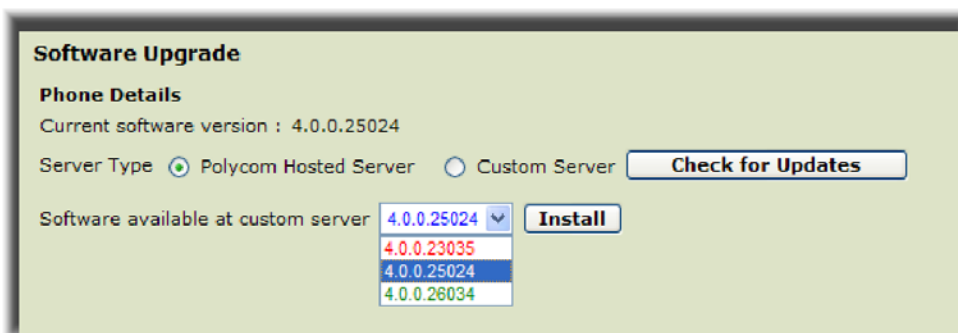
You can identify software versions by the color they display in:
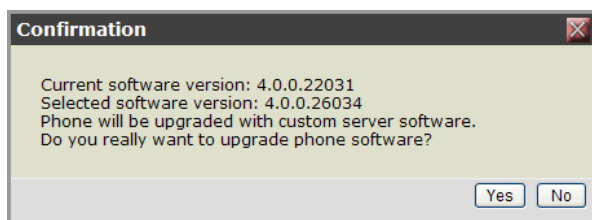
Blue   Indicates the software version is the same as the one currently installed.

Green   Indicates more recent available software versions than the one currently installed.

Red   Indicates older software versions than the one currently installed.

6 Click **Install**.

A message will display, confirming that you want to upgrade or downgrade the phone's software.

7 Click **Yes**.

An End User License Agreement dialog will automatically open for you to read.

8 If you agree to the terms, click **Accept**.

Your phone will reboot and update the phone with the software files you selected.

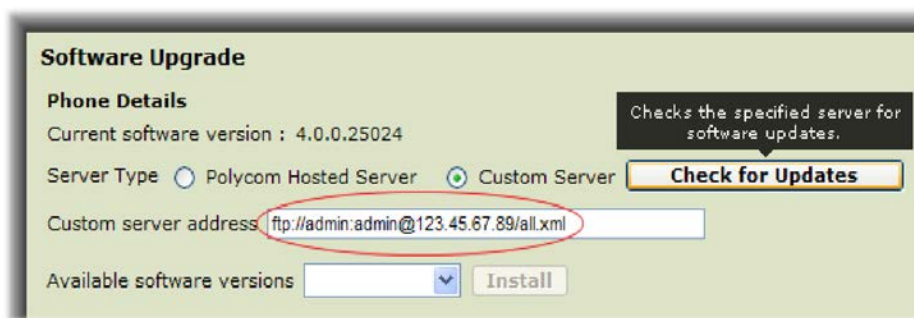**To upgrade or downgrade your phone's software using a custom server:**

1 Log in to the Web Configuration Utility as an administrator.

The default administrator password is *456*.

2 On the *Home* screen, select **Utilities** > **Software Upgrade**.

3 On the *Software Upgrade* screen, select **Custom Server**.

4 In the *Custom server address* field, enter the server address and file directory path of the XML file, as shown in the following example:
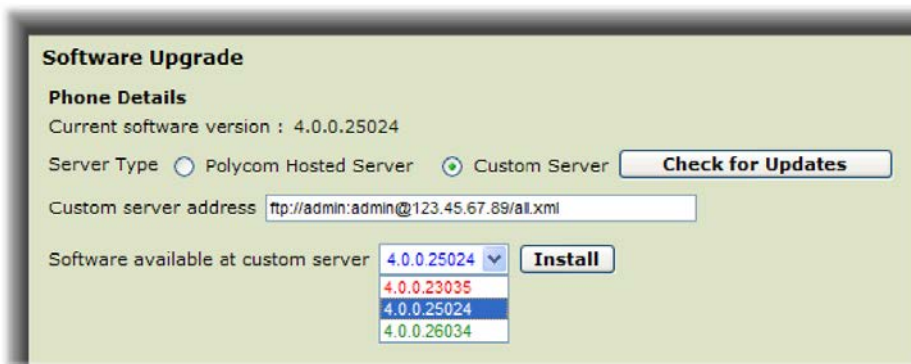

5 Click **Check for Updates**.

If the XML file was read correctly and software is available, an *Information* dialog, shown next at left, tells you that the software was successfully retrieved. Otherwise, a failure message displays, as shown next at right. If you cannot successfully retrieve the software, go to Troubleshooting the Update Process.

Information

Successfully fetched available software from the Custom server.

Close

Information

Failed to connect to the Custom server. Please try again later or contact your Network Administrator if the problem persists.

Close

Click **Close** to close the *Information* dialog.

6 Choose an available software version from the selector, as shown next.

Software Upgrade

Phone Details

Current software version : 4.0.0.25024

Server Type ○ Polycom Hosted Server ⦿ Custom Server **Check for Updates**

Custom server address ftp://admin:admin@123.45.67.89/all.xml

Software available at custom server 4.0.0.25024 **Install**

4.0.0.23035
4.0.0.25024
4.0.0.26034

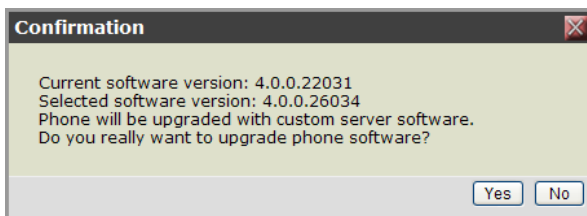You can identify software versions by the color they display in:

Blue Indicates the software version is the same as the one currently installed.

Green Indicates more recent available software versions than the one currently installed.

Red Indicates older software versions than the one currently installed.

7 Click **Install**.

A message will display, confirming that you want to upgrade or downgrade the phone's software.

Confirmation

Current software version: 4.0.0.22031
Selected software version: 4.0.0.26034
Phone will be upgraded with custom server software.
Do you really want to upgrade phone software?

Yes No

8 Click **Yes**.

An End User License Agreement dialog will display for you to read.

9 If you agree to the terms, click **Accept**.

Your phone will automatically reboot and update the phone to the software version you selected.

Troubleshooting the Update Process

If an *Information* dialog displays telling you that the phone failed to connect to the server:

- The server you chose may be temporarily unavailable.

- There may not be any software upgrade information for the phone to receive.

- The network configuration may be preventing the phone from connecting to the server.

If you're having difficulty connecting to a server, try one or more of the following strategies:

- Try upgrading your phone at a later time

- Verify that new software is available for your phone. To verify, use the Polycom UC Software/Polycom SIP Software Release Matrix to match your phone model to a software version.

- Verify that your network's configuration will allow the phone to connect to *http://downloads.polycom.com*

	Note: No Support in UC Software 4.0.0 for Upgrades Through a Web Proxy
	The Software Upgrade options in UC Software 4.0.0 do not support upgrades through a Web proxy.

Trademarks

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