



Application Note

How to Downgrade System Code on Tenor AS, AX, DX or BX running P103-08-00 and later

Recommendation: Downgrading system code from P103-08-00 or later to an earlier release (i.e. P102-11-08) is not advised, but warranted only if there is an unexpected issue with the upgraded version, and the system needs to be reset back to a lower firmware version to be operational.

This Technical Bulletin documents how to downgrade system code for the following Quintum products running **P103-08-00** and later:

- Tenor DX VoIP MultiPath Switch/Gateway
- Tenor AS VoIP MultiPath Switch/Gateway
- Tenor AX VoIP MultiPath Switch/Gateway
- Tenor BX VoIP MultiPath Switch/Gateway

Downgrade System Code

In general, before you perform a normal upgrade or downgrade of system code, you should always backup a copy of the current database on your PC, disk, or another computer.

For releases previous to P103-08-00, the database file is called **current_db**. If this file is unavailable, all the configuration data is lost after the downgrade, and you will need to reconfigure the system again.

Warning: Do not reboot the Tenor during this procedure until you reach Step 6.

1. FTP into the Tenor in which you would like to downgrade software. The current software release on the Tenor must be P103-08-00 or later in order to downgrade using these instructions.
2. From **ftp:// <tenor IP address>/ cfg/db**, save backup copies of the files you currently have installed on the Tenor (**db.txt**, **ipconfig.txt** and **hw.txt**) into another new directory on your PC.

Note: The **dxdsp.bin** file will be downloaded for the Tenor DX only.

3. Download the new release (i.e., P102-11-08) onto the Tenor (**tnrsys.bin**, **tnrboot.bin**, **dxdspb.bin**, **tnrxx.jbc**, **cli_help_msg.txt**, **cli_obj_msglist.txt**, and **cli_error_msg.txt**).
4. Delete all files in the **ftp:// <tenor IP address>/ cfg/db** directory except for **ipconfig.txt** (this file saves your IP settings).
5. If the original database was saved, retrieve the backed up **current_db** and copy into **ftp:// <tenor IP address>/ cfg/db**.

Note: If you do not have a saved copy of **current_db**, when the system is reset, it will set to factory defaults. You can then follow the prompts for configuring the IP address information. Also, any other configured information lost in the downgrade will need to be re-configured.

6. Reset the system.
7. Log into the system using the normal procedure. Execute a **show -v** command to verify that the P102 version of the software is loaded onto the system.