

Information Note

Upgrading from R7.x to R8.x



Important information to read before upgrading from any code release before release 8.0 to release 8.0 or beyond.

In Release 8.0 and beyond, the way in which the flash memory (non-volatile memory) is used in the Vega is different. This means that when upgrading from a pre-R8 build to an R8.x build a special upgrade procedure must be performed. This procedure is documented below.

Also in R8.0 and beyond **all products** will require a licence key. This key is different from the licence key used on Vega 400s prior to release R8.0



WARNING!

Ensure that you have an R8 licence key for your gateway before upgrading to R8.

If you do not, after the upgrade the Vega will only accept a maximum of 2 simultaneous VoIP calls.

If during an upgrade procedure you get into difficulties – the Vega doesn't do as indicated below, please immediately contact your support office or VegaStream ... **DO NOT REBOOT** or power down your Vega until speaking to a VegaStream authorised support person.

Prior to upgrading

1. Ensure that your Vega can load and save files to / from an ftp or a tftp server
2. Load the R8 upgrader code into the directory accessed by the ftp or tftp server
3. Ensure that you have the R8 licence key for the Vega

Upgrading from pre-R8 to R8

ftp server IP address:

1. Log in to the Vega using either a serial or telnet connection
2. Configure the IP address for the ftp or tftp server
3. If using ftp, select anonymous login, or set up the login username and password

Archive your current configuration:

4. type:
 - `put ftp:filename.txt`
use an appropriate filename instead of `filename.txt` above
(use tftp instead of ftp if required)



WARNING!

Ensure that you archive your configuration

This will be needed as part of the upgrade procedure if you wish to keep the configuration used in your R7.x system.

Also as it is loaded into R8.x some parameter values / locations will be modified – you need this archive if you ever need to load the configuration back onto an R7.x Vega.

Install the upgrader firmware:

5. type:
 - factory reset
 - upgrade
 - download enable
 - download firmware `ftp:VegaXXXX_UpgraderR8_002.abs`
where `VegaXXXX_UpgraderR8.abs` is either
`Vega400_UpgraderR8_002.abs` or `Vega-6x4_UpgraderR8_002.abs`
(use tftp instead of ftp if required)
6. after the download is complete the Vega will report “**upgrade completed**”, type:
 - reboot system
7. after the reboot:
 - login as usual

The upgrader firmware needs to be in partition 2, so if it was initially installed in partition 1 the Vega will perform a second erase and program cycle – this time loading the upgrader into partition 2. After this the Vega will automatically reboot. Return to stage 7 to continue.

8. Vega will display its current status and will activate the boot loader. The partition marked *ACTIVE* will be partition 2 containing the Upgrader program.

R8 firmware filename:

9. When the prompt "**admin >**" is returned type:

- download firmware `ftp:R8_code_filename.abs`
use the filename of the code provided instead of `R8_code_filename.abs` above
(use `tftp` instead of `ftp` if required)

10. after the download is complete and the Vega reports "**All operations completed**", type:

- `reboot system`

Vega is now upgraded and running Release 8 code

11. Log in to the Vega using the web browser

- Select [Maintenance](#)
- Select [System Upgrade](#)
- At the bottom of the page enter the R8.0 license key
- Press
- Select
- Then select

Restore your previous configuration:

12. Log in to the Vega using either a serial or telnet connection

13. type:

- `factory reset`
- `get ftp:filename.txt`
use the filename holding the archived configuration instead of `filename.txt` above
(use `tftp` instead of `ftp` if required)
- `save`
- `reboot system`

After the Vega has re-booted the Vega is ready for operation.

Downgrading from R8 to pre-R8

If you need to downgrade a Vega from an R8.x build to a version prior to R8.0, then it is required that this special downgrade procedure is followed.

1. Ensure that the Upgrader firmware is in Partition 2.
- if it is not then use boot manager to switch to Partition 1 and load the upgrader code (then jump to stage 5).
2. Log in to the Vega using either a serial or telnet connection
3. type:
 - boot manager
4. select the partition running the upgrader software by typing as appropriate:
 - PART2
5. type
 - reboot system
6. Log in to the Vega using either a serial or telnet connection
7. ignore any “**Verification failure**” warning
8. type:
 - advanced mode
 - rollback boot
9. Check that Vega reports “**system okay**”
type:
 - exit
 - download firmware ftp:R7_code_filename.abs
use the filename of the required code to load instead of R7_code_filename.abs above
(use tftp instead of ftp if required)
10. after the download is complete, type:
 - reboot system

R7 firmware filename:

Vega is now downgraded and running Release 7 code

11. If downgrading a Vega 400, log in to the Vega using the web browser
 - Select [Maintenance](#)
 - Select [System Upgrade](#)
 - At the bottom of the page enter the R7.x license key
 - Press
 - Select
 - Then select

Restore the original R7 configuration:

12. Log in to the Vega using either a serial or telnet connection

13. type:

- factory reset
- get ftp:filename.txt
use the filename holding the original R7.x archived configuration instead of filename.txt above (this must be the original stored configuration, not a save of the R8.0 parameters as there are parameter name changes that take place when moving to R8.x; these changes are handled by the Vega during upgrade but are not handled during a downgrade).
(use tftp instead of ftp if required)
- save
- reboot system

After the Vega has re-booted the Vega is ready for operation.

Contact Details

Email: support@vegastream.com

Web: www.vegastream.com

www.vegaassist.com

EMEA Office
VegaStream Limited
The Western Centre
Western Road
Bracknell
Berks RG12 1RW
UK

+44 (0) 1344 784900

USA Office
VegaStream Inc.
6200 Stoneridge Mall Road
3rd Floor
Pleasanton
California 94588
USA

+1 925 399 6428