SoundStation® IP 4000 Technical Bulletin

Potential startup issues with latest SoundStation IP 4000 production units

This information applies to the following SoundStation IP 4000 SKUs and revisions:

- 2200-06640-001 **Rev D**
- 2200-06640-012 **Rev E**
- 2200-06640-015 **Rev D**
- 2200-06640-019 **Rev D**
- 2200-06640-022 **Rev C**
- 2200-06640-122 **Rev D**

SYMPTOMS

- Current production units of the SoundStation IP 4000 ship pre-loaded[1] with SIP application 1.6.3 and BootROM 3.1.2. If these units are deployed in networks which provision older versions of firmware, the SoundStation IP 4000 may fail to boot correctly.

FIELD CORRECTION PROCEDURES

A number of correction options are possible. Customers are advised to choose from the following correction procedures one that best suits their needs:

CORRECTION PROCEDURE 1 – BOOT SERVER UPGRADE

Correction Procedure 1 Polycom recommends that customers transition to this configuration at their earliest convenience.	Update the boot server to provision SIP 1.6.3 (or higher) and BootROM 3.1.2 (or higher) to **all** Polycom IP endpoints (SoundStation IP 4000 and SoundPoint IP phones) that access that boot server.
	■ End customers can obtain SIP 1.6.3 and BootROM 3.1.2 from the Polycom Certified VoIP Reseller that sold the product.
	■ Polycom Certified VoIP Resellers can download the software from the Polycom Resource Center at http://extranet.polycom.com

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[1] Please refer to Technical Bulletin TB13361 for details

CORRECTION PROCEDURES 2 AND 3 – NO BOOT SERVER UPGRADE

If the customer does not wish to upgrade the SoundPoint IP phones at this time, then one of the following workarounds should be used (Note: these workarounds become redundant once the customer has made the decision to upgrade the entire deployment of Polycom phones to SIP 1.6.3 or higher and BootROM 3.1.2 or higher).

Correction Procedure 2	Configure the new SoundStation IP 4000 units to boot
	     a) From a different boot server
	     or
	     b) From a different directory on the existing boot server
	     or
	     c) As a different FTP user on the existing boot server
	
	 The phones can be configured manually with this boot server address or the URL can be selectively distributed to the SoundStation IP 4000s using DHCP.
	
	 ▪ End customers can obtain SIP 1.6.3 software and BootROM 3.1.2 from the Polycom Certified VoIP Reseller that the product was purchased from.
	 ▪ Polycom Certified VoIP Resellers can download the software from the Polycom Resource Center at: http://extranet.polycom.com

Correction Procedure 3	1) Remove the existing BootROM from the boot server if it is not at version 3.1.2 or higher.
	     • Delete or rename the file bootrom.ld
	 and
	 2) Configure the new SoundStation IP 4000 units to use a unique SIP application version
	     a. Change the APP_FILE_PATH setting in the <mac>.cfg file for each new SoundStation IP 4000 to point to a uniquely named instance of the SIP 1.6.3 application which will coexist with the SIP application already in use e.g. sip-1.6.3.ld
	 or
	     b. Change the APP_FILE_PATH setting in the <mac>.cfg file for each SoundStation IP 4000 to point to a non-existent SIP application e.g. sip-dummy.ld
	
	 Note: if the boot server is already provisioning SIP 1.6.3 Step 2 is not required.
	
	 Caution on this correction procedure 3, step 2(b): if the SoundStation IP 4000 file system is re-formatted then a new application will need to be provisioned, and this will not be possible with this arrangement.