

## **WellSIP 6500 HA V3.0 Upgrade Procedure**

Prior to start the upgrade procedure, please make sure the latest 2.1.5 firmware is installed correctly. Please do the upgrade in local area network and make sure the WellSIP 6500 will not be restarted during the upgrade. Otherwise, WellSIP 6500 might not boot correctly after upgrade.

### **Setp1. Get New License from Welltech sales department for Release 3.0**

Please send the following information to you sales in order to get the new version license key.

- a. Company Name
- b. Feature
- c. S/N No.

**\*\* Please don't upgrade to Release 3.0 if you don't have the new license. Otherwise it will not work.**

### **Setp2. Backup old configuration for unexpected upgrade result or downgrade**

**Crate backup directory:**

```
cd C:\
mkdir 6500bak
cd 6500bak
mkdir dbfile
mkdir binfile
mkdir cdr
```

**FTP Backup Command:**

```
ftp xxx.xxx.xxx.xxx
prompt off
binary
cd d:\ap\binfile
lcd c:\6500bak\binfile
mget *
```

```
cd d:\ap\dbfile
lcd d:\6500bak\dbfile
mget *
cd d:\ap\cdr
lcd d:\6500bak\cdr
mget *
cd d:\
lcd c:\6500bak
get wgos.sdi
```

### **(Backup Example)**

Microsoft Windows XP [Version 5.1.2600]

(C) Copyright 1985-2001 Microsoft Corp.

```
D:\>mkdir 6500bak
```

```
D:\>cd 6500bak
```

```
D:\6500bak>mkdir dbfile
```

```
D:\6500bak>mkdir binfile
```

```
D:\6500bak>mkdir cdr
```

```
D:\6500bak>ftp 192.168.19.77
```

Connected to 192.168.19.77

220 Server ready

User (192.168.19.77:(none)): **root**

331 Password required for root.

Password:

230 User root logged in.

```
ftp> prompt off
```

Interactive mode Off .

```
ftp> binary
```

200 Type set to I.

```
ftp> cd d:\ap\binfile
```

250 CWD command successful. "d:/ap/binfile/" is current directory.

```
ftp> lcd d:\6500bak\binfile
```

Local directory now D:\6500bak\binfile.

```
ftp> mget *
```

200 Type set to I.

ftp: 1342279 bytes received in 0.17Seconds 7803.95Kbytes/sec.

200 Port command successful.

150 Opening data connection for osadmin.bin.

226 File sent ok  
ftp: 7710399 bytes received in 1.00Seconds 7710.40Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for sipd.bin.  
226 File sent ok  
ftp: 3467 bytes received in 0.00Seconds 3467000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for wwwroot.bin.  
226 File sent ok  
ftp: 3467 bytes received in 0.00Seconds 3467000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for haware.bin.  
226 File sent ok  
ftp: 2000041 bytes received in 0.25Seconds 8000.16Kbytes/sec.  
ftp> **cd d:\ap\cdr**  
250 CWD command successful.  
ftp> **lcd d:\6500bak\cdr**  
Local directory now D:\6500bak\cdr.  
ftp> **mget \***  
200 Type is set to I.  
200 PORT command successful.  
150 Opening BINARY mode data connection for Start20071218.log (156689 bytes).  
226 [Bytes: 156689][Time: 0.02 s][Speed: 9563.54 K/s]  
ftp: 156689 bytes received in 0.02Seconds 9793.06Kbytes/sec.  
200 PORT command successful.  
150 Opening BINARY mode data connection for Stop20071218.log (86220 bytes).  
226 [Bytes: 86220][Time: 0.02 s][Speed: 5262.45 K/s]  
ftp: 86220 bytes received in 0.00Seconds 86220000.00Kbytes/sec.  
200 PORT command successful.  
ftp> **cd d:\ap\dbfile**  
250 CWD command successful. "d:/ap/dbfile/" is current directory.  
ftp> **lcd d:\6500bak\dbfile**  
Local directory now D:\6500bak\dbfile.  
ftp> **mget \***  
200 Type set to I.  
200 Port command successful.  
150 Opening data connection for AAACDR.ini.  
226 File sent ok

ftp: 113 bytes received in 0.00Seconds 113000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for aaaclient.ini.  
226 File sent ok  
ftp: 36864 bytes received in 0.02Seconds 2304.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for AAAServer.ini.  
226 File sent ok  
ftp: 173 bytes received in 0.00Seconds 173000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for ActionConfig.ini.  
226 File sent ok  
ftp: 157 bytes received in 0.00Seconds 157000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for Broadcasting.ini.  
226 File sent ok  
ftp: 3345 bytes received in 0.00Seconds 3345000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for License.ini.  
226 File sent ok  
ftp: 205 bytes received in 0.00Seconds 205000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for NATProxy.ini.  
226 File sent ok  
ftp: 217 bytes received in 0.00Seconds 217000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for ntpreg.reg.  
226 File sent ok  
ftp: 911 bytes received in 0.00Seconds 911000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for ProvSIPPD\_AAA.ini.  
226 File sent ok  
ftp: 51 bytes received in 0.00Seconds 51000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for RoutingTable.txt.  
226 File sent ok  
ftp: 2 bytes received in 0.00Seconds 2000.00Kbytes/sec.  
200 Port command successful.

150 Opening data connection for SetRoute.bat.  
226 File sent ok  
ftp: 21 bytes received in 0.00Seconds 21000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for SIPPD.ini.  
226 File sent ok  
ftp: 3457 bytes received in 0.00Seconds 3457000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for SIPPD.mdb.  
226 File sent ok  
ftp: 2203648 bytes received in 0.42Seconds 5234.32Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for SysLog.ini.  
226 File sent ok  
ftp: 730 bytes received in 0.00Seconds 730000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for Trust\_IP.ini.  
226 File sent ok  
ftp: 2 bytes received in 0.00Seconds 2000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for User.ini.  
226 File sent ok  
ftp: 105 bytes received in 0.00Seconds 105000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for WeekDay.ini.  
226 File sent ok  
ftp: 44 bytes received in 0.00Seconds 44000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for WGOS.ini.  
226 File sent ok  
ftp: 2990 bytes received in 0.00Seconds 2990000.00Kbytes/sec.  
ftp> **cd d:\**  
250 CWD command successful. "d:/" is current directory.  
ftp> **lcd d:\6500bak**  
Local directory now D:\6500bak.  
ftp> **get wgos.sdi**  
200 Port command successful.  
150 Opening data connection for wgos.sdi.

226 File sent ok

ftp: 263213056 bytes received in 111.30Seconds 2364.96Kbytes/sec.

ftp> **bye**

### **Step 3. Identify the WS6500 Hardware version:**

**Server Status**

**H/W Version:** 2.0 **WEB Version:** 2.1.4(P070427)

<b>Application :</b>	SIPPD	<b>Version :</b>	2.1.5(P0711)
<b>Status :</b>	<CL_APTG> Active Mode, Standby Connected:210.203.19.140	<b>Call Attempt :</b>	35
<b>NAT Call :</b>	0	<b>NAT Fail Call :</b>	0
<b>Max Call :</b>	10000	<b>Current Call :</b>	32
<b>Max Transaction :</b>	16000	<b>Used Transaction :</b>	30
<b>Memory Pool :</b>	40000	<b>Used Memory :</b>	146
<b>Register :</b>	659		

Refresh Interval (second) : 5

**Monitor > Server Status: H/W Version 1.0 or 2.0**

**\*\*If you don't see this, please upgrade to 2.1.5 first. You can download the release HA 2.1.5 from [http://www.welltech.com/support/6500\\_HA.htm](http://www.welltech.com/support/6500_HA.htm)**

### **Step 4: download the OS and firmware image from Welltech Web side**

**hardware 1.0 OS image:**

[http://www.welltech.com/support/voip2/SIP%20series/WellSIP/WS6500%20V3.0/v3.0/sdi\\_3.0\\_HW1.0.zip](http://www.welltech.com/support/voip2/SIP%20series/WellSIP/WS6500%20V3.0/v3.0/sdi_3.0_HW1.0.zip)

**hardware 2.0 OS image:**

[http://www.welltech.com/support/voip2/SIP%20series/WellSIP/WS6500%20V3.0/v3.0/sdi\\_3.0\\_HW2.0.zip](http://www.welltech.com/support/voip2/SIP%20series/WellSIP/WS6500%20V3.0/v3.0/sdi_3.0_HW2.0.zip)

**WellSIP 6500 HA V3.0 firmware:**

[http://www.welltech.com/support/voip2/SIP%20series/WellSIP/HA/v3.0/6500ha\\_v3.zip](http://www.welltech.com/support/voip2/SIP%20series/WellSIP/HA/v3.0/6500ha_v3.zip)

### **Step 5: Unzip OS SDI**

Upzip sdi\_3.0\_HW1.0.zip (or sdi\_3.0\_HW2.0.zip) to wgos.sdi

### **Step 6: Delete v2 OS SDI and Upgrade to v3 OS SDI image**

#### **(OS SDI upgrade Example)**

```
C:\>cd 6500 v3 sdi
C:\6500 v3 sdi>ftp 192.168.19.77
Connected to 192.168.19.77
220 Connected to FTPD
User (192.168.19.77:(none)): root
331 Password required for root.
Password:
230 User root logged in.
ftp> dir
200 PORT command successful.
150 Opening ASCII mode data connection for directory listing.
drwxrwxrwx  1 owner  group          0 Nov 08 10:48 AP
drwxrwxrwx  1 owner  group          0 Nov 08 10:53 TempFolder
-rw-rw-rw-  1 owner  group    213861376 Dec 18 15:24 wgos.sdi
226 [Bytes: 610][Time: 0.01 s][Speed: 59.57 K/s]
ftp: 610 bytes received in 0.01Seconds 40.67Kbytes/sec.
ftp> del wgos.sdi
250 DELE command successful.
ftp> lcd
Local directory now C:\6500 v3 sdi.
ftp> bin
200 Type is set to I.
ftp> put wgos.sdi
200 PORT command successful.
150 Opening BINARY mode data connection for wgos.sdi.
226 [Bytes: 213861376][Time: 218.05 s][Speed: 957.82 K/s]
ftp: 213861376 bytes sent in 218.00Seconds 981.02Kbytes/sec.
ftp> bye
```

### **Step 7: Unzip Release 3.0 Firmware**

Unzip 6500ha\_v3.0.zip to

- ACD.bin
- dbserver.bin
- osadmin.bin
- sipd.bin
- wwwroot.bin
- HAWare.bin

### **Step 8: Upgrade Release 3.0 Firmware**

C:\6500 v3 sdi\binfile>ftp 192.168.19.77

Connected to 192.168.19.77.

220 Connected to FTPD

User (192.168.19.77:(none)): **root**

331 Password required for root.

Password:

230 User root logged in.

ftp> **cd d:\ap\binfile**

250 CWD command successful.

ftp> **lcd**

Local directory now C:\6500 v3 sdi\binfile.

ftp> **bin**

200 Type is set to I.

ftp> **prompt off**

ftp> **mput \***

200 PORT command successful.

150 Opening BINARY mode data connection for **ACD.bin**.

226 [Bytes: 541246][Time: 0.09 s][Speed: 5622.98 K/s]

ftp: 541246 bytes sent in 0.08Seconds 6939.05Kbytes/sec.

200 PORT command successful.

150 Opening BINARY mode data connection for **dbserver.bin**.

226 [Bytes: 1555966][Time: 0.25 s][Speed: 6077.99 K/s]  
ftp: 1555966 bytes sent in 0.22Seconds 7104.87Kbytes/sec.  
200 PORT command successful.  
150 Opening BINARY mode data connection for **osadmin.bin**.  
226 [Bytes: 768209][Time: 0.16 s][Speed: 4809.00 K/s]  
ftp: 768209 bytes sent in 0.13Seconds 6145.67Kbytes/sec.  
200 PORT command successful.  
150 Opening BINARY mode data connection for **HAWare.bin**.  
226 [Bytes: 768209][Time: 0.16 s][Speed: 4809.00 K/s]  
ftp: 768209 bytes sent in 0.13Seconds 6145.67Kbytes/sec.  
200 PORT command successful.  
150 Opening BINARY mode data connection for **sippd.bin**.  
226 [Bytes: 2251362][Time: 0.33 s][Speed: 6703.04 K/s]  
ftp: 2251362 bytes sent in 0.30Seconds 7580.34Kbytes/sec.  
200 PORT command successful.  
ftp>**bye**

### **Setp8. Upgrade the new license:**

(Configuration > System > License)



## Setp9. Reboot WS6500 and Check Service Status

After Reboot WS6500, You can see the Application: SIPPD Version: 3.0

### Server Status

<b>WEB Version :</b>	3.0	<b>H/W Version :</b>	1.0	
<b>Application :</b>	SIPPD	<b>Version :</b>	3.0	
<b>Status :</b>	<CL_140> Active Mode, Standby Connected:218.32.223.154		<b>Call Attempt :</b>	2
<b>NAT Call :</b>	2	<b>NAT Fail Call :</b>	0	
<b>Max Call :</b>	2000	<b>Current Call :</b>	2	
<b>Max Transaction :</b>	8000	<b>Used Transaction :</b>	41	
<b>Memory Pool :</b>	8000	<b>Used Memory :</b>	6	
<b>Register :</b>	56			

Refresh Interval (second) :

## WellSIP 6500 V3.0 Downgrade to V2.1 Procedure

You need to have the backup files from **V3.0 Upgrade Procedure Step 2**. Otherwise, you cannot do the downgrade procedure.

### **Step 1: Reload the backup OS image.**

```
C:\>ftp 192.168.19.77
```

```
Connected to 192.168.19.77
```

```
220 Connected to FTPD
```

```
User (192.168.19.77:(none)): root
```

```
331 Password required for root.
```

```
Password:
```

```
230 User root logged in.
```

```
ftp> dir
```

```
200 PORT command successful.
```

```
150 Opening ASCII mode data connection for directory listing.
```

```
drwxrwxrwx  1 owner  group          0 Nov 08 10:48 AP
```

```
drwxrwxrwx  1 owner  group          0 Nov 08 10:53 TempFolder
```

```
-rw-rw-rw-  1 owner  group    213861376 Dec 18 15:24 wgos.sdi
```

```
226 [Bytes: 610][Time: 0.01 s][Speed: 59.57 K/s]
```

```
ftp: 610 bytes received in 0.01Seconds 40.67Kbytes/sec.
```

```
ftp> del wgos.sdi
```

```
250 DELE command successful.
```

```
ftp> lcd d:\6500bak\
```

```
Local directory now D:\6500bak\.
```

```
ftp> bin
```

```
200 Type is set to I.
```

```
ftp> put wgos.sdi
```

```
200 PORT command successful.
```

```
150 Opening BINARY mode data connection for wgos.sdi.
```

```
226 [Bytes: 213861376][Time: 218.05 s][Speed: 957.82 K/s]
```

```
ftp: 213861376 bytes sent in 218.00Seconds 981.02Kbytes/sec.
```

```
ftp> bye
```

## **Step 2: Restore the backup firmware and configuration**

Microsoft Windows XP [Version 5.1.2600]

(C) Copyright 1985-2001 Microsoft Corp.

D:\6500bak>**ftp 192.168.19.77**

Connected to 192.168.19.77

220 Server ready

User (192.168.19.77:(none)): **root**

331 Password required for root.

Password:

230 User root logged in.

ftp> **prompt off**

Interactive mode Off .

ftp> **binary**

200 Type set to I.

ftp> **cd d:\ap\binfile**

250 CWD command successful. "d:/ap/binfile/" is current directory.

ftp> **lcd d:\6500bak\binfile**

Local directory now D:\6500bak\binfile.

ftp> **mput \***

200 Type set to I.

ftp: 1342279 bytes sent in 0.17Seconds 7803.95Kbytes/sec.

200 Port command successful.

150 Opening data connection for osadmin.bin.

226 File sent ok

ftp: 7710399 bytes sent in 1.00Seconds 7710.40Kbytes/sec.

200 Port command successful.

150 Opening data connection for sippd.bin.

226 File sent ok

ftp: 3467 bytes sent in 0.00Seconds 3467000.00Kbytes/sec.

200 Port command successful.

150 Opening data connection for wwwroot.bin.

226 File sent ok

ftp: 2000041 bytes sent in 0.25Seconds 8000.16Kbytes/sec.

ftp> **cd d:\ap\cdr**

250 CWD command successful.

ftp> **lcd d:\6500bak\cdr**

Local directory now D:\6500bak\cdr.

ftp> **mput \***

200 Type is set to I.  
200 PORT command successful.  
150 Opening BINARY mode data connection for Start20071218.log (156689 bytes).  
226 [Bytes: 156689][Time: 0.02 s][Speed: 9563.54 K/s]  
ftp: 156689 bytes sent in 0.02Seconds 9793.06Kbytes/sec.  
200 PORT command successful.  
150 Opening BINARY mode data connection for Stop20071218.log (86220 bytes).  
226 [Bytes: 86220][Time: 0.02 s][Speed: 5262.45 K/s]  
ftp: 86220 bytes sent in 0.00Seconds 86220000.00Kbytes/sec.  
200 PORT command successful.  
ftp> **cd d:\ap\dbfile**  
250 CWD command successful. "d:/ap/dbfile/" is current directory.  
ftp> **lcd d:\6500bak\dbfile**  
Local directory now D:\6500bak\dbfile.  
ftp> **mput \***  
200 Type set to I.  
200 Port command successful.  
150 Opening data connection for AAACDR.ini.  
226 File sent ok  
ftp: 113 bytes sent in 0.00Seconds 113000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for aaaclient.ini.  
226 File sent ok  
ftp: 36864 bytes sent in 0.02Seconds 2304.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for AAAServer.ini.  
226 File sent ok  
ftp: 173 bytes sent in 0.00Seconds 173000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for ActionConfig.ini.  
226 File sent ok  
ftp: 157 bytes sent in 0.00Seconds 157000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for Broadcasting.ini.  
226 File sent ok  
ftp: 3345 bytes sent in 0.00Seconds 3345000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for License.ini.

226 File sent ok  
ftp: 205 bytes sent in 0.00Seconds 205000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for NATProxy.ini.  
226 File sent ok  
ftp: 217 bytes sent in 0.00Seconds 217000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for ntpreg.reg.  
226 File sent ok  
ftp: 911 bytes sent in 0.00Seconds 911000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for ProvSIPPD\_AAA.ini.  
226 File sent ok  
ftp: 51 bytes sent in 0.00Seconds 51000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for RoutingTable.txt.  
226 File sent ok  
ftp: 2 bytes sent in 0.00Seconds 2000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for SetRoute.bat.  
226 File sent ok  
ftp: 21 bytes sent in 0.00Seconds 21000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for SIPPD.ini.  
226 File sent ok  
ftp: 3457 bytes sent in 0.00Seconds 3457000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for SIPPD.mdb.  
226 File sent ok  
ftp: 2203648 bytes sent in 0.42Seconds 5234.32Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for SysLog.ini.  
226 File sent ok  
ftp: 730 bytes sent in 0.00Seconds 730000.00Kbytes/sec.  
200 Port command successful.  
150 Opening data connection for Trust\_IP.ini.  
226 File sent ok  
ftp: 2 bytes sent in 0.00Seconds 2000.00Kbytes/sec.

```

200 Port command successful.
150 Opening data connection for User.ini.
226 File sent ok
ftp: 105 bytes sent in 0.00Seconds 105000.00Kbytes/sec.
200 Port command successful.
150 Opening data connection for WeekDay.ini.
226 File sent ok
ftp: 44 bytes sent in 0.00Seconds 44000.00Kbytes/sec.
200 Port command successful.
150 Opening data connection for WGOS.ini.
226 File sent ok
ftp: 2990 bytes sent in 0.00Seconds 2990000.00Kbytes/sec.
ftp> bye

```

### **Setp4. Reboot WS6500 and Check Service Status**

**After Reboot WS6500, You can see the Application: SIPPD Version: 2.1.5**

The screenshot displays the 'Server Status' page with a light blue background and a central graphic of a person with arms raised. The page contains the following information:

<b>Server Status</b>				
<b>H/W Version:</b>	2.0	<b>WEB Version:</b>	2.1.4(P070427)	
<b>Application :</b>	SIPPD	<b>Version :</b>	2.1.5(P0711)	
<b>Status :</b>	<CL_APTG> Active Mode, Standby Connected:210.203.19.140		<b>Call Attempt :</b>	35
<b>NAT Call :</b>	0	<b>NAT Fail Call :</b>	0	
<b>Max Call :</b>	10000	<b>Current Call :</b>	32	
<b>Max Transaction :</b>	16000	<b>Used Transaction :</b>	30	
<b>Memory Pool :</b>	40000	<b>Used Memory :</b>	146	
<b>Register :</b>	659			

At the bottom of the page, there is a 'Refresh Interval (second)' dropdown menu currently set to 5.