

NN42030-403

Nortel Mobile Communication 3100 Portfolio

Nortel Mobile Communication Gateway 3100

Release Notes

Standard 02.03 May 2008

NORTEL

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How to get help

This chapter explains how to get help for Nortel products and services.

Finding the latest updates on the Nortel web site

The content of this documentation was current at the time the product was released. To check for updates to the latest documentation and software for Mobile Communication Client (MCC) 3100, go to www.nortel.com/support.

Getting help from the Nortel web site

The best way to get technical support for Nortel products is from the Nortel Technical Support web site:

www.nortel.com/support

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. From this site, you can:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting help over the phone from a Nortel Solutions Center

If you do not find the information you require on the Nortel Technical Support web site, and you have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following web site to obtain the phone number for your region:

www.nortel.com/callus

Getting help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

www.nortel.com/erc

Getting help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.



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Release 2.1 SU patch 2.1-94

Date: April 18, 2008

Release: 2.1

Build: 2.1-94

General notes

This release is available as both a patch (SU 2.1-94) and an ISO (build 2.1-94).

The load contains the following components:

- MCG3100 build 199
- MCC3100 for Blackberry build 2.1.37
- MCC3100 for Nokia build 2.1.37

Installation from ISO

- 1 Log on as user “nortel”.
- 2 Ensure the system date and time are accurate to activate the license correctly.
- 3 Insert the CD that contains the MCG3100 image and then enter:

appinstall

Follow the screen instructions.

After this script finishes, the following three MCG3100 services automatically start: mobilitygw, mobilityadmin, and sipconf.

If this is an upgrade, this step completes the upgrade process.

The following steps are necessary if this is a fresh installation.

- 4 Open a web browser and enter **http://47.X.X.X:8282/adminserver** (use the IP address of the MCG 3100 server).
- 5 Enter the following administrative user name and password:

User name: **admin**

Password: **password**

You can change the password on the Tools page.

- 6 Install the license file using the upload tool, found on the Tools tab of the administration page.
- 7 Restart the Mobility Gateway servlet.
- 8 Configure the MCG 3100 elements from the Web pages.
- 9 Restart the Mobility Gateway servlet.

For Nokia usage, you must follow the certificate management instructions from *Nortel Mobile Communication Gateway 3100 Installation* (NN42030-300). After adding certificates to the keystore, use **sudo /sbin/service mobilitygw restart** to refresh the keystore. Restarting the mobility gateway server from the administration web user interfaces does not refresh the keystore.

Installation from Service Update

Follow the standard Nortel procedures for patch management.

Important note on Licensing procedures since previous releases

Prior to SU 2.1-79, all MCG3100 releases have a problem concerning the machine fingerprint that is calculated and used for license activations. The machine fingerprint is sensitive to the hostname, and if the machine hostname is changed after license activation, the MCG3100 will not start properly. Attempts to reactivate the distributed licenses will also fail unless Nortel Technical Support purges the license server record of activations for the account in question.

Nortel CR Q01837093 tracks this issue. SU 2.1-79 and later releases contain the fix of the underlying issue, but upgrade procedures must be followed correctly:

- Scenario 1: Fresh installation from the associated ISO to this release: All license activations using this new version of the ISO will have no sensitivity to the machine hostname. This corresponds to the factory up-issue scenario where this SU becomes the new factory image.
- Scenario 2: Customer site has GA version of MCG3100 installed already and the license has been activated. After applying the SU, the MCG3100 will start correctly. However, if the machine hostname is changed, an action must be carried out in tandem by the Counterpath operations personnel to purge the old activation. Counterpath would purge the license, and the MCG3100 admin would re-activate the license by uploading the license file and restarting the MCG3100. All subsequent host name changes will work fine without any Nortel involvement.

- Scenario 3: Customer site has applied a previous SU version to the MCG3100. To apply the current SU, the customer must put any previous SU out of service. Once the previous SU is taken out of service, this scenario becomes the same as scenario 2.

Important note on putting Service Updates in and out of service

Taking an SU out of service can result in the deactivation of two types of administrative modification.

- If the administrator activates a license after an MCG3100 SU is already applied, this activated license will be removed after a patch-out-of-service operation. The implication is that the administrator must re-activate the license after the next SU is applied.
- Similarly, if the administrator modifies the keystore after an SU is applied, this modification will be lost after taking the SU out of service. The same modification must be made after taking the SU out of service or after installing the new SU.

Updates

- Q01849200: After long call BB 3100 attempts to login to alternate MG (EMS1.1MR1-MF-Beta)
- Q01857309: After downloading enhancement browser shows empty page with no feedback (EMS1.1MR1-MF-Beta)
- Q01857564: License agreement on Nokia is very long for user to scroll through (EMS1.1MR1-MF-Beta)
- Q01851309: License agreement on Blackberry is too long for user to scroll through (EMS1.1MR1-MF-Beta)
- Q01858198: IM and Presence fields were added to MCC3100-Nokia RIs2.1 (EMS1.1MR1-MF-Beta)
- Q01856663: An incoming call to MCC-Nokia isn't able to wake up the screen (EMS1.1MR1-MF-Beta)
- Q01856714: MCC-Nokia Call Screening Disabled... Call Accepted... Call Fails (EMS1.1MR1-MF-Beta)
- Q01787973: Have to use shift key to dial numbers from Nokia (EMS1.1MR1-MF-Beta)
- Q01858994: Group Call does not reach to IP set that has the same DN with MCUC
- Q01857500: Nokia client locks up after OTA install
- Q01863802: Web admin shows "Standby" when it is actually the active server

Limitations and workarounds

The Motorola Q series of smart-phones exhibits a problem when the MCC3100 for WM single mode client interacts with IVRs. This is due to the TAPI (Telephony API) not interacting correctly with the device requirements for "Long" DTMF.

The issue has been traced to a setting on the Motorola Phone. In order for the DTMF to work correctly, the user should follow these steps:

1. Select **Start > Settings > Phone > DTMF**.
2. Change the box from **Long** to **Short**.
3. Select **Done, Done, and Done**.

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Publication number: NN42030-403
Product release: MC 3100 Release 2.1
Document version: Standard 02.03
Date: May 2008

