

# Appendix A. SOFTWARE UPGRADE

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## A.1 Introduction

The CMR-8500 supports changes to the resident software and firmware by two methods:

- Trivial File Transfer Protocol (TFTP)
- File Transfer Protocol (FTP)

Using TFTP, the transfer is initiated from the CMR-8500 using the unit's web interface, and connecting to a remote TFTP server. If FTP is to be used, the transfer is initiated remotely and an FTP session is created between the CMR-8500 and the remote device (typically a PC).

The CMR-8500 supports two banks of firmware. The user has the capability to select which bank of firmware to boot from, as well as which bank to update.

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## A.2 Software Upgrade via TFTP, Using the CMR-8500 Web Interface

If TFTP is to be used for software upgrades, it is recommended to use Solarwinds® TFTP server application (available at <http://support.solarwinds.net/updates/SelectProgramFree.cfm>).

To modify the software and/or firmware, use the following procedures:

**Configure the server as follows:**

- a) **File → Configuration →** Select the '**TFTP Root Directory**'. Set up the location of the CMR-8500 files.
- b) **File → Configuration →** Select the '**Security**' tab and make sure '**Transmit and Receive**' are selected.
- c) Save configuration.

The server is now configured for the file transfer process.



**Because the CMR-8500 requires a reboot during the upgrade process, it is recommended that this upgrade procedure be performed during scheduled network down time.**

**Do NOT remove power from the unit during the download process.**

To update the CMR-8500 via TFTP:

Step	Procedure
1	Open the web interface to the CMR-8500, and access the Management-> Firmware tab.
2	Verify that the "Boot From" selection is correct. This is the bank of firmware that the CMR-8500 will boot from on the next reset of the unit.
3	Verify that the "Update To" selection is correct. This is the bank of firmware to be updated the next time that an update package is sent via TFTP or FTP to the CMR-8500.
4	Enter the TFTP server IP Address. This should be a server running a TFTP Server process, and where the CMR-8500 update package file is located.
5	Enter the "Image File Name". This is the name of the update file, which should be located on the TFTP server.
6	Click on the "Update" button. The software update will now transfer to the CMR-8500, and the update process will begin.
7	When the update has successfully been installed, a message, "Complete" will be displayed.
8	Once the unit has been successfully upgraded, click on the "Reset Unit" button to reboot the CMR-8500.

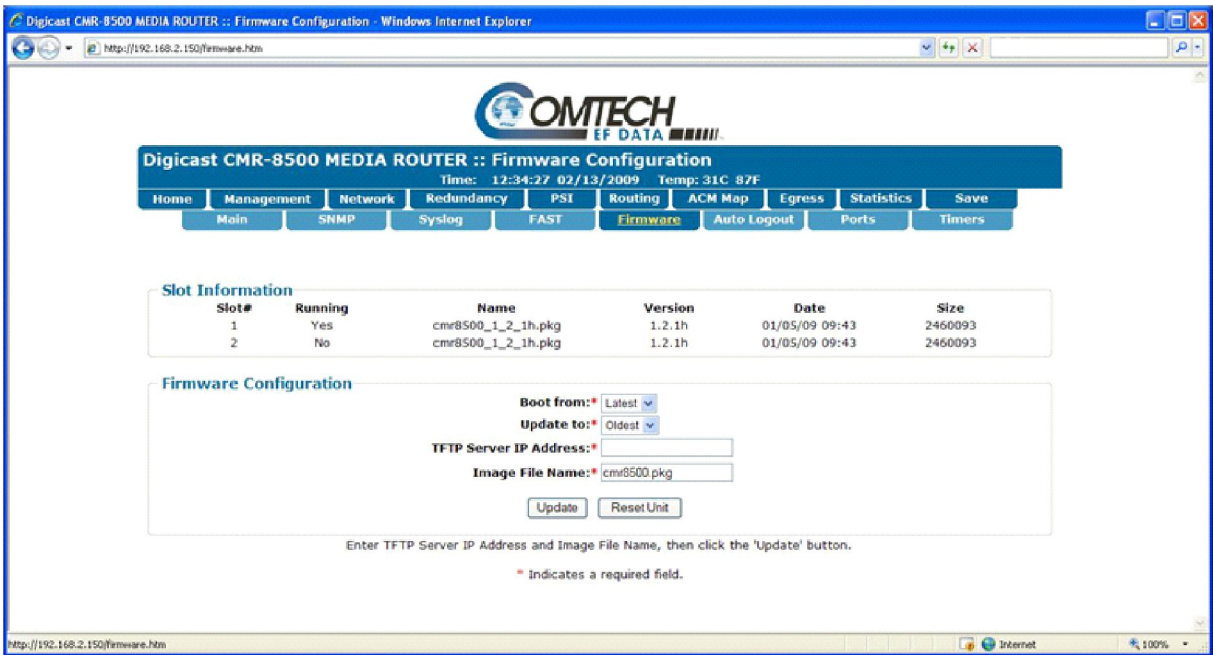


Figure A-1. CMR-8500 Firmware Update Web Page

### A.3 Software Upgrade via FTP

Using FTP to upgrade the CMR-8500, the user initiates an FTP session remotely and sends the update file to the CMR-8500 using FTP commands.

The CMR-8500 also supports changes to the resident software and firmware by means of the File Transfer Protocol (TFTP). The difference in the way the CMR-8500 handles updates between FTP and TFTP is this: With TFTP, the CMR-8500 requests the file from a TFTP server. With an update via FTP, the file is pushed (via the FTP put command) to the CMR-8500.



**Because the CMR-8500 requires a reboot during the upgrade process, it is recommended that this upgrade procedure be performed during scheduled network down time.**

**Do NOT remove power from the unit during the download process.**

To update the CMR-8500 via FTP (using a Windows PC):



**The CMR-8500 FTP server process does not support several FTP client software programs. When updating a CMR-8500 via FTP from a Windows PC, use the FTP commands from a command prompt (DOS window) only.**

Step	Procedure
1	Verify that the "Update To" selection on the Firmware Page is correct (Slot 1, Slot 2, or Oldest).
2	Verify that the "Boot From" selection on the Firmware Page is correct (Slot 1, Slot 2, or Latest).
3	Verify that the update package file is on the PC, or on a network drive accessible from the PC.
4	Open a command prompt (Select "Start", then "run", then type in cmd).
5	Open an FTP session to the CMR-8500. Example: <code>ftp 192.168.1.10</code>
6	Set the transfer to binary mode, i.e., issue the <code>bin</code> command
7	Use the FTP <code>put</code> command to transfer the file. Example: <code>put cmr-8500-2_0_0.pkg</code>
8	After the file has transferred successfully, close the FTP session using the <code>bye</code> command.
9	Once the update has completed, a reboot of the unit is required.