

# How to upgrade PIMG and resolve TDM port count issues

**Scope:** This document covers the steps necessary to upgrade PIMG to new firmware and resolving the known issue of losing available TDM port count after the upgrade.

- 1) Browse to the following path to grab the latest PIMG firmware:

[Cisco.com](#) >> [Downloads Home](#) >> [Products](#) >> [Voice and Unified Communications](#) >> [Unified Communications Applications](#) >> [Voice Mail and Unified Messaging](#) >> [Cisco Unity](#) >> [Cisco Unity Telephony Integration](#) >> [Unity PBX/IP Media Gateway \(PIMG\)](#)

- 2) Download the software for applicable PIMG model:

Release 6.0 SU8		
File Information	Release Date	Size
<b>PIMG AnalogDMG</b> 80ls_v6.0su8.zip	08-AUG-2012	5.46 MB
<b>PIMG DigitalDMG</b> ami_v6.0SU8.zip	08-AUG-2012	6.13 MB
<b>PIMG MiteIDMG</b> mtl_v6.0su8.zip	08-AUG-2012	5.62 MB
<b>PIMG ROLMDMG</b> rlm_v6.0su8.zip	08-AUG-2012	5.62 MB
<b>TIMGDMG2xxx - All Models</b> t1e1_v6.0su8.zip	04-JAN-2013	10.27 MB

- 3) Extract the ZIP file in a folder. You should see files with extensions \*.pkg, \*.app, \*.fsh etc.
- 4) Login to PIMG Web interface:
- 5) Backup the PIMG configuration:

[Configuration](#) >> [Import/Export](#) >> [Export all settings \[config.ini\]](#)

- 6) Upgrade the PIMG:

[System](#) >> [Upgrade](#) >> [Browse](#) >> [ami\\*\\*\\*\\*\\*.pkg](#) >> [Install](#)

**Note:** The \*.pkg file is a package file that is a bundle of all of the runtime files associated with the new release for the specific model. This file allows the user to upgrade all of the runtime models (e.g. \*.app, \*.dsp, \*.fsh, etc.) with the download of a single file. Note: This file can only be used when upgrading from a unit that is running Version 6.0 or greater.

- 7) The progress bar will show the status of every file. Once all the files are uploaded, reboot the PIMG.

[System](#) >> [Restart](#) >> [Restart Unit Now](#)

- 8) Verify the upgraded firmware:

[Status](#) >> [Summary](#)

Version Information	
Description	Version
Gateway Application (ROM)	6.0.SU8.0.003   THU SEP 01 14:16:53 2011
Gateway Application	6.0.SU8.0.003   THU SEP 01 14:16:53 2011
Main Board Boot (ROM)	6.0.SU8.0.003   THU SEP 01 14:09:24 2011
DSP Firmware (ROM)	9.1 w/Fax   FRI MAY 20 16:38:20 2005
DSP Firmware	9.1 w/Fax   FRI MAY 20 16:38:20 2005
Telephony Interface Application	7.1
Telephony Interface Firmware	Platform 3 Build 190
Telephony Interface Boot	7.16
Telephony Interface ID	2-Wire (0x0)
Adept Config	Default

**9) Resolve reduced TDM port count issue after PIMG firmware upgradation:**

There is a known issue/behavior after upgrading the firmware, PIMG where the TDM port count is reduced.

**Problem description:** After upgrade of PIMG to 6.0SU8 it may be noticed that only 4 ports are configurable and last 4 ports are unavailable. This means that the PIMG is only able to take 4 calls max.

**Solution:** The issue is after upgrade Media is set to SRTP\_Only which limits some of the resources on PIMG which limits the number of ports available.

- I. To fix the issue go to PIMG/TIMG Web interface and login
- II. Go to Voip > Media > Acceptable Media = RTP\_Only and restart the PIMG