

Technical Bulletin 60802

Using the Polycom® Configuration File Conversion Utility



This technical bulletin provides detailed information on how to use the Polycom® UC Software 3.3.0 Configuration File Conversion Utility (CFC utility) to translate configuration files from pre-UC Software 3.3.0 to UC Software 3.3.0 format. Read this technical bulletin thoroughly before running the CFC utility.

The information in this bulletin applies to SoundPoint® IP, SoundStation® IP, and VVX® 1500 phones upgrading to Polycom UC Software 3.3.0 from SIP 3.2.3 or earlier.

The topics include:

- [Before Using the CFC Utility](#)
- [Using the CFC Utility](#)
- [Verifying New Settings](#)
- [Troubleshooting](#)

Before Using the CFC Utility

This section outlines the recommended steps to take before translating your current configuration files to UC Software 3.3.0 format. The steps include:

- [Backing Up Existing Configuration Files](#)
- [Running the CFC Utility in Report Only Mode](#)
- [Reviewing the CFC Utility's Summary Reports](#)

Backing Up Existing Configuration Files

Before using the CFC utility, you must back up your files to a location outside of the target directory.

The CFC utility **does not** back up any files or create new files based on existing files. It permanently modifies all configuration files contained in its target directory and subdirectories.

Running the CFC Utility in Report Only Mode

Before converting the configuration files, it is recommended that you run the CFC utility in Report Only Mode to ensure there are no unexpected results. Report Only Mode generates summary reports without modifying any files. For information on summary reports, see [Summary Reports](#) on page 5.

For detailed instructions on how to run the CFC utility in Report Only Mode, see [Enabling Options](#) on page 4 and [Example Command Prompt Entries](#) on page 7.

Required options: "--target <target directory path> --reportonly"
Recommended options: "--extensions [ext1,ext2...]"

Note: *The CFC utility cannot make changes to files in read-only mode. Before you use the CFC utility, make sure your files have write-access.*

Reviewing the CFC Utility's Summary Reports

After running the CFC utility in Report Only Mode, review the Changed Parameters, Non-Default Values, Removed Parameters, and Warnings reports. In particular, review the Warnings report (IMPORTANT_UC330WARNINGS.txt) as it warns you of potential errors and problems before you convert your files. Check to ensure you are only converting the files that you intended to convert, and that you are not modifying your backup files.

For more information, see [Summary Reports](#) on page 5.

Note: *Make a note of the location of the four summary reports as outputted by the command prompt. See [Example Command Prompt Entries](#) on page 7.*

Using the CFC Utility

The CFC utility is a Windows-based application that is run through the command prompt. It converts the configuration files in a user-selected target directory and generates four summary reports outlining the modifications made.

Note: *The processing time of the CFC utility depends on the computer speed, number of files to convert, and complexity of the files.*

This section describes how to convert your current configuration files to UC Software 3.3.0 format. It also describes how to enable options and review reports, and provides examples of command prompt entries. The topics include:

- [Running the CFC Utility to Convert Files](#)
- [Enabling Options](#)
- [Summary Reports](#)
- [Example Command Prompt Entries](#)

Warning: Before you run the CFC utility, remember to back up your configuration files. For information on backing up your files, see [Backing Up Existing Configuration Files](#) on page 1.

Running the CFC Utility to Convert Files

Run the CFC utility with the same options that you used in Report Only Mode (but do not use `-r` or `--reportonly`). If you want to keep the reports you created when you ran the CFC utility in Report Only Mode, move them to a different folder or enable the `--append` option before running the CFC utility. Otherwise, the old reports will be overwritten.

Warning: Running the CFC utility without the `--reportonly` option permanently modifies your configuration files. **Make sure your configuration files are backed up outside of the target directory.** As an extra precaution, the command prompt will display the full path of the target directory and ask you to confirm that it is correct.

For information on options you can enable, see [Enabling Options](#) on page 4.

Required options: “`--target <target directory path>`”

Recommended options: “`--extensions [ext1,ext2...]`”

To run the CFC utility from the command prompt, enter the following information, where % is the location of `cfcUtility.exe` (the CFC utility), and `<path>` specifies the location of the target or the desired location of a report.

Warning: Double check the path of the target before running the CFC utility. If the target is set as the root directory by mistake, all configuration files in that directory will be modified permanently.

```
%> cfcUtility.exe       --target <path> [--extensions ext1[,ext2,ext3]
                          --changed <path> --nondefault <path> --removed <path>
                          --warning <path> --reportonly --force --append
```

For examples on running the CFC utility, see [Example Command Prompt Entries](#) on page 7.

The options you can enable are described in the following section.

Enabling Options

You can enable the following options when you run the CFC utility.

- t, --target** Required. Path to a file or directory to convert. When pointing to a directory, all files in that directory matching the requirements will be converted.
Default candidate files are xml (not encrypted or binary) files with file extension .cfg (unless changed via the --extensions parameter).
This CFC utility will ignore MAC.cfg files, files that have been previously converted, and files marked as "read only."
- r, --reportonly** Recommended on first use. This option will generate only reports to files as configured (see the options below). No files will be modified. It is recommended you enable this option and assess the reports before finalizing your changes.
- w, --warning** Optional. Filename where a report on specific warnings about your configuration can be saved. If this option is not enabled, the default filename of IMPORTANT_UC330_WARNINGS.txt will be created.
- c, --changed** Optional. Filename where a report on all parameters being removed or changed due to deprecation can be saved. If this option is not specified, the default filename of ChangedParameteres.txt will be created.
- n, --nondefault** Optional. Filename where a report on all parameters found in your configurations that have non-default values when compared against the UC Software 3.3.0 values can be saved. If this option is not enabled, the default filename of NonDefaultValues.txt will be created.
- x, --removed** Optional. Filename where a report on all parameters in your configuration files whose parameters have the same values as default UC Software 3.3.0 parameters can be saved. These parameters will be removed from your files, as they are unchanged and not required to be in your configuration. If this option is not enabled, the default filename of RemovedParameteres.txt will be created.

- e, --extensions** Recommended. When the target directory contains configuration files with extensions other than 'cfg', enable this option to specify **all** of the extensions of the files you would like to convert. If this option is not enabled, the 'cfg' extension will be assumed. The format for this parameter is a comma-separated list. Example: `--extensions cfg,conf,xml`
- a, --append** Optional. By default, all the above reports will be overwritten on subsequent executions of this utility. Specify this option to append to the files rather than overwrite them.
- f, --force** **Not recommended.** On execution, a marker is placed in all converted files. On subsequent executions, the CFC utility will ignore those files. Enable this option to disregard the marker and force a second translation. This is not recommended and depending on your configuration can create invalid or unrecognized parameters.
- h, --help** Show this text.

Summary Reports

By default, the CFC utility generates four reports:

Note: *The path of the reports is displayed in the command prompt.*

- **Changed Parameters** (ChangedParameters.txt):
Lists the name of every parameter that has been renamed in UC Software 3.3.0.
Format:
File separator (lists the file the following parameters were found in)
Obsolete name -> New Name
- **Non-Default Values** (NonDefaultValues.txt):
Lists every parameter that remains in the configuration file after it is converted. These are all the parameters that have values that differ from the UC Software 3.3.0 defaults.
Format:
File separator (lists the file the following parameters were found in)
Parameter name Default Value Configured Value

- **Removed Parameters** (RemovedParameters.txt):
Lists every parameter that has been removed because it was unrecognized, obsolete or has a default value. "Default" means that the parameter is now integrated into the phone and is not required in the configuration file.
Format:
File separator (lists the file the following parameters were found in)
<Reason>: Parameter name
- **Warnings** (IMPORTANT_UC330WARNINGS.txt):
Contains warnings and a listing of all files that the warning applies to.
Currently warnings are logged for:
 - Codec changes
 - Voice/DSP changes
 - File system/flash memory usage changes
 - Read-only files

The following is an example of a Warnings report:

```
---Codec Preferences Warning---
Changes to the default voice codec selection preferences were found.
The selection method has changed substantially and while this utility will try to
maintain your preferences; Polycom strongly suggests you refer to Technical Bulletin
60519 "Simplified Configuration Improvements in Polycom® UC Software 3.3.0" --
available from
http://www.polycom.com/support/voice/soundpoint\_ip/VoIP\_Technical\_Bulletins\_pub.html--
and verify that your configuration continues to match your expectation.

The following files have changes to 'voice.codecPref.*' parameters
---Codec Changes File List---
siptelstra.cfg
common/sip_att.cfg

---Audio Settings Warning---
Changes to the default audio settings were found.
Polycom *strongly* recommends that you DO NOT change your audio settings as the pre-
set values exhibit what we feel to be the optimal configuration for most
circumstances.
If you are sure that you need these settings to be altered, please ensure that you
are altering them under guidance from qualified Polycom Support.

The following files have one or more important 'voice.*' parameters (Gain, AEC, AES,
Volume, etc) parameters.

---Audio Settings File List---
Polycom/common/siptest.cfg
Site/audioSetup.cfg
```

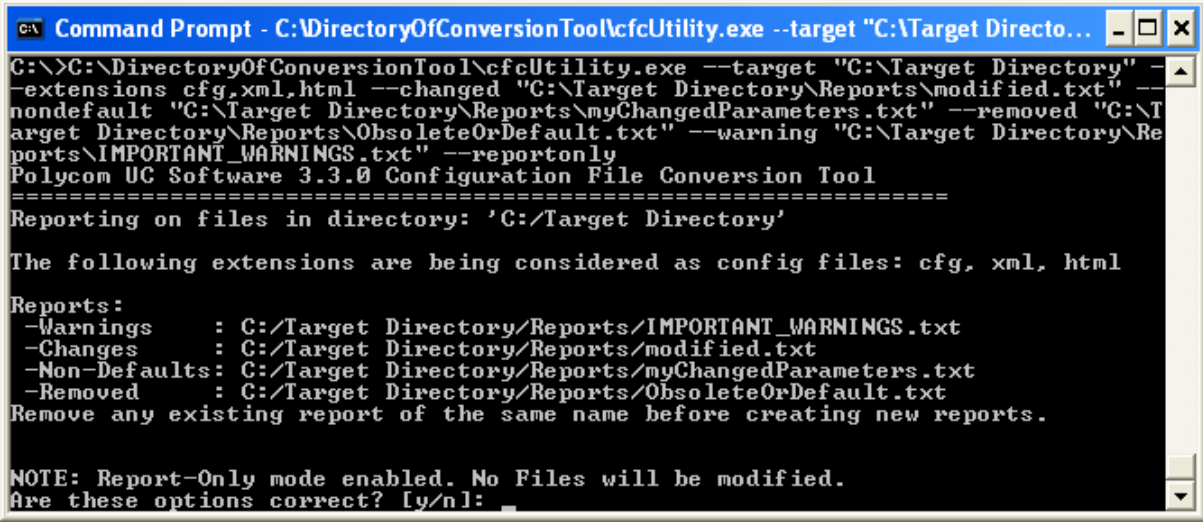
Example Command Prompt Entries

The CFC utility is run through the command prompt. The following examples show user text input, and the expected behavior of the CFC utility.

Note: The following examples illustrate Report Only Mode. To run the CFC utility for file conversion, do not enable the `--reportonly` or `-r` option.

Custom Summary Report Paths

The following example shows optional settings that specify custom paths for the summary reports. For the recommended settings, see [Default Summary Report Paths](#), on page 8.



```
C:\>C:\DirectoryOfConversionTool\cfcUtility.exe --target "C:\Target Directory" --
--extensions cfg,xml,html --changed "C:\Target Directory\Reports\modified.txt" --
nondefault "C:\Target Directory\Reports\myChangedParameters.txt" --removed "C:\T
target Directory\Reports\ObsoleteOrDefault.txt" --warning "C:\Target Directory\Re
ports\IMPORTANT_WARNINGS.txt" --reportonly
Polycom UC Software 3.3.0 Configuration File Conversion Tool
=====
Reporting on files in directory: 'C:/Target Directory'

The following extensions are being considered as config files: cfg, xml, html

Reports:
-Warnings      : C:/Target Directory/Reports/IMPORTANT_WARNINGS.txt
-Changes       : C:/Target Directory/Reports/modified.txt
-Non-Defaults  : C:/Target Directory/Reports/myChangedParameters.txt
-Removed       : C:/Target Directory/Reports/ObsoleteOrDefault.txt
Remove any existing report of the same name before creating new reports.

NOTE: Report-Only mode enabled. No Files will be modified.
Are these options correct? [y/n]:
```

Legend

A) Text input by the user

```
C:\DirectoryOfConversionTool\cfcUtility.exe (Utility location)
--target "C:\Target Directory" (Target directory)
--extensions cfg,xml,html (Extensions to include)
--changed "C:\Target Directory\Reports\modified.txt"
--nondefault "C:\Target Directory\Reports\myChangedParameters.txt"
--removed "C:\Target Directory\Reports\ObsoleteOrDefault.txt"
--warning "C:\Target Directory\Reports\IMPORTANT_WARNINGS.txt"
(The desired locations and filenames of the four summary reports)
--reportonly (Enable Report-Only Mode)
```

B) Confirmation of target directory ("C:/Target Directory" in this case)

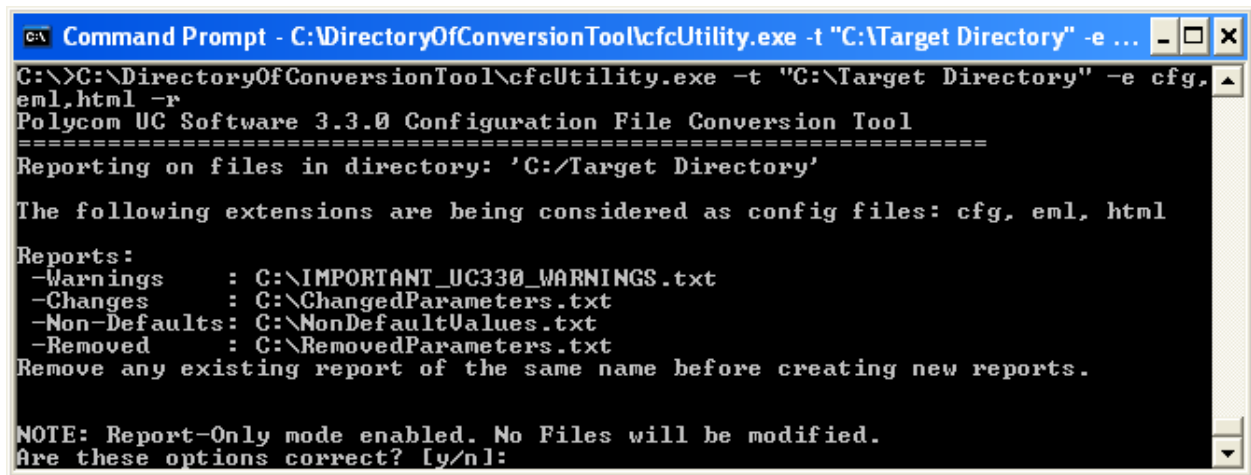
C) Confirmation of extensions (cfg, xml, html in this case)

D) Confirmation of report locations ("C:/Target Directory/Reports/" in this case)

E) Notification of "Report-Only" mode (only present when enabled)

Default Summary Report Paths

The following example shows the recommended settings that use the default paths for the summary reports. The CFC utility confirms these paths before converting files.



```
C:\>C:\DirectoryOfConversionTool\cfcUtility.exe -t "C:\Target Directory" -e ...
C:\>C:\DirectoryOfConversionTool\cfcUtility.exe -t "C:\Target Directory" -e cfg,
eml,html -r
Polycom UC Software 3.3.0 Configuration File Conversion Tool
=====
Reporting on files in directory: 'C:/Target Directory'

The following extensions are being considered as config files: cfg, eml, html

Reports:
-Warnings      : C:\IMPORTANT_UC330_WARNINGS.txt
-Changes       : C:\ChangedParameters.txt
-Non-Defaults  : C:\NonDefaultValues.txt
-Removed       : C:\RemovedParameters.txt
Remove any existing report of the same name before creating new reports.

NOTE: Report-Only mode enabled. No Files will be modified.
Are these options correct? [y/n]:
```

Verifying New Settings

Verify the new configuration settings. For detailed information on configuration file settings in UC Software 3.3.0, see Technical Bulletin 60519, *Simplified Configuration Improvements in Polycom® UC Software 3.3.0*, available from

http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html

Additional information about configuration files settings are listed in the Warnings summary report (IMPORTANT_UC330WARNINGS.txt).

In particular, ensure you verify the following settings:

- **Audio Codecs**

Review the audio parameters of the configuration files that appear in the Warnings summary report (IMPORTANT_UC330WARNINGS.txt) under Codec Changes and make changes as desired. The CFC utility changes codec parameters based on the most common values, but these will not be ideal for every user. It is recommended that you review your codec parameters and configure them to best suit your organization and its needs.

- **Voice Parameters**

The CFC utility will force all Voice/DSP parameters to Polycom tested and approved UC Software 3.3.0 defaults. It is recommended that you do not modify the defaults, which are calibrated to provide unparalleled voice quality and clarity on all Polycom phones. Some deployments may require an adjustment to certain settings. In these cases, customers should manually override the settings based on their past configurations, since these overrides were likely obtained under supervision or suggestion from Polycom Support. If you are unsure about your custom voice parameters, leave the default values and contact Polycom Support before making any changes.

- **Language Settings**

Non-default languages will be identified as “custom” and will be added to the end of the language list. This listing will display on the phone’s user interface and can be reordered if desired. For instructions on how to reorder the language list, see the *Administrator’s Guide for the Polycom® UC Software*, available from <http://www.polycom.com/voicedocumentation/>

Troubleshooting

To troubleshoot most issues, refer to the Warnings report.

Frequently Asked Questions

Why is parameter “x” still in my file?

Open the nonDefaultValues.txt file and search for that parameter. Make sure you look in the subsection under the file you are interested in. This file will show you the default value for UC Software 3.3.0 and the value you configured. If the value is different, that is why the parameter remains. If it is the same, contact Polycom Support.

Why is parameter “x” no longer in my file?

Open the removedParameters.txt file and search for that parameter. Make sure you look in the subsection under the file you are interested in. The reason for the removal of the parameter is written to the left of the parameter name.

Why does my file remain the same after running the CFC utility?

Check the Warnings report to see if the CFC utility was run and if the file was converted. Some common issues may be as follows:

- The file was set to “read-only.” The CFC utility cannot convert read-only files. You must enable your files for write-access for the CFC utility to work.
- The CFC utility was run in Report Only Mode. Check if you entered *-r* or *--reportonly* before you ran the CFC utility.
- The file has already been converted. By default, if a file has previously been converted, the CFC utility will skip it on all future conversions.
- The file is already optimized for UC Software 3.3.0 and does not need modification. This is an unlikely case, but will be documented in the summary reports if it occurs.

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