

# Service Alert Bulletin

**Product:** Ascom Analog VoIP Gateway (AA50)

**Purpose:** Possible Filename Corruption when uploading backup configuration

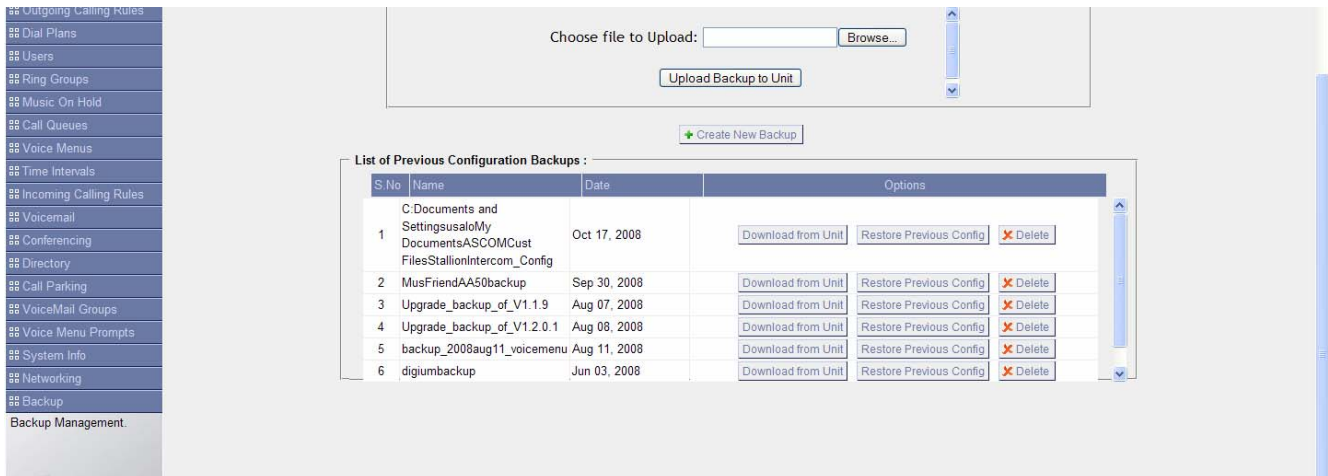
**Date:** 10/28/2008

## Possible Filename Corruption when uploading backup configuration

### Background

It has been reported that it's possible for a corrupt filename to occur when uploading a backup file into the analog VoIP Gateway using Internet Explorer. This is because Internet Explorer will send the entire path as the filename and not just the actual filename. This results in a corrupt filename within the unit.

Example of a corrupt filename in backups:



The file:

C:\Documents and Settings\usalo\My Documents\ASCOM\Cust Files\Stallion\Intercom\_Config

was originally sent as:

C:\Documents and Settings\usalo\My Documents\ASCOM\Cust Files\Stallion\Intercom\_Config

Note that the “\” and spaces have been removed on the Analog VoIP Gateway. When making backups of the Analog VoIP Gateway from Internet Explorer it's important that no special characters or spaces are used because they are not allowed.

### Affected Equipment

Analog VoIP Gateway (AA50) with software v1.2.0.3

### Solution

Use Mozilla FireFox to upload configuration backups.

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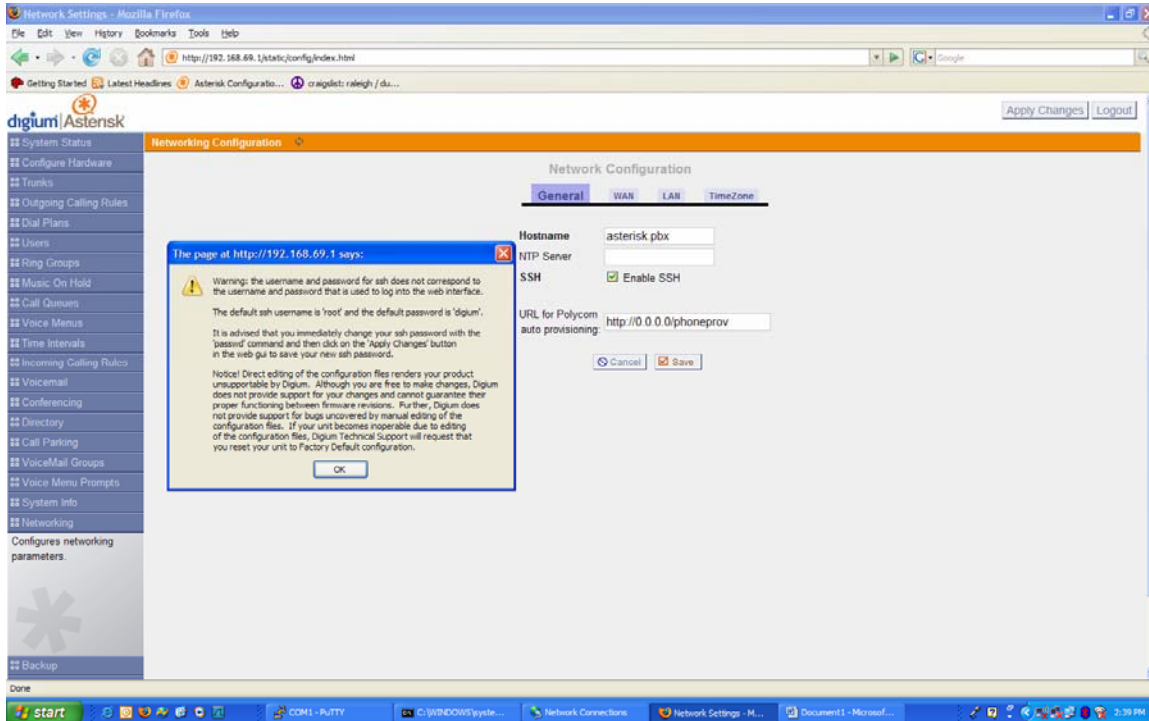
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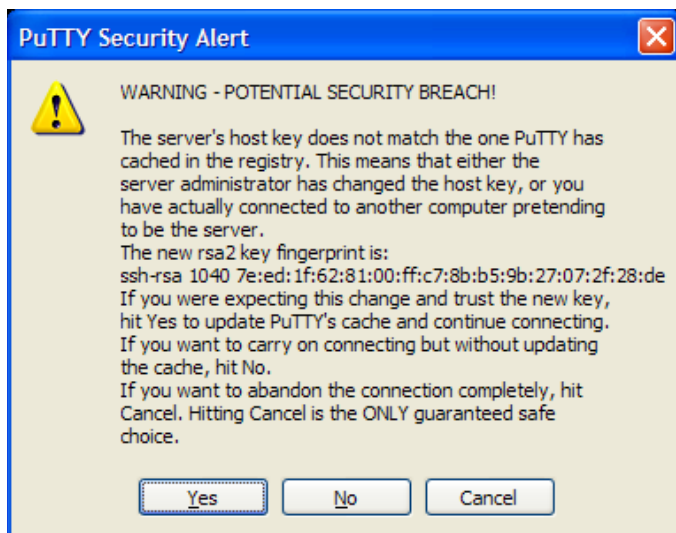
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## Corruption Removal

Make a current backup and download it to your PC.  
Then go to Networking, and turn on SSH



Using a SSH client such as PuTTY, connect to the Analog VoIP Gateway.  
When you see this screen, press OK, and log in.



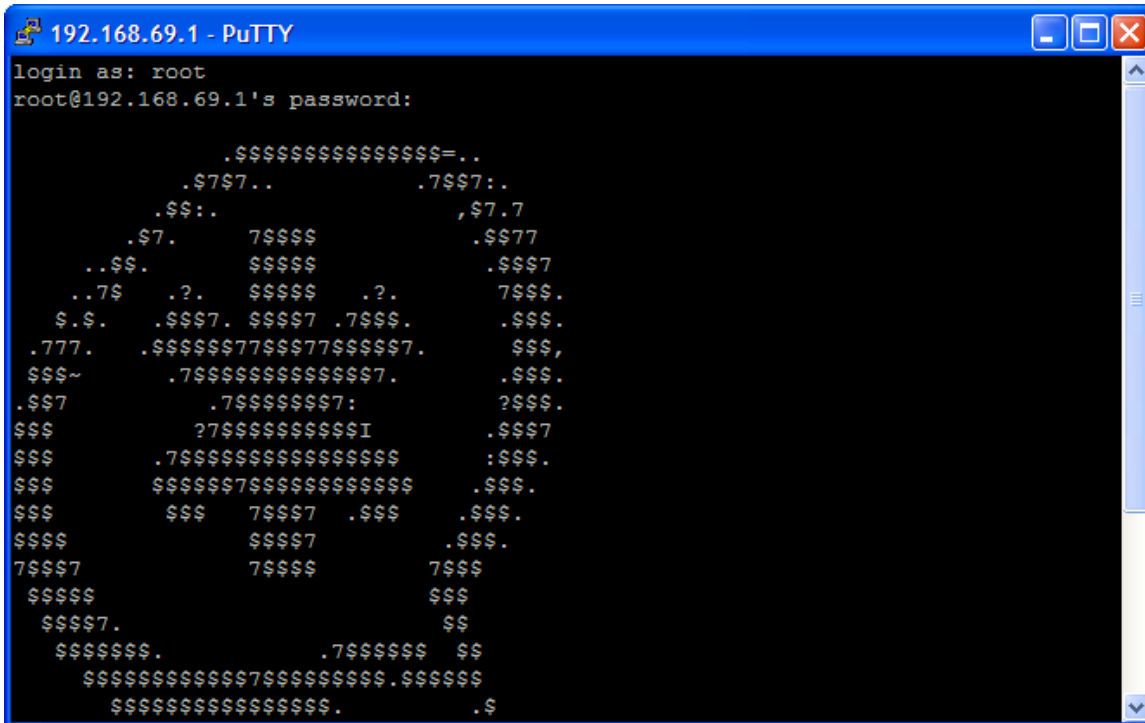
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Login as: root  
Password = digium



The screenshot shows a PuTTY terminal window titled "192.168.69.1 - PuTTY". The terminal output shows a login sequence for the user 'root' on the host '192.168.69.1'. After the password is entered, a large ASCII art logo is displayed. The logo is a stylized representation of the Ascom logo, but it is severely corrupted, appearing as a jumble of characters and symbols that do not form a recognizable shape. The terminal window has a blue title bar and standard window controls (minimize, maximize, close) on the right side.

At the command line, enter:

- cd ramfs
- cd var
- cd lib
- cd asterisk
- cd sounds

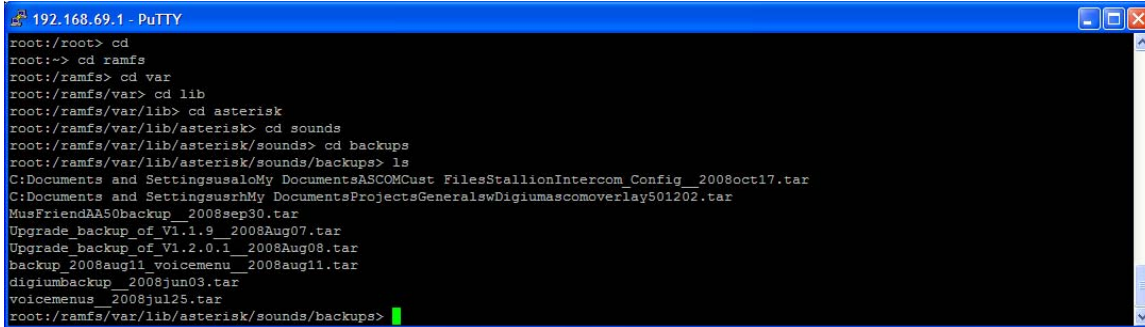
The backups are held under a directory called "backups".  
If you cd into this directory and enter "ls" you will see the corrupted file names.

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```
192.168.69.1 - PuTTY
root:/root> cd
root:-> cd ramfs
root:/ramfs> cd var
root:/ramfs/var> cd lib
root:/ramfs/var/lib> cd asterisk
root:/ramfs/var/lib/asterisk> cd sounds
root:/ramfs/var/lib/asterisk/sounds> cd backups
root:/ramfs/var/lib/asterisk/sounds/backups> ls
C:Documents and SettingsusaloMy DocumentsASCOMCust FilesStallionIntercom_Config_2008oct17.tar
C:Documents and SettingsusrhMy DocumentsProjectsGeneralswDigiumascomoverlay501202.tar
MusFriendAA50backup_2008sep30.tar
Upgrade_backup_of_V1.1.9_2008Aug07.tar
Upgrade_backup_of_V1.2.0.1_2008Aug08.tar
backup_2008aug11_voicemenu_2008aug11.tar
digiumbackup_2008jun03.tar
voicemenus_2008jul25.tar
root:/ramfs/var/lib/asterisk/sounds/backups>
```

To remove the invalid backup files, enter the remove command followed by the filename. For example, 'rm C:\*' will remove all files that begin with "C:".

Exit, and check the GUI to ensure the corrupted backup files have been removed.

## Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877 71ASCOM (1-877-712-7266) option 3.