

SU-EZ Software Upgrade Procedure

SW Upgrade

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Written By: IonelG & BogdanD		No. of pages: 7
Title: Product Experts		Rev: B

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1 Scope

The purpose of this document is to describe the steps needed to successfully upgrade the SU-EZ unit from version 1.0 to version 2.0 or higher. This process is mandatory and should be performed for any upgrade from version 1.0 to 2.0 or higher.

2 System Requirements

Before proceeding with the upgrade procedure the following requirements should be met.

- A PC running Windows XP SP2 or later
- Internet Explorer 6 Web browser or above
- FTP server application on the same PC from which the application is running with full support for FTP commands (e.g. TYPE, PASV, SIZE, RETR)
- IP in the same IP subnet with the units and direct Layer 2 connectivity
- No firewall, antispyware or antivirus software application to be active on the PC that runs the upgrade application

3 Initial Configuration and Preparations

1. Verify that the current firmware version running in the SU-EZ unit is 1.00.15 or 1.00.14. If a different firmware version number is reported by the unit, please stop here and contact Customer Support.
2. Create a new folder on your hard drive in which all the relevant software files will be placed. Ex: C:\Software_upgrade
3. Copy all the software version files and the unzipped upgrade application to the newly created folder.
4. Start the FTP server and configure the following:

User: **ezupgrade**

Password: **ezupgrade**

Please note these are case sensitive!

5. Assign the folder created above for the user “ezupgrade” as home directory with full access rights.
6. Check that there is direct connectivity to the SU device that is going to be upgraded. Ensure there are no lost packets or big delays using ICMP requests (e.g. ping).

7. Check that there is no air interference or the interference level is very low. Verify also that there is no traffic passing through the unit or the traffic is at its minimum level.

**IMPORTANT**

During the upgrade procedure, the unit might reset itself several times. The clients connected directly to it will experience loss of network access.

4 Software Upgrade Procedure

1. Open a command prompt (click the START button, select Run, type “cmd” in the window that opens and click OK) and change the current path to the folder containing the software upgrade application. Ex: “cd c:\Software_upgrade”
2. Run the upgrade application using the Unit IP address, FTP server IP address and software image file as arguments. If any of the arguments is missing, a help menu will be displayed with additional information. Please refer to Figure1.

SYNTAX: upgrade_ez.exe [unit_IP] [FTP_server_IP] [FTP_file_name]

```
C:\windows\system32\cmd.exe - cmd
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Software_upgrade>upgrade_ez.exe
Upgrade Utility for EZ, Release 1.8
Usage: upgrade_ez.exe hostname ftp_ip ftp_filename
        hostname - the hostname or ip address of the EZ unit
        ftp_ip   - the ip address where the FTP server is located
        ftp_filename - the name of the upgrade file (e.g. "upgrade.tar")
Press ENTER to end the application

C:\Software_upgrade>
```

Figure 1: Syntax and Required Arguments

**CAUTION**

Do not power down or reset the SU unit while the software upgrade procedure is running. This might damage the unit permanently.

3. For various reasons, the unit might require additional power cycles prior to the completion of the software upgrade procedure. If this is the case, the application will notify this and, after the unit finishes

rebooting, run the upgrade application again with the same arguments.

4. Upon completion of the upgrade application, if the connection with the FTP server was established successfully by the SU device, the unit will start to run the new software code after 5-6 minutes.
5. Access the SU-EZ unit and verify the current firmware version is the desired one (2.0 or higher).
6. **This step only applies to SU-EZ units received with firmware version 1.00.14:** After a successful upgrade, log in via Web Interface, go to the *Wireless Settings* tab, click the *Select All* button and then click the *Update* button. Following the configuration update, you can manually un-select the frequencies which are not needed.

Appendix A. Error Messages

Table 1: Error Messages

Error Message	Description
Network error: Software caused connection abort	An established connection was aborted by the software in your host machine.
Network error: No route to host	A socket operation was attempted to an unreachable host. Please verify the connection to the device.
Network error: Connection timed out	A connection attempt failed because the connected party did not properly respond after a period of time, or the established connection failed because the connected host failed to respond.
Unable to connect to _____. Host does not exist	The name lookup query (DNS) returned no results.
Access denied	Wrong host key. Not an SU device. Unsupported firmware version running on the SU (other than 1.00.15 or 1.00.14).
WARNING - an error has occurred. Please wait until the unit reboots and run the utility again	The device was not able to initialize itself properly. In this case, the unit will self reset.
Scripts update failure - please run the utility again	The content of the software within the device has been corrupted. The upgrade process is unsafe and should not be performed.