

Important Product Alert

Potential Problems When Using Java SE 6 Update 12 and Later Versions with the MultiVOIP Web Interface

June 23, 2009

Multi-Tech Systems has recently discovered a problem with the MultiVOIP Web Interface when used on a PC running Java SE 6 Update 12 and later versions. If you are a Multi-Tech Distributor or Reseller of MultiVOIP products, please be sure to forward this document to your customers that will be affected by this product alert.

Problem

With a PC using Java SE 6 Update 12 or later version, the Web Interface does not behave properly and several buttons are missing from menus, including the "OK" and "Cancel" buttons in the "Save & Reboot" menu.

Affected Software Versions

Standard Product Releases

MVP130, MVP130-FXS	Version 1.11.0L and previous versions
MVP210, MVP410, MVP810	Version 6.11.13 and previous versions
MVP210-FX, MVP410-FX, MVP810-FX	Version 14.11.10 and previous versions
MVP210-SS, MVP410-SS, MVP810-SS	Version 3.11.06 and previous versions
MVP410-ST, MVP810-ST	Version 5.09.06 and previous versions
MVPGSM-2	Version 15.11.34 and previous versions
MVP2410, MVP3010	Version 4.11.26 and previous versions

Avaya® Releases

MVP130-AV, MVP130-AV-FXS	Version 2.06.FQ and previous versions
MVP210-AV, MVP410-AV, MVP810-AV	Version 9.06.E2 and previous versions

Solution

The Java problem can be solved by either using Java SE 6 Update 11 (or earlier), or upgrading your MultiVOIP's firmware with the latest Java fixes (if available for your model). See details below about these two methods.

Using Java SE 6 Update 11

Uninstall Java SE 6 Update 12 (and later versions) and use a previous version of Java SE. To uninstall Java SE 6 Update 12, go to Control Panel and select "Add or Remove Programs" (Windows XP) or "Programs and Features" (Windows Vista). Find the "Java(TM) 6 Update 12" or later versions of the program and Uninstall/Remove them. Check if there is a previous version of Java listed in the currently installed programs. If there isn't one installed, an earlier version of Java should be installed. Earlier versions of Java can be found at <http://java.sun.com/products/archive/>. Java SE 6 Update 11 works with the MultiVOIP Web Interface.

Upgrade Firmware With Java Fixes

The latest MultiVOIP firmware with the Java fixes can be found in the following directories on our FTP site. In these directories you will also find a text document that has upgrade instructions:

MVP130/MVP130-FXS

<ftp://ftp.multitech.com/engineering/unofficial-releases/MultiVOIP/MVP130/javafixes/>

MVP210/410/810

<ftp://ftp.multitech.com/engineering/unofficial-releases/MultiVOIP/NGAV/javafixes/>

MVP210/410/810-FX

<ftp://ftp.multitech.com/engineering/unofficial-releases/MultiVOIP/FX/javafixes/>

MVP2410

<ftp://ftp.multitech.com/engineering/unofficial-releases/MultiVOIP/DV/MVP2410/javafixes/>

MVP3010

<ftp://ftp.multitech.com/engineering/unofficial-releases/MultiVOIP/DV/MVP3010/javafixes/>

MVP130-AV/MVP130-AV-FXS

<ftp://ftp.multitech.com/engineering/unofficial-releases/MultiVOIP/AV/MVP130AV/javafixes/>

MVP210/410/810-AV

<ftp://ftp.multitech.com/engineering/unofficial-releases/MultiVOIP/AV/MVPx10AV/javafixes/>

MVP210/410/810-SS

<ftp://ftp.multitech.com/engineering/unofficial-releases/MultiVOIP/SS/javafixes/>

MVPGSM-2

<ftp://ftp.multitech.com/engineering/unofficial-releases/MultiVOIP/GSM/javafixes/>

If you should have any questions or need assistance, please contact our Technical Support Department toll-free at 1-800-972-2439, option 2 or 763-785-3500.