

**Comdasy FAQ: Update
Troubleshooting**

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Contents

1. Introduction.....	4
2. Possible Causes for Errors.....	4
3. Preparation and Precautions.....	4
4. Update Procedure.....	5
5. Troubleshooting.....	5

1. Introduction

The Convergence Mobile Features a very simple yet effective update process that involves just installing the new software. The configuration is automatically converted to match the new version.


Behind this, a conversion of the database behind the DUALMODE tab, i. e. your configured Numbering Profiles, Endpoints, Users etc., will be executed. This will convert the format to match the new version and fill in save defaults where additional settings have been added that are not present in the previous versions.

However, occasionally this database update and the subsequent conversion of said database might cause problems or even fail completely. The following will provide you with the background knowledge necessary to recover from such a situation. A brief step by step description of the update and recovery procedure is described that should be sufficient to get your system into a working order again.

2. Possible Causes for Errors

a) Inconsistent Database

If your database already is corrupted for some reason, of course its conversion is due to fail. However, this reason for an update failure is very likely to be noticeable beforehand. It is therefore recommendable to take a thorough look at your application first. The following are the visible effects in the DUALMODE tab indicating a corrupted database:

-  Exception occurred
- The DUALMODE server does not start
- Registration fails, despite a seemingly correct configuration
- DUALMODE database is inaccessible

→ Execute a factory reset and set up a new configuration before continuing the update procedure

b) Erroneous Conversion

If error messages appear (after the update) when your application is accessing the database, although there were no error messages visible in the DUALMODE tab before **(2.a)** the conversion must have failed.

However, since this cannot be perceived until after the update, please proceed as follows in **3.** and **4.** and pick the appropriate troubleshooting method described below **(5.)** if necessary.

3. Preparation and Precautions

There are some pieces of information that you should collect before updating to a new version:

a) Check your application for errors, refer to 2.a)

b) Check the version that is currently installed on the lower right hand corner of your Web GUI, e. g. "versionA"

c) **Locate the last update** file that resulted in your current version and note down the path

d) **Save a copy** of your current configuration and database under:

SYSTEM → *Configuration Backup* → *Download Configuration*
and click on **Save**



Useful advice: It is very sensible to keep a .csv-file up-to-date, containing all of your users' data (especially if more than 100 users are configured). This might save you some time if your database becomes corrupted. Besides the possibility of manually maintaining such a list, you may as well use Access or a similar program directly. Please see your User Manual (“Using External Tools with the FMC Database”) for a detailed description.

4. Update Procedure

Having done the above mentioned backup, you can now install the new update. Just do the following:

a) **Save the update** file to “versionB” on your local computer or a network directory that is reachable from your local computer and memorize or note down the path

b) Go to SYSTEM → **Install Update** browse for the file and click on **Upload**

c) **Reboot your system**

5. Troubleshooting

In most cases, an erroneous conversion of the database will become noticeable when accessing the DUALMODE tab itself, one of its menu items, or, at the latest, when editing/saving new data. The System will most likely notify you that an

■ Exception occurred

a) **To get back to your former “versionA “** do the following:

- Go to **SYSTEM** → **Install Update** browse for the update file of your initial version and click on **Upload**
- Reboot your system
- When everything is running smoothly again, go to SYSTEM → **Configuration Backup** → *Restore Configuration* and click on **Send**

This should bring you back to where you started.

b) **To stay with the new version** despite the failed conversion, proceed like this:

- Execute a factory reset, set up a new configuration and build up the database or keep a .csv-file ready to restore your database (DUALMODE → **Import User List**, there is more information about the “Import User List”-item available in your Manual)
- if you do not have a .csv-file with the database's content for a. m. scenario, please refer to your User Manual (“Using External Tools with the FMC Database”).



Should the error persist, please contact us at support@comdasys.com