



# *ComOS 3.8.2c2 Interim Release Note*

*May 5, 1999*

## ***Introduction***

The Lucent Remote Access ComOS® 3.8.2c2 interim software release for the PortMaster® 3 Integrated Access Server is now available.

This release is provided at no charge to all Lucent customers. This release note documents updates to the modem code. All other features are identical to those in ComOS 3.8.2.



**Note** – This interim software release is recommended only for customers who are experiencing the problems described and are unable to wait for the next maintenance release. Before upgrading, thoroughly read “Upgrade Instructions.”

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## ***Bugs Fixed***

- A NO EC (no error control) connection problem with Cirrus Logic modems is fixed.
- Performance with Cirrus Logic modems is improved.
- The number of rate renegotiations with USR/3Com and Cirrus modems has been reduced because ComOS now allows the client to specify spectral shaping.
- Rate renegotiation and retrain problems with USR/3Com and Rockwell HCF clients are fixed.
- Connectivity with USR/3Com and Rockwell HCF modems and LT Winmodems is improved.
- A downward spiraling upstream rate caused by an incorrect Link Access Procedure for Modems (LAPM) error check is fixed.
- The number of disconnects from LAPM retrains within a retrain is reduced.
- Rate reduction due to LAPM errors has been made less sensitive.
- Motorola SM56 modems can now connect with V.90.

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- A V.90-to-V.34 fallback problem, which can result in a disconnect, is fixed by earlier V.34 detection.
  - A-law V.90 connectability is improved.
  - K56flex connectability is improved by an increase in a K56flex timeout.

## *New Features*

This ComOS release adds extended debugging information for troubleshooting.

## *Limitations*

Lucent Remote Access is still fixing some problems with Rockwell HCF and Cirrus Logic modems. If you experience any difficulties with modems, verify that the client modem is running the latest firmware, and then refer to <http://www.livingston.com/tech/bulletin/comos-modem.html>.

If these instructions do not help, contact Lucent Remote Access Technical Support.

## *Troubleshooting*

As part of modem troubleshooting, confirm that the client modem is running the latest firmware before submitting a modem trouble report. When making a report of a new modem problem, send the following information to technical support:

- ComOS version
- Client modem manufacturer
- Client modem model
- Results on client modem of commands ATIO through ATII1
- Whether the problem is reproducible Lucent Remote Access might want to monitor your PortMaster while the client modem reproduces the problem.

## *Upgrade Instructions*

You can upgrade your PortMaster using PMVision 1.2 or pmupgrade 4.0 from PMTools or any later release of those programs. You can also use the older programs pminstall 3.5.3, PMconsole 3.5.3, or PMconsole for Windows 3.5.1.4. In addition, you can upgrade using TFTP with the "tftp get comos" command from the PortMaster command line interface.



**Caution** – If the upgrade fails, do NOT reboot! Contact Lucent Remote Access Technical Support without rebooting. The upgrade process on the PortMaster 3 erases the configuration area from nonvolatile memory and saves the current configuration into nonvolatile memory. Never interrupt the upgrade process, or loss of configuration information can result. This upgrade does not otherwise affect your stored configuration in the PortMaster.

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If you are downgrading from ComOS 3.9b8 to ComOS 3.8.2c2 you must do the downgrade twice, because of changes in the flash memory layout in ComOS 3.9b8.

The installation software can be retrieved by FTP from <ftp://ftp.livingston.com/pub/le/software/>, and the upgrade image can be found at <ftp://ftp.livingston.com/pub/le/upgrades>:

ComOSUpgrade	Image	Product
3.8.2c2	pm3_3.8.2c2	PortMaster 3

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## ***Contacting Lucent Remote Access Technical Support***

Lucent Technologies Remote Access Business Unit (previously Livingston Enterprises) provides technical support via voice, fax, electronic mail, or through the World Wide Web at <http://www.livingston.com/>.

Please specify your ComOS version number when reporting problems with this release.

Internet service providers (ISPs) and other end users in Europe, the Middle East, Africa, India, and Pakistan should contact their authorized Lucent Remote Access sales channel partner for technical support; see <http://www.livingston.com/International/EMEA/distributors.html>.

For North and South America and Asia Pacific customers, technical support is available Monday through Friday from 7 a.m. to 5 p.m. U.S. Pacific Time (GMT -8). Dial 1-800-458-9966 within the United States (including Alaska and Hawaii), Canada, and the Caribbean, or 1-925-737-2100 from elsewhere, for voice support. Otherwise, fax to 1-925-737-2110, or send email to [support@livingston.com](mailto:support@livingston.com) ([asia-support@livingston.com](mailto:asia-support@livingston.com) for Asia Pacific customers).