

Comtech EF Data
CDM-570A Firmware Upgrade Instructions
Revised 2021-10-19

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Applicable Firmware

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CDM-570A Base Modem

FW-0020683T-1.5.7.bin

Packet Processor

FW-0020781R-1.5.7.bin

NOTE: When updating firmware on modems with the IP Packet Processor present, upload both the base modem and packet processor firmware, and select the firmware slots prior to rebooting the modem.

Base Modem Upgrade Instructions

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NOTE:

1. Modem redundancy features must be disabled prior to upgrade
2. If the base modem is getting upgraded from older version to 1.5.x and VersaFEC-2 Hardware is Available on the unit, then please refer special upgrade instruction on page-5.

1. Identify the current version and slot

Front Panel location:

Utility -> Firmware -> Info

Web Server Interface location:

Admin -> Firmware -> Modem

NOTE: See CDM-570A User Manual for instructions on other user interfaces.

NOTE: The firmware will be loaded to the slot that the modem is NOT currently booted from.

2. Create a temporary folder and extract the firmware .zip file to it.
(this example will use c:\firmware)

3. Open a Windows Command prompt.
 - 3a. (Windows XP) Click Start > Run > Type 'cmd' > OK
 - 3b. (Windows 7) Click Start > Type 'cmd' > Click 'cmd.exe'
4. Navigate to the temporary directory.
type "cd \firmware"
5. Confirm that the modem is reachable over the network using ping.
type "ping xxx.xxx.xxx.xxx"
(where xxx.xxx.xxx.xxx is the IP address of the CDM-570A.)

6. Initiate the FTP session with the modem
 - 6a. Type "ftp xxx.xxx.xxx.xxx"
(where xxx.xxx.xxx.xxx is the IP address of the CDM-570A.)

6b. Enter the Admin username and password to login

6c. Type "bin" to set binary transfer mode

6d. Type "hash" to show upload progress

FTP command for modems with a Packet Processor installed and enabled:

6e-1. Type "put FW-0020683T-1.5.7.bin"

FTP command for modems WITHOUT a Packet Processor, or Packet Processor disabled:

6e-2. Type "put FW-0020683T-1.5.7.bin a:\bulk.bin"

The firmware upgrade process will take up to 10 minutes to program the flash after the FTP transfer is complete. The modem will display "Bulk FTP done." on the front panel after the flashing process is complete. Proceed to the next step after this occurs, or 10 minutes after the FTP transfer has completed.

7. Verify the new firmware has been uploaded using the methods in Step 1.
8. Switch the active firmware slot to the newly uploaded firmware
Front Panel location:
Utility -> Firmware -> Select

Web Server Interface location:

Admin -> Firmware -> Modem

9. If the Packet Processor is present, proceed to the Packet Processor Upgrade Instructions section below, otherwise, reboot the modem to complete the upgrade process.

Packet Processor Upgrade Instructions

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NOTE: Modem redundancy features must be disabled prior to upgrade

1. Identify the current version and slot

Front Panel location:

Utility -> Firmware -> Info -> PaP

Web Server Interface location:

Admin -> Firmware -> Packet Processor

NOTE: See CDM-570A User Manual for instructions on other user interfaces.

NOTE: The firmware will be loaded to the "Upgrade To" slot.

2. Create a temporary folder and extract the firmware .zip file to it.
(this example will use c:\firmware)

3. Open a Windows Command prompt.

3a. (Windows XP) Click Start > Run > Type 'cmd' > OK

3b. (Windows 7) Click Start > Type 'cmd' > Click 'cmd.exe'

4. Navigate to the temporary directory.

type "cd \firmware"

5. Confirm that the modem is reachable over the network using ping.

type "ping xxx.xxx.xxx.xxx"

(where xxx.xxx.xxx.xxx is the IP address of the CDM-570A.)

6. Initiate the FTP session with the modem

6a. Type "ftp xxx.xxx.xxx.xxx"

(where xxx.xxx.xxx.xxx is the IP address of the CDM-570A.)

6b. Enter the Admin username and password to login

6c. Type "bin" to set binary transfer mode

6d. Type "hash" to show upload progress

6e. Type "put FW-0020781R-1.5.7.bin"

The firmware upgrade process will take up to 10 minutes to program the flash after the FTP transfer is complete. The modem will display "Packet Processor upgrade finished." on the front panel after the flashing process is complete. Proceed to the next step after this occurs, or 10 minutes after the FTP transfer has completed.

7. Verify the new firmware has been uploaded using the methods in Step 1.

8. Switch the active firmware slot to the newly uploaded firmware

Web Server Interface location:

Admin -> Firmware -> Packet Processor

9. Reboot the modem to complete the upgrade process.

Base Modem Upgrade Instruction to 1.5.x (Valid Only with New VersaFEC-2 Hardware Modules)

If CDM570A Unit does not have VersaFEC-2 Hardware Module Plugged in, you can skip this section.

1. Does the CDM570A Unit has VersaFEC-2 Hardware Module Plugged in ?
2. Was the unit running a older firmware 1.4.x or below ?

If the answer is “Yes” to both of above questions, then please follow these instructions as outlined in the table below :

First Upgrade CDM570A IP Module to 1.5.7, reboot unit to boot from 1.5.7.

Then continue with Base Modem 1.5.7 Upgrade

Action to Perform	Base Modem Slot-1	Base Modem Slot-2
	1.4.3 (Running Slot)	1.4.3
1st Upgrade to Alternate Slot-2 to 1.5.7	1.4.3 (Running Slot)	1.5.7
Choose Base to boot from Slot-2	1.4.3	1.5.7(Running)
2nd Upgrade to Alternate Slot-1 to 1.5.7	1.5.7	1.5.7 (Running)
Choose Base to boot from Slot-1	1.5.7 (Running)	1.5.7
3rd Upgrade to Alternate Slot-2	1.5.7 (Running)	1.5.7 (Overwritten)

*** Now CDM570A Base Modem has both Slots Upgraded correctly with 1.5.7 ***