

FREQUENTLY ASKED QUESTIONS

ETERNITY Range of IP-PBX

What
When
Which
Where
How
Who
Why



Date: 23rd December, 2015

Version: V1R1

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How to Resolve “Please Wait” or “Header Failed” issue on DKP?

Issue Description:

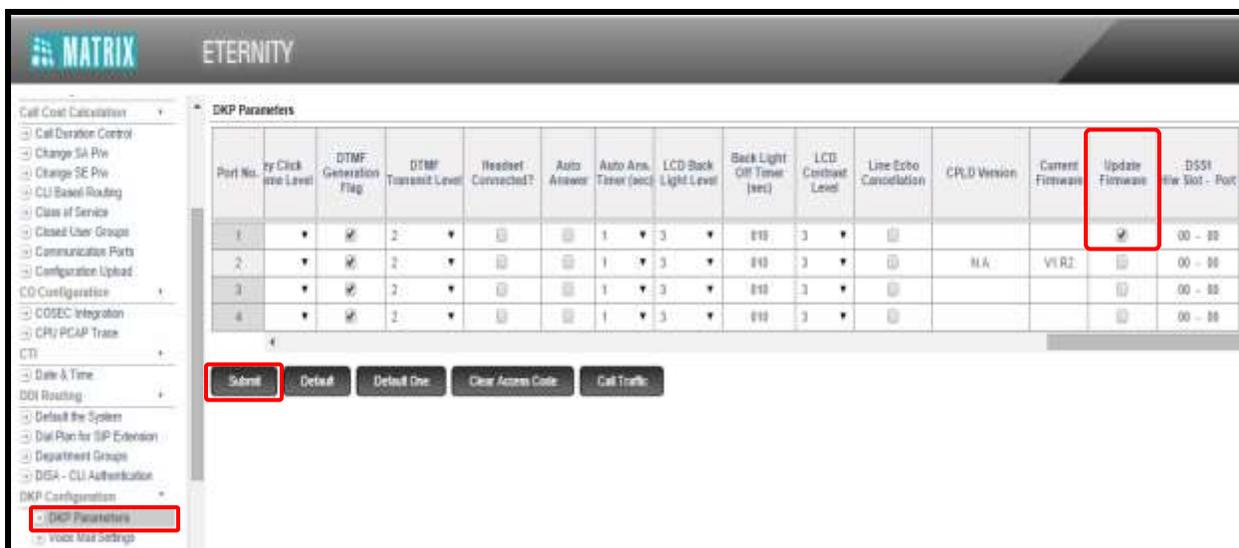
DKP connected to ETERNITY is not booting and shows “Please wait...” or “Header Failed” on LCD of the DKP when connected to ETERNITY.

Troubleshooting Steps:

Case1: DKP fails to boot up during/after the upgrade and “Header Failed” message is shown on the LCD of the DKP.

The above message indicates that there was some error during the upgrade. This error can be because of power failure, user having removed the DKP during the upgrade from one Port and connected it to some other DKP Port, etc.

Resolution Step1: In ETERNITY Jeeves go to **DKP Configuration** → **DKP Parameters**, click **Advance** and check the flag **Update Firmware** for upgrading the DKP on the port it is connected and **Submit** the page.



The screenshot shows the ETERNITY web interface with the 'DKP Parameters' configuration page. The 'Update Firmware' checkbox is checked and highlighted with a red box. The 'Submit' button is also highlighted with a red box. The table below shows the configuration for four DKP ports.

Port No.	Click (Line Level)	DTMF Generation Flag	DTMF Transmit Level	Header Connected?	Auto Answer	Auto Ans. Toner (sec)	LCD Back Light Level	Back Light Off Timer (sec)	LCD Contrast Level	Line Echo Cancellation	CPLD Version	Current Firmware	Update Firmware	DSS1 Slot - Port
1	▼	☑	2 ▼	☑	☑	1 ▼	3 ▼	010	3 ▼	☑			☑	00 - 00
2	▼	☑	2 ▼	☑	☑	1 ▼	3 ▼	010	3 ▼	☑	N.A.	V1R2	☑	00 - 00
3	▼	☑	2 ▼	☑	☑	1 ▼	3 ▼	010	3 ▼	☑			☑	00 - 00
4	▼	☑	2 ▼	☑	☑	1 ▼	3 ▼	010	3 ▼	☑			☑	00 - 00

Resolution Step2: Remove DKP and reconnect it on the same DKP Port of ETERNITY. The Phone should start upgrading.



... Please do not disconnect DKP or power down the system while it is being upgraded. If DKP is not booting even after the upgrading procedure is completed, contact Matrix Technical Support Team.

Case2: DKP keeps on restarting during/after the upgrade.

Resolution Step1: Remove DKP and reconnect it on some other DKP Port of the system. If it does not boot then go to **Resolution Step2**.

Resolution Step2: Open the FTP of the System (ETERNITY). Go to system folder, check if EONXXX_vXrY.mfb file is present in the system folder or not. If it is not present, copy the latest file in system folder and also change the build.txt accordingly.

Here X and Y denote the Version and Revision of EONXXX's firmware.

Name	Size	Type	Date modified	Date created	Date accessed
build.txt	1 KB	TXT File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
EON48D_v4r5.mfb	95 KB	MFB File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
EON510_v1r4.mfb	71 KB	MFB File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
etlite.sh	9 KB	SH File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
etlite_bri4v1r3_dsp_v1r1.mfb	158 KB	MFB File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
etlite_combo_dsp_adptv_v1r1.mfb	398 KB	MFB File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
etlite_combo_dsp_sprt_v1r1.mfb	374 KB	MFB File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
etlite_dkp16_dsp_v1r2.mfb	122 KB	MFB File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
etlite_ds1v1r3_dsp_v1r1.mfb	179 KB	MFB File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
etlite_enm4_dsp_v1r1.mfb	212 KB	MFB File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM
etlite_gsm4_dsp_v1r4.mfb	105 KB	MFB File	23-12-2015 01:54 PM	23-12-2015 01:54 PM	23-12-2015 01:54 PM

Also check if the file name of EON48D_vXrY.mfb in the system folder and in build.txt is same or not. If it is not, then correct the same in built.txt.

```
1 EON48D:EON48D_v4r5.mfb
2 EON510:EON510_v1r4.mfb
3
```

Resolution Step3: Remove DKP and reconnect it. If the DKP still does not boot, contact Matrix Technical Support Team.

Case3: EON48D is not up and remains in “**Please Wait...**” state.

Resolution Step1: Connect DKP to another Port of same Slave Card. If DKP does not boot, connect DKP to the Port of another DKP Card. If DKP boots then move to **Resolution Step2** and if it still does not boot, contact Matrix Technical Support Team.

Resolution Step2: This step is to be done for the DKP Card, in which DKP is not working.

Check the debug of CPU Card. Check if the DKP Card is sending event to CPU Card when we connect DKP in DKP Port or not. If event of ‘EONXXX connect’ is not received in the debug, then restart the DKP Card and check. If the event is still not received, contact Matrix Technical Support Team.

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