



Dialogic® IMG 1010/1004 Integrated Media Gateway

Downgrade System Software

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Revision history

Revision	Release date	Notes
N/A	December 2009	<ul style="list-style-type: none">• Created Software Downgrade Procedure
N/A	May 2011	<ul style="list-style-type: none">• Updated logo• Updated Copyright• Updated Hardware warranty• Updated Template
Last modified: May 2011		

Refer to www.dialogic.com for product updates and for information about support policies, warranty information, and service offerings.

Terminology

Please be aware that the following terminology and abbreviations are used throughout this document. Please also be sure to consult the legal notice for other important details.

- When used herein, the term *IMG 1010* refers to the *Dialogic® IMG 1010 Integrated Media Gateway* product.
- When used herein, the term *IMG 1004* refers to the *Dialogic® IMG 1004 Integrated Media Gateway* product.
- When used herein, the term *GCEMS* refers to the *Dialogic® Gate Control Element Management System*.

1. Downgrading IMG System Software

For latest revision of this procedure, refer to the online documentation located at <http://www.dialogic.com/manuals>

Overview

- Downgrade GCEMS software
- Downgrade IMG switch software

Time Requirements

- Time required executing the downgrade - Approximately 1 hour
- Call processing downtime - Approximately 10 minutes

Preliminary

1. In ClientView, observe the status of each of the entities listed below. Entities that were not in service before the upgrade should not be expected to be in service after the upgrade.

Spans	ISDN D-Channels	Network Interfaces
Channels	SS7 Links	

2. Notify other ClientView users that are logged in of the pending upgrade and have them logoff.
3. Obtain the desired IMG system software from the Dialogic Technical Support BBS (Bulletin Board System) website. Go to <http://www.dialogic.com/support> and click on **Downloads**.
4. Once at the Downloads page, select the IMG in the product selection drop down menu. On the page that appears, click on Support Page link.
5. A logon username and password are required to access the BBS site. If you do not have a username and password and access to the BBS site is required, contact the Dialogic Technical Support Team through one of the sources below or refer to the welcome letter e-mailed after purchase of product. (A support contract is required to access the site)

Email -- americas.support@dialogic.com
Phone -- +1-973-993-1443
6. Once logged into the BBS site, download the IMG 1010/1004 ClientView and GCEMS files along with any release notes.

Backup Software

Backup the current installation by simply renaming the /opt/dialogic directory. If there is insufficient disk space available then only the common folder located in above directory needs to be archived.

```
[root@localhost]# mv /opt/dialogic /opt/dialogic_rename
```

IMPORTANT! Do not attempt to roll-back to an earlier build unless the appropriate configuration files have been backed-up/saved. Any configuration files that have been modified and saved by a newer version of software will get nacked when used with a previous version of software.

Restore the previous version

During the previous upgrade procedure the /opt/dialogic folder was renamed to /opt/dialogic_YYYY-MM-DD_HH.MM. Follow example below and rename this folder to remove the timestamp that was added during the previous upgrade procedure.

```
[root@localhost]# mv /opt/dialogic_2008-08-26_11.15/ /opt/dialogic
```

Install IMG System Software (Create a symbolic link)

To be able to load system software onto the IMG, the FTP server (usually residing on the host computer) needs either a pathname to the .bin file being downloaded **-or-** a common link (img1010_id0101.bin) in the ftp server that points to the .bin file to be downloaded.

Note: Creating a common/symbolic link will reduce upgrade time by eliminating the need to edit the /etc/dhcpd.conf file and restart the host FTP services. To create the symbolic link one of the two methods below can be used.

Method 1: (Create link manually)

1. In the GCEMS server, go to /home/excelsw/ftpBuilds. Within this folder is a file titled img1010_ver1051xxx_id0101.bin. (1051=10.5.1, 1052=10.5.2, 1053=10.5.3 and xxx=build number of the software). Execute the following commands within this folder.

```
[root@localhost]# ln -sf img1010_ver1051123_id0101.bin img1010_id0101.bin
```

The command above will create a link connecting software version 10.5.1 build 123 to the filename img1010_id0101.bin)

2. To confirm the link has been created, enter the command

```
[root@localhost]# ls -la
```

3. The Response will be:

```
lrwxrwxrwx 1 root  root  27 Jun 21 09:27 img1010_id0101.bin ->
img1010_ver1051123_id0101.bin
```

This verifies that the link created points to the correct .bin file.

Method 2: Use lnimg (link IMG) script

1. A time saving script has been written that will also create the symbolic link described above. Follow the procedure below and create the symbolic link using this tool.
2. Copy the file lnimg (link IMG) which is located in /opt/dialogic/common/osconfig and paste it into the /home/excelsw/ftpBuilds directory.
3. From the ftpBuilds run the lnimg script

```
[root@localhost]# ./lnimg
```

4. Follow the instructions and enter the appropriate *IMG 1010 Build Number* from the *Available IMG 1010 Build* files. Use the format described in the lnimg script. (1051=10.5.1, 1052=10.5.2, 1053=10.5.3).
5. The following response will be generated:

```
Link Created... img1010_ver1051123_id0101.bin -> img1010_id0101.bin
```

6. Executing the ls -la command as shown above, verifies that the link was created.

Re-Start IMG System Software

1. Divert live traffic away from the IMG(s).
2. Restart GCEMS. See Start GateControlEMS in the online documentation.
3. Restart Clientview. See Starting ClientView in the online documentation.
4. Select the load button to open and commit the configuration file (.csa)

Note: When loading the configuration file, use the original configuration file that was being used before the software upgrade. The original configuration file is used because the configuration file created after the software upgrade will get nack'ed if using an older version of software. At this point all IMG(s) will be reset

5. Verify that all nodes return to online state.
6. Verify all spans etc that were in service prior to upgrade return to in-service state.

Post-Installation

Backup and remove all unused log, license and configuration files from the /opt/cantata and /opt/dialogic folders.

1. Once the roll-back has been deemed successful remove any folders and/or files that were renamed and stored during the software Roll-Back process.

```
Example: (root user)#rm -rf /opt/dialogic_rename
```

WARNING! Using the 'rm' command will permanently delete the files.