

# Grandstream Networks, Inc. Using UCM6XXX as Firmware Upgrade Server Guide





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# **INTRODUCTION**

Grandstream UCM6XXX series have the possibility to act as firmware server allowing to upgrade Grandstream endpoints introduced by Zero-Config module using different template levels.

Using UCM6XXX as firmware server allows to manage firmware files for Grandstream endpoints in a single server, the firmware files can be uploaded and stored using UCM internal memory or using connected SD card/USB flash drive.

This feature is very useful in closed network environments (without Internet access) with many Grandstream devices, and it can help also to reduce bandwidth usage; instead of having each device contacting a remote server to upgrade, this can be managed locally using UCM6XXX series.

This guide provides steps on how to configure the UCM6XXX as firmware upgrade server and provision discovered Grandstream devices via Zero Config.

To find out more options and parameter descriptions regarding Zero Config and Provisioning, please refer to one of the UCM6XXX user manuals, <u>UCM62XX series User Manual as example.</u>

#### Note:

All Grandstream products' firmware are improved and updated on a regular basis. Latest firmware versions are available at http://www.grandstream.com/support/firmware

Published firmware versions in Grandstream official website have passed QA tests and included new enhancements implemented, reported issues fixes for better user experience; all changes are logged in Release Notes documents.

Provided Firmware package is specific to a single product or product series, same as release notes document. For example, Release\_GXP16xx\_1.0.4.140.zip and Release\_Note\_GXP16xx\_1.0.4.140.pdf are specific to GXP16XX Small Business IP Phones series.

Grandstream recommends to read Release Notes document which may include special firmware upgrade notices and always keep your devices up-to-date by upgrading their firmware versions regularly.





## **UCM6XXX SETUP OVERVIEW**

The following diagram illustrates a typical scenario using Grandstream UCM6XXX series (UCM6202 as example in this guide) and different endpoints:



Figure 1: UCM6XXX Typical Scenario

By default, UCM6202 has network method set to Route in network settings, WAN port interface is used for uplink connection and will act as DHCP client while LAN port interface is used as a router assigning IP addresses to connected devices (default segment is 192.168.2.0/24).

Administrator can change networking method from **Web UI→Settings→Network Settings→Basic Settings** to use UCM6XXX as Switch or Dual modes. To find out more options and parameter descriptions related to network settings, please refer to user manual: <u>UCM62XX series User Manual</u>

**Note:** All UCM6XXX series models can act as firmware upgrade server using any network interface method (Route, Switch or Dual). Endpoints and UCM6XXX need to be on the same LAN/VPN using private or public IP addresses, or can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).





# **CONFIGURING UCM6XXX AS FIRMWARE SERVER**

The ability for UCM6XXX series to act as firmware server is introduced by Zero-Config module and it can be used with different templates levels (Global Policy, Global Templates, Model Templates, Device Template).

In the following sections, we will provide steps how to use each method and users may choose the best method fitting their environments depending on deployed units (models, quantity). Different templates levels can be combined, and template with highest priority will override settings in other templates with lower one.

### **Prerequisites**

#### **Download Firmware files**

We will assume that needed firmware files are previously downloaded from Grandstream website: <u>http://www.grandstream.com/support/firmware</u>

#### **Update and Download Default Model Templates**

Users may need first to update and download Model Templates for their specific Grandstream devices. To update or download default model templates:

- 1. Access to Value-added Features→Zero Config→Model Update as shown on the below figure.
- 2. Click on <sup>1</sup>/<sub>2</sub> to download or update the corresponding default template for the device's model.

Menus		Zero Config						
(1) System Status		Zero Config	Global Policy	Global Templates	Model Templates	Model Update	Zero Config Settings	
🚠 Extension / Trunk								
🖉 Call Features		Zero Config V	ersion Information					
PBX Settings		Base Version :	9.0					
System Settings		OEM Models						
🔀 Maintenance		Add OEM Mo	dels					
CDR		VENDOR		MODEL		SOURCE		OPTIONS
Solution Value-added Feat	ır ^							
Zero Config								
API Configuration								
AMI								
CTI Server					No Data			
CRM								
PMS		Upload Mode	l Template Package					
Wakeup Service		Choose Model F	Package to Choos	e File to Upload	<b>i</b>			
Fax Sending		Upload:	·					
Announcement (		Model Templa	ate Package List					
QueueMetrics		VENDOR	I	MODEL	VERSION (REMOTE / LOCAL)	.) SIZE		OPTIONS
		Grandstream	m I	DP750	1.0/-	2718	< Comparison of the second sec	<u>'</u>
		Grandstrea	m I	DP752	1.2/-	58K		4







## **Configuration via Zero-Config Templates**

#### **Using Global Policy**

- 1. Access web UI→Value-added Features→Zero Config→Global Policy.
- 2. Under Maintenance section, check "Firmware Source".
- 3. Select "Local UCM Server" from "Source" dropdown list.

Upgrad	de and Provision		
<b>~</b>	Firmware Source:	Source:	CLocal UCM Server v
		Server Path:	S Root Directory 🗸 🖓
		NOTE: Click on "Manage St	torage" button to manage the firmware storage.

#### Figure 3: Firmware Source

4. Select "Directory" where firmware files are uploaded.

To manage UCM6XXX firmware storage and upload firmware files. Please refer to [MANAGING FIRMWARE STORAGE].

- 5. Once firmware file(s) uploaded, press "Save" button to store Global Policy settings.
- 6. Provision endpoints to start upgrade process. Please refer to [PROVISIONING DEVICES].

#### Notes:

- Global Policy has the lowest priority compared to other templates. To use Global Policy, other templates should not have Firmware Source settings, otherwise they will be overridden.
- Only one Global Policy can be configured.

#### Using Global Template(s)

- 1. Access web UI→Value-added Features→Zero Config→Global Templates.
- 2. Press, "Add" to create a new global template.
- 3. Enter "Template Name" and "Description" (optional) fields. Keep "Active" checked and press "Save".

Create New Template		[	Save
* Template Name :	GlobalTemp1		
Description :	Global_Template_1		
Active :			

Figure 4: Global Template Creation

Steps 2 and 3 can be skipped if Global Templates are previously created. Customers can press **Edit** button and follow below instructions.

4. In "Options" dropdown list, select "Firmware Source".





- 5. Select "Local UCM Server" from "Source" dropdown list as shown in [Figure 3: Firmware Source].
- Select "Directory" where firmware files are uploaded.
  To manage UCM6XXX firmware storage and upload firmware files. Please refer to [MANAGING FIRMWARE STORAGE].
- 7. Provision endpoints using created Global Template to start upgrade process. Please refer to [PROVISIONING DEVICES].

#### Notes:

- Global Templates have higher priority compared to Global Policy and lower than Model templates and Device Template. If "Firmware Source" setting is available in templates with higher priority, settings on global templates might be overridden.
- Many Global Templates can be created on the same UCM6XXX system.
- Global Template needs to be selected when provisioning a device.

#### Using Model Template(s)

- 1. Access web UI→Value-added Features→Zero Config→Model Templates.
- 2. Click on "Add" to add a model template.

Create New Template			Save Cancel
A CONTRACTOR	* Model: * Template Name: Description: Default Model Template: Active:	GRANDSTREAM GXP2170 V GXP2170_Template GXP2170_Template	

Figure 5: Create a New Model Template

- 3. Choose the Model, enter the Template Name and Description (optional).
- 4. Check **Default Model Template** if you want to use this template as default for the chosen device's model.
- 5. Check Active to make this template active and press "Save".
- 6. In "Options" dropdown list, select "Firmware Source".
- 7. Select "Local UCM Server" from "Source" dropdown list as shown in [Figure 3: Firmware Source].
- Select "Directory" where firmware files are uploaded.
  To manage UCM6XXX firmware storage and upload firmware files. Please refer to [MANAGING FIRMWARE STORAGE].
- 9. Provision endpoints using created Model Template to start upgrade process. Please refer to [PROVISIONING DEVICES].





#### Notes:

- Model Templates have higher priority compared to Global Policy and Global Templates. If "Firmware Source" setting is available in templates with higher priority, settings on Global Templates or Global Policy might be overridden.
- Many Model Templates can be created on the same UCM6XXX system and only one can be assigned as Default Model Template.
- Model Template needs to be selected when provision a device, unless if Default Model Template is available. "Selected Model Template" will have higher priority compared to Default Model Template.

#### **Using Device Configuration**

- 1. Access web UI→Value-added Features→Zero Config→Zero Config.
- 2. Locate the device to upgrade and press  $\square$  to edit device configuration.
- 3. Access "Advanced" tab as shown in next figure.
- 4. Press "Modify Customize Settings" and go to "Custom Parameters" → "Maintenance".

Edit Device: 000B8292E858			
	Model:	Grandstream GXP2170	
	MAC Address:	000B8292E858	
	IP Address:	192.168.5.170	
	Version:	1.0.11.3	
Custom Parameters			
Custom Parameters			
Please enter P-values into t	he Name fields. Example: 1	o configure Language to English, ente	r "P1362" into the Name field and "en_US" into
+ Add New	Field		
> Phone Settings			
> Phone			
> Localization			
> Contact List			
✓ Maintenance			
Firmware So	ource:	Source:	C Local UCM Server
		Server Path:	S Root Directory 🗸 🖓

Figure 6: Modify Customize Settings

5. Check "Firmware Source", then select "Local UCM Server" from "Source" dropdown list as shown in





[Figure 3: Firmware Source].

6. Select "Directory" where firmware files are uploaded.

To manage UCM6XXX firmware storage and upload firmware files. Please refer to [MANAGING FIRMWARE STORAGE]

7. Press "Save" button and provision the device to start upgrade process. Please refer to [PROVISIONING DEVICES].

Note:

Device Configuration Template has the highest priority compared to all other templates. If "Firmware Source" setting is defined available in templates with higher priority, settings on Global Templates or Global Policy might be overridden.

## MANAGING FIRMWARE STORAGE

During template creation/edition, after selecting "Local UCM Server" in "Source" list under "Maintenance ->

Upgrade and Provision" section, press button next to "Directory" option to manage UCM6XXX local storage for firmware files.

### **Root Directory**

Users may upload firmware files to Root Directory or create another personalized directory when using UCM6XXX local storage.

Manage Zeroconfig Sto	Manage Zeroconfig Storage : firmware									
Directory:	Root Directory	^								
Upload File to the S	Root Directory Create New Di									
Choose File to Upload :	Choose File to L	lp <b>in</b> ad								
Directory Content	Directory Content List:									
Delete Selected										
FILE TYPE	NAME ‡	DATE	SIZE	OPTIONS						
		No Data								

Figure 7: Root Directory

### **Create New Directory**

For better management, it's recommended to create a directory for each model/firmware. For instance, create directory named "GXP2170" where to upload firmware version 1.0.11.3 for GXP2170.

1. Select "Create New Directory" from "Directory" list.





2. Enter a name in "New Directory" field and press "Create" button.



Figure 8: Create New Directory

### **Upload Firmware Files**

- 1. Select "Root Directory" or create new directory as "Directory".
- 2. Click on **t** to browse for the firmware files and select them.
- 3. Click on to upload the selected firmware file to the directory.

Note: Firmware files should have extension ".bin", other formats are not allowed.

Manage Zeroconfig S	torage : firmware			×					
Directory :	GXP2170	~							
Upload File to the Selected Directory:									
Choose File to Upiliad Upload :									
Directory Conter	Directory Content List:								
Delete Selected Item(s)									
FILE TYPE	NAME 🗘	DATE	SIZE	OPTIONS					
	gxp2170fw.bin	12/30/2019 7:33 AM	41.82 MB	Ô					

Figure 9: Firmware File Uploaded

Users can click to delete a previously uploaded firmware file or directory.

### Local USB / SD Card Media

Users can connect a USB flash drive to USB port of UCM6XXX or SD card to its corresponding port and use them as external firmware file storage.

In this case, firmware files need to be stored in "ZC\_firmware" directory under root of the USB or SD card.





# **PROVISIONING DEVICES**

- 1. Access web UI→Value-added Features→Zero Config→Zero Config.
- 2. Locate the device to provision and press <sup>(2)</sup> to send a notify to the device.

The device will then reboot to apply the config, and use the UCM6XXX as firmware upgrade server.

**Note:** If "**Default Model Template**" option is enabled as shown in [Figure 5], default template settings will be applied to all discovered new devices matching template model. Otherwise users will have to click on  $\square$  to edit the device configuration, and assign the template(s) to use for the device.

Menus	Zero Cor	nfig							
🗥 System Status	Zero Con	ifig Global				×	Model	Update Zero	o Config Settings
井 Extension / Trunk	Auto Dise	cover Create New		you sure you wan settings of the de		IOTIFY to update	et All Extens	ions Filter: All	~
Call Features		MAC Address		Cancel	ОК		Model	Create Config	Options
🔅 PBX Settings		000B823FBC8C		Cancer	UK		HT503	Connected	🗹 间 🐟 🖱 Ø
🧔 System Settings		000B82537A91	192.168.6.115		1.0.5.16	GRANDSTREAM	GXW4216	Connected	l 🗊 🐟 🖱 🖉
🔀 Maintenance		000B8253A587	192.168.6.218		1.0.3.9	GRANDSTREAM		Connected	🗹 间 🐟 🖱 🖉
CDR		000B825C6926	192.168.6.149		1.0.7.97	GRANDSTREAM	GXP2160	Connected	r 🗊 💩 🖱 🧭
Value-added Featur		000B826B1052	192.168.6.147		1.0.3.131	GRANDSTREAM	GXV3240	Connected	r 🗊 💩 🖱 🧭
Zero Config		000B826B24CD	192.168.6.50		1.0.3.171	GRANDSTREAM	GXV3275	Connected	r 🗊 🚳 🖱 🧭
AMI		000B826B24FE	192.168.6.100		1.0.3.171	GRANDSTREAM	GXV3275	Connected	r 🗊 🙆 🖱 🧭
CTI Server		000B827EBE22	192.168.6.137		1.0.4.56	GRANDSTREAM	GXP1628	Connected	Ľ 🖩 🙆 🖱 Ø
CRM		000B82836616	192.168.6.177		1.0.9.14	GRANDSTREAM	GXP2160	Connected	🗹 <u>व</u> 🖒 🥑

Figure 10: Send Notify to Discovered Devices

