

NetPerformer[®] System Reference

Software Installation
and Licensing



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Firmware Naming

1.1 Main Application

The generic filename format for the NetPerformer main application file is **XxnnnnYjj.bin**, where:

- **XX** is a two-character code that identifies the product type:

Value	Products
Ha	SDM-9220, SDM-9230, SDM-9230GW
la	SDM-8400

Table 1-1 Product Type Values

- **NNNN** is the version number, for example **1023** for NetPerformer version 10.2.3.
- **Y** is the revision type identifier:

Value	Revision Type
none	Official release
A	Alpha version
B	Beta version
R	Revision
S	Special release

Table 1-2 Revision Type Identifiers

- **JJ** is the two-digit revision number, if applicable (not required for an official release).

For example, **Ha1023R01.BIN** is the filename for the base application of version 10.2.3 R01 that runs on the SDM-9220, SDM-9230, SDM-9220GW and SDM-9230GW.

1.2 Signaling Engine

The Signaling Engine filename format is **sennnnYjj.bin**, where:

- **SE** is a prefix for Signaling Engine file recognition
- **NNNN** is the version number
- **Y** is the revision type identifier (none, **A**, **B**, **R** or **S**)
- **JJ** is the two-digit revision number, if applicable (not required for an official release).

NOTE: The version number, revision type identifier and revision number are used in the same way as for the main application, described on [page 1-2](#).

For example, **se1023R01.BIN** is the filename for Signaling Engine version 10.2.3 R01.

NOTE: On the SDM-9220, SDM-9230, SDM-9220GW and SDM-9230GW, the Signaling Engine file is included in the main application file. **The Signaling Engine file must *not* be downloaded as a separate file to these units.**

There is no Signaling Engine file for the SDM-8400.

1.3 DSP Algorithms

Filenames for the DSP algorithms (also referred to as the Quadra files) are **compressed files** with a **.biz** file extension (formerly **.bin** in early software versions). These files do not have to be renamed before installation. The host software decompresses the Quadra file automatically during installation.

NOTE: To permit decompression, the Quadra files must be loaded with the main application upgrade already installed on the unit.

The Quadra file format is **QxnnnYjj.biz**, where:

- **Q** is a prefix for Quadra file recognition
- **X** identifies the DSP type:

Value	Type of DSP
b	Low-density DSP (5 to 30 channels) for the SDM-9220, SDM-9230, SDM-9220GW and SDM-9230GW, including the on-board DSP on analog interface cards
c	High-density DSP (24 DSPs per module, 60 to 120 channels) for the SDM-9230 (Rev. 3) and SDM-9230GW

Table 1-3 DSP Type Identifiers

- **NNN** is the version number
- **Y** is the revision type identifier (none, **A**, **B**, **R** or **S**)
- **JJ** is the two-digit revision number, if applicable (not required for an official release).

NOTE: The version number, revision type identifier and revision number are used in the same way as for the main application, described on [page 1-2](#).

For example, **Qb121R01.biz** is the filename for Quadra file version 1.2.1 R01, which contains the Low-density DSP algorithms that run on the SDM-9220 and SDM-9230.

NOTE: There is no Quadra file for the SDM-8400.

1.4 Boot Sector

The filename format for the boot sector file is **zxnnnYjj**, where:

- **Z** is a prefix for boot sector file recognition
- **X** identifies the product type:

Value	Products
c	SDM-9220, SDM-9230, SDM-9230GW
d	SDM-8400

Table 1-4 Boot Sector Product Type Identifiers

- **NNN** is the version number
- **Y** is the revision type identifier (**A**, **B**, **R** or **S**)
- **JJ** is the two-digit revision number.

For example, **zc121r03.bin** is the filename for the boot sector of the SDM-9220, SDM-9230, SDM-9220GW and SDM-9230GW.

1.5 Hardware Drivers

Two driver files, **IFV108R2.DRV** and **HAV151R3.DRV**, are required for the SDM-9220, SDM-9220GW, SDM-9230 and SDM-9230GW. **Both of these files must be loaded *before* the main application file.**

- **IFV108R2.DRV** contains hardware drivers for the interface cards on the SDM-9220, SDM-9220GW, SDM-9230 and SDM-9230GW



Caution

You must install the latest version of the **IFV*.DRV** file to ensure proper operation of the interface cards.

-
- **HAV151R3.DRV** is the Main board FPGA image, which is used to force a new version over the Boot Sector loaded image.

1.6 List of Subsystems and Versions

Subsystem	Version
NetPerformer main application	10.2.3 R01 (SDM-9220, SDM-9230, SDM-9230GW and SDM-8400)
NetPerformer MIB	MI1023R01.MIB
Boot Sector	1.2.1 R03 (for SDM-9220, SDM-9230 and SDM-9230GW)
	1.2.2 R02 (for SDM-8400)
Signaling Engine ^a	10.2.3 R01
DSP Algorithms (Quadra) ^b	Qb 1.2.1 R01 (for SDM-9220, SDM-9220GW, SDM-9230 and SDM-9230GW, low-density DSP, 5 to 30 channels)
	Qc 1.2.1 R01 (for SDM-9230 Rev. 3 and SDM-9230GW, high-density DSP, 60 to 120 channels)
Driver files ^c	IFV108R2.DRV
	HAV151R3.DRV

Table 1-5 List of Subsystems and Versions

- a. For the SDM-9220, SDM-9220GW, SDM-9230 and SDM-9230GW the Signaling Engine software is included with the main application file (Ha*.bin) and does *not* need to be downloaded separately
- b. The Quadra file *must* be downloaded *after* loading the main application file
- c. The driver files, IFV108R2.DRV and HAV151R3.DRV, are used with the SDM-9220, SDM-9220GW, SDM-9230 and SDM-9230GW only, and *must* be downloaded *before* the loading the main application file. Refer to the next chapter, [Upgrade Procedure](#), for details.



Upgrade Procedure

2.1 Upgrading Versions

Important: NetPerformer version 10.X.X supports only the text configuration file format that was introduced in version 9.2.0. Direct upgrade from any version with a binary configuration file format (version 9.1 and earlier) is not supported.

If your NetPerformer unit is running a version that uses a binary configuration file, you must:

1. **Upgrade the unit to version 9.2.0**, following the *Upgrade Procedure* provided in the *Release Bulletin for NetPerformer V9.2.0* (Doc. Part No. 621-0008-100).

This step converts the binary configuration file format to the text configuration format used in NetPerformer V10.X.X.

For assistance, call NetPerformer Technical Support at **+1 514.738.4781** or email NetPerformer.Support@memotec.com.

2. **Upgrade the unit to version 10.X.X**, following the instructions in the section “[Upgrading from V10.X.X to V10.2.X](#)” on page 2-3.

2.1.1 Password Usage

Important: Remember your Administrator Password before you commence the upgrade procedure. After an upgrade, you must access the unit with the last password that was defined, as follows:

- If the password defined for the previous version was **not modified** from the factory default value, enter:
Username: **ADMIN**Password: **SETUP**
- If you **modified the password** for the previous version from the factory default value, enter:
Username: **ADMIN**Password: *the password you defined*

2.2 Upgrading from V10.X.X to V10.2.X

NOTE: If you require assistance in downloading any of the required files, contact NetPerformer Technical Support at **+1 (514) 738-4781** or email NetPerformer.Support@memotec.com

2.2.1 To upgrade a NetPerformer unit from V10.X.X to V10.2.X:

1. Ensure that the system time and date are set correctly. Use the Set Time (**ST**) command to adjust the time setting.



Caution

If the system time is incorrect, the new firmware may be interpreted as an older version.

2. Using FTP or ZMODEM, download the Signaling Engine software (**se*.bin**).
On the SDM-9220, SDM-9220GW, SDM-9230 and SDM-9230GW, the Signaling Engine file is included in the main application file, **Ha*.bin**. **Do *not* download a Signaling Engine file (se*.bin) to these units.**
There is no Signaling Engine file for the SDM-8400.
3. (Optional) Download the boot sector file (**z*.bin**); refer to [“Boot Sector” on page 1-5](#):
 - **zc*.bin** for the SDM-9220, SDM-9220GW, SDM-9230 or SDM-9230GW
 - **ZD*.bin** for the SDM-8400.The boot sector file may be downloaded at any time during this procedure, before or after the other two files (the main application software and Signaling Engine software).
4. On the SDM-9220, SDM-9220GW, SDM-9230 or SDM-9230GW only, download the hardware driver files (**HAV*.DRV** and **IFV*.DRV**).
The hardware driver files must be downloaded *before* the main application file. Download HAV*.DRV *before* IFV*.DRV.
The **IFV*.DRV** file can be downloaded to the NetPerformer file system via the Boot Sector. However, it will only be used if the NetPerformer does not find the **HAV*.DRV** file after a unit reset.
You must install the latest version of the **IFV*.DRV** file to ensure proper operation of the interface cards.
5. Download the NetPerformer main application software; refer to [“Main Application” on page 1-2](#):
 - **Ha*.bin** for the SDM-9220, SDM-9230 or SDM-9230GW

- **la*.bin** for the SDM-8400.

The unit will restart automatically after it receives this file. **Wait for system startup to complete before continuing with the next step.**

NOTE: You *must* load the main application software *before* the DSP algorithms (Quadra file).

6. Download the DSP algorithms (**Q*.biz**); refer to “[DSP Algorithms](#)” on page 1-4.
 - **Qb*.biz** for the low-density DSP on the SDM-9220, SDM-9220GW, SDM-9230 or SDM-9230GW
 - **Qc*.biz** for the high-density DSP (with 24 DSPs per module) on the SDM-9230 (Rev. 3) or SDM-9230GW.

There is no Quadra file for the SDM-8400.



Caution

The unit will decompress the DSP algorithms automatically after it receives this file. **Wait for decompression to complete before continuing with the next step.**

7. Restart the unit manually using the Reset Unit (**RU**) command.

2.3 Potential Downgrade Problems

**Caution**

NetPerformer downgrade from V10.X.X to an earlier version can produce unexpected results:

-
- **Downgrade to a version that supports text-based configuration:**
 - An alarm will be logged for each parameter that is unknown in the target version, and that parameter will be ignored.
 - The journal file (**JOURNAL.TXT**) lists all parameters that have been skipped in this way.
 - **Downgrade to a version that does not support text-based configuration (NetPerformer V9.1.0 and earlier):**
 - If a binary file is available in the file system, it will be used to carry out the conversion.
 - **If no binary file is available, the factory default configuration will be applied. This situation is more at risk, as your current configuration settings will be lost.**
 - **Do not attempt to downgrade to a software version earlier than V10.2.2 on 150-0022-X2X or 150-0023-X2X release 3 SDM-9230 equipment.** For a complete list of the specific equipment affected, refer to the *Release Bulletin for NetPerformer V10.2.X*.



Software Licensing

3.1 Licensed Software Options

Several NetPerformer options are available under special licensing agreement.

3.1.1 For NetPerformer Base Product

The following licensed software options can be installed on the NetPerformer base product:

- SIP Voice over IP (VoIP) Option (refer to the *Voice over IP (VoIP) Option* module of this document series)
- TCP Acceleration Option, on the SDM-9220 or SDM-9230 only (refer to the *TCP Acceleration Option* module)
- SkyPerformer Option (refer to the *SkyPerformer Option* module)
- IP Header Compression Option
- Link Delay Compensation (LDC) Option. See 27-LinkDelay Compensation.pdf.

3.1.2 For NetPerformer VoIP Gateways

The following licensed software options can be installed on the NetPerformer VoIP Gateway products (SDM-9230GW):

- SIP VoIP Option
- TCP Acceleration Option
- PowerCell Option. This option upgrades the basic gateway to the full NetPerformer feature set, including data features and PowerCell voice
- IP Header Compression Option.

NOTE: When the PowerCell license is installed, the WAN can be PVC-based while voice transport uses SIP. However, PowerCell voice cannot coexist with SIP VoIP. **If PowerCell voice is desired, the SIP VoIP licensed software option must be removed.**

- SkyPerformer Option, **only if the PowerCell option has previously been installed on the gateway.**
- Link Delay Compensation (LDC) Option, **only if the PowerCell option has previously been installed on the gateway.**

3.1.3 Bundled Licenses

On the NetPerformer base product or a gateway product installed with the PowerCell Option, you can install a bundled license that includes:

- SkyPerformer and TCP Acceleration options.

Both parts of this bundled license are installed at the same time (refer to [“PLS and RU example: activating the bundled license” on page 3-7](#)).

3.2 Loading the Software

Each licensed option includes a Software Licensing Agreement, which can be found in the product package. You must agree to the terms and conditions of this agreement before loading the software. **Each NetPerformer unit participating in the software application must be installed with a separate software license.** For example:

- Each NetPerformer unit that serves as a modulator in a SkyPerformer application
- Each NetPerformer unit that serves as a gateway in a TCP Acceleration application

3.2.1 Software License Key

The Memotec Software License Key is a traceable number that is used to activate the licensed software option.

- This number is printed on an adhesive label on the cover of the licensed software option product package.
- Before you open the package, read the Memotec Software License Agreement, which is visible on the bottom of the product package.
- If you agree to the terms and conditions of the Software License Agreement, open the package.

NOTE: By opening the package you acknowledge your consent to the terms and conditions of the Software License Agreement.

- Remove the Software License Key label from the package cover, and affix it to the NetPerformer unit for which you purchased the licensed software option.

NOTE: Placing the label on the NetPerformer finalizes product registration. **Memotec is able to trace the final destination of the licensed software option.**

3.2.2 TCP Acceleration Software License Key

The Software License Key for the TCP Acceleration option is generated based on the serial number of the NetPerformer unit that will use that license.

- If you purchase the TCP Acceleration option separately from the NetPerformer unit that will use it, *you must request a TCP Acceleration Software License Key number.*
- Upon purchase of the TCP Acceleration option, you will receive a form which provides instructions on how to request the TCP Acceleration Software License Key number from the NetPerformer Technical Support group.

In this case, the Software License Key number is provided via email, *not* on the cover of the licensed software option product package.

NOTE: A demonstration license is also available, which expires after 15 days.

3.2.3 Activating the Console

To activate the licensed software option and activate the console for access to console commands:

1. Connect all required cables to the appropriate ports.
2. Connect the power cord and power up the unit.
3. Connect the console terminal to the port marked **CONSOLE**.

NetPerformer system startup can take several minutes to execute. The console cannot be accessed before this process is complete.

4. Press the **Enter** key on the console terminal keyboard several times, until the NetPerformer unit responds with a prompt for the user login (**LOGIN:**).

If you have a dial-up connection to the console terminal, and the *Interface* parameter for the console port is left at its default value, **AUTO**, use the **AT** command **atd0** to set the modem to ignore DTR. The NetPerformer unit cannot supply DTR to the modem when in auto-sensing mode.

5. Enter the administrator login: **ADMIN**.

This is the only login that is available with the factory default configuration. Other user logins may be defined with **FULL** console access. For details, refer to the *Getting Started* module of this document series.

6. Enter the password for the **ADMIN** login.

The default password for the administrator login is **SETUP**.

3.2.4 Activating the Software License

The licensed software must be activated on the NetPerformer unit before you can configure and use any features of the option. This requires entering the Software License into the License Profile.

About the License Profile

- **A specific License Profile is valid for a single NetPerformer unit only.**
- The License Profile can contain up to 8 different licenses for the unit.
- The License Profile **cannot be downloaded**. When loading or downloading a configuration file on a NetPerformer unit, **you must enter all licenses manually**.
- If you *perform a Factory Setup* using the **FS** command, the NetPerformer unit will clear its License Profile. **You must reenter all software licenses manually.**

NOTE: Keep the Memotec Software License Key label properly affixed to the NetPerformer unit. Without the number printed on this label, you will not be able to reenter the applicable license.

- If you *upload a new version* of the NetPerformer software, the current configuration and License Profile are undisturbed. You will not be required to reenter the licenses.
- If you *reset the unit* with the **RU** command or *power on the unit*, the NetPerformer will recreate the License Profile and enable all of its features. You will not be required to reenter the licenses.
- However, if you *reset the unit* with the **RU** command or *power on the unit* and the NetPerformer detects that the software license is absent, all ports, PVCs and SVCs that have been configured for the licensed option will be set to their default values. For example, a *TCP Acceleration* parameter set to **YES** will be changed to **NO**.

3.2.5 Entering the Software License

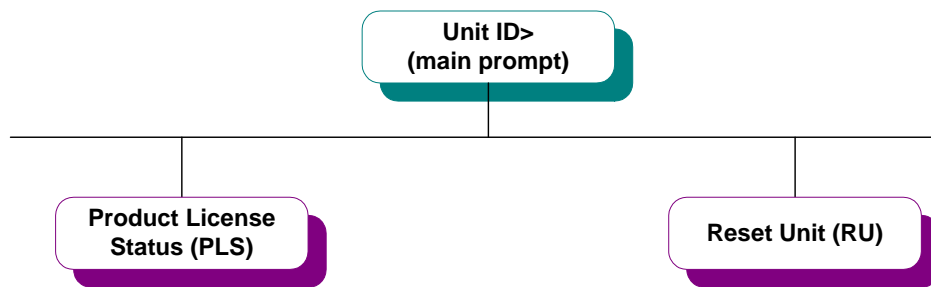


Figure 3-1: Software License Commands in the CLI Tree

To activate the licensed software option you must enter the applicable Software License:

- Enter **PLS** at the console command line.
- Enter **YES** to confirm entry of a new Software License Key.
- Enter the 23-character code found on the Software License Key label that you affixed to the NetPerformer unit. See [“Software License Key” on page 3-4](#).
 - If you are accessing the NetPerformer via an SNMP-based management system, you can enter the Software License Key using the *licenseLicense* read-write variable.
- If the software license was entered successfully, a message to this effect will appear on the console screen.
 - If the license is not entered successfully, you will see the message: **Invalid entry, try again (must be exactly 23 characters)**.

- **You must reset the unit to be able to access configuration parameters and statistics that apply to this licensed software option.**
 - Enter **RU** at the console command line.
 - Enter **YES** confirm the unit reset.

NOTE: The **RU** command saves all profiles before rebooting the unit. You do not need to execute the Save Profile (**SP**) command before the **RU** command.

**PLS and RU
example:
activating the
TCP
Acceleration
license**

```
SDM-9230>PLS
PRODUCT LICENSE STATUS
LICENSE> Enter a new license key (NO/YES,def:NO) ? YES

LICENSE> ENTER LICENSE
LICENSE> (xxxx-xxxx-xxxxxxxx-xxxx) (def:)? AAAA-BBBB-CCCCCCC-DDDD

LICENSE> TCP acceleration license entered successfully
                        Execute Reset Unit (RU) command to apply the new
license.
LICENSE> Number of accelerated connections: XXX
SDM-9230>
SDM-9230>RU
RESET UNIT
Reset unit, please confirm (NO/YES,def:NO) ? YES
Unit restarted !
```

NOTE: For the purchased (non-demo) version of the TCP Acceleration option two types of licenses are available, which provide either 100 or 300 accelerated connections. This does not affect the format of the TCP Acceleration Software License Key, and the installation procedure is the same for both licenses. The **PLS** command displays the number of connections provided by your TCP Acceleration license as **Number of accelerated connections: 100** or **Number of accelerated connections: 300**.

**PLS and RU
example:
activating the
bundled
license**

```
SDM-9220>PLS
PRODUCT LICENSE STATUS
LICENSE> Enter a new license key (NO/YES,def:NO) ? YES
LICENSE> ENTER LICENSE
LICENSE> (xxxx-xxxx-xxxxxxxx-xxxx) (def:)? AAAA-BBBB-CCCCCCC-DDDD
LICENSE> SkyPerformer license (AAAA-BBBB-CCCCCCC-DDDD) entered success-
fully
LICENSE> TCP acceleration license (AAAA-BBBB-CCCCCCC-DDDD)
entered successfully
                        Execute Reset Unit (RU) command to apply the new license.
Number of accelerated connections: 1
```

3.3 Checking the Current License Status

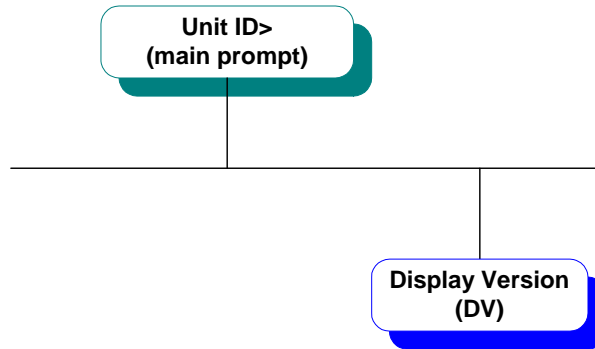


Figure 3-2: DV Command in the CLI Tree

You can check the current status of special licenses entered in the License Profile from the console. The Display Version (**DV**) command displays the product name, software versions and location of the console connection. It may also show some values specific to the licensed software option. For example, when the TCP Acceleration option is installed, the **DV** command shows the maximum *Number of accelerated connections* that can be spoofed by this NetPerformer unit.

To execute the DV command, enter DV at the console command prompt.

**DV example:
with TCP
Acceleration
license
installed**

```

SDM-9230>DV
DISPLAY VERSION
SDM-9230 vX.X.X Memotec Technologies, Inc. (c) 2004
Signaling Engine vX.X.X Memotec Technologies, Inc. (c) 2004
DSP code version: X.X.X
Console connected on port CSL
TCP acceleration license (AAAA-BBBB-CCCCCCC-DDDD) enabled on this unit
Number of accelerated connections: XXX
  
```

NOTE: With the **DV** command you can identify the names and license numbers of *all* special software licenses that have been entered in the License Profile of the NetPerformer unit.

**DV example:
with bundled
license
installed**

```

SDM-9220>DV
DISPLAY VERSION
SDM-9220 v10.X.X Memotec Technologies, Inc. (c) 2005
Signaling Engine v10.X.X Memotec Technologies, Inc. (c) 2005
Console connected on port CSL
SkyPerformer license (AAAA-BBBB-CCCCCCC-DDDD) enabled on this unit
TCP acceleration license (AAAA-BBBB-CCCCCCC-DDDD) enabled on this unit
Number of accelerated connections: 1
  
```

3.4 Deleting the Software License

To delete the licensed software option from its NetPerformer host:

- Enter **PLS** at the console command line (see [Figure 3-1](#)).
- Enter **NO** at the prompt *Enter a new license key* to deny entry of a new Software License Key. You will be prompted to delete a software license that is installed on this unit.

NOTE: Both the license name and number are identified in this prompt. **If more than one license has been entered on the NetPerformer unit, the license you want to delete may not be the first one listed.**

- If the license you want to delete is not the first one listed, enter **NO** to deny deletion. A new deletion prompt will appear.
- If the deletion prompt identifies the license you want to delete, enter **YES** to confirm deletion.



Caution

Ensure that the correct software license is identified in the deletion prompt before you enter YES. If you unintentionally delete a licensed software option, you must re-install it. Refer to [“Activating the Software License”](#) on page 3-5.

When the licensed software option is successfully deleted, a message to this effect will appear on the console screen.

PLS example: deleting the bundled license

```
SDM-9220>PLS
PRODUCT LICENSE STATUS
LICENSE> Enter a new license key (NO/YES,def:NO) ? NO
LICENSE> Delete SkyPerformer & TCP acceleration license (AAAA-BBBB-
CCCCCCC-DDDD) (NO/YES,def:NO) ? YES
LICENSE> Please confirm (NO/YES,def:NO) ? YES
LICENSE> SkyPerformer & TCP acceleration license (AAAA-BBBB-CCCCCCC-
DDDD) deleted successfully
Execute Reset Unit (RU) command to apply the new license.
```


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