

Product: DHCP

Purpose: Communicate potential risk when using DHCP together with some of the ELISE software

Date: 12/3/2008

Problem when using DHCP together with some of the ELISE software

General

If an Elise module fails to contact the DHCP server during the initial startup phase, the Elise module will startup and wait for an IP address to be assigned. When a DHCP address is finally obtained, the module will show a "green" LED. The problem is that the ELISE will still use the IP address 0.0.0.0 that it had while starting up and not use its DHCP assigned IP address.

Problem

This issue may cause strange behavior and multiple errors in the logs when an application is responding back to another module using this address.

Since the module appears to start normally and gives a green LED indication, it is impossible to tell by looking at the module that this problem has occurred. When a module is in this state, it is still possible to browse the web pages of the module.

Example (If applicable)

If there is a total power disruption and the Elise Modules and DHCP server both lose power; once the power is restored, it's possible for the ELISE modules to start up faster than the DCHP server and the modules will not obtain an IP address in the initial state.

Affected equipment

XGATE (2.20)
IMS-WLAN (1.22)
IMS-DECT (2.9X)
AMS (5.30)
MailGate (2.24)
OJS (2.32)
UPAC (1.11)
NSS (4.2X)

Solution/Prevention

The problem stated above will be corrected in future maintenance releases. Until then, it is important to be aware of the potential risk when using DHCP. It's recommended to use a static IP address when possible.

Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877 71ASC0M (1-877-712-7266) option 3.