

Remote Firmware Download

Help Guide

Performing a remote Firmware Download allows you to download the latest software version to the Precidia unit using telnet and a TFTP (Trivial File Transfer Protocol) Client. First, check the software version number and date in the System Settings sub-menu. For general inquiries, please contact: info@precidia.com. For support issues or further documentation, please contact support@precidia.com

```

Precidia                Ether232Plus Configuration  → v4.02.00
-----
      Device Settings:      |      System Settings:      |
1) Ethernet:              192.168.2.56 | A) Ethernet MAC:  00:01:1E:AA:AA:AA |
2) Serial Port:          Transparent | B) Console Password:  (not set) |
                          | C) Remote Password:  (hidden) |
                          | D) Web Page Download:  (none) |
                          | E) Firmware Download:  2002-05-09 |
                          | F) Display System Status      |
                          | G) Dump System Log (long)      |
*) Save Current Configuration | H) Delete System Log          |
-) Exit Configuration (no save) | I) Perform Self Test          |
#) System Settings           | J) Reset Unit                 |
?) Refresh this Screen       |
-----
Change which option?
  
```

UNIX Users: Most UNIX systems support TFTP. After starting the command-line TFTP client, the command to transfer the file is **put <local-hex-file-name> <password>**. Consult your MAN pages to find out how to run the TFTP Client, or use a separate TFTP application.

PC Users: You need a TFTP client program to send the file over the network to the Precidia unit.

Get the Latest Software

- 1 Contact Precidia at productinfo@precidia.com to obtain the latest software for your device. You will be sent a .ZIP file.

2 Unzip the file.

The .HEX file is the download file.

Performing a Firmware Download

1 Run the TFTP program.**2** Configure the parameters required to transfer the software download .HEX file from the PC to the Precidia unit. You need:

- the IP address of the Precidia unit
- the full directory path and name of the new firmware load
- the Remote Password configured in the Precidia unit
- to de-select the Match Files option if your TFTP program has one

NOTE: The file may be downloaded as either an ASCII or binary file.

3 Telnet into the Precidia unit (refer to the *Remote Telnet Configuration* Help Guide).

The Configuration screen appears.

4 Choose **System Settings** from the Device Settings menu.

The System Settings sub-menu appears.

5 Choose **Firmware Download** from the System Settings sub-menu.

The download confirmation message appears, as shown below.

```
The firmware download utility is for upgrading software internal to this
device. Are you sure this is what you wish to do? (y/n)
```

6 Press **y** to continue or **n** to return to the Configuration screen.

Pressing y puts the Precidia unit into download mode and the telnet session closes automatically. The following instructions appear:

```
Network downloads are done via the TFTP protocol. Connect to this same
address and send using <password> as the remote filename. The download must
be started within 4 minutes or this device will reset and resume normal
operations.
```

```
After download has completed, the device will reset again to start
operations.
```

7 In the TFTP client, click the appropriate button to start the file transfer download.

If the download is proceeding correctly, a status bar or some other device on the screen should indicate the progress.

Once the download is complete, the Precidia unit automatically resets and exits configuration mode.

8 Exit the TFTP client program.

9 Confirm the Precidia unit is updated by accessing the unit through telnet. Check the new version number of the software in the configuration screen.

NOTE: *The Precidia unit should retain all your previous settings. Please ensure your settings are correct before resuming operations.*

Download Failure

If the download fails, try initiating the download again. If the problem continues, check the following on the TFTP client window:

- that you have the correct IP address
- that you have entered the correct filename and directory path
- that the file exists in the directory
- that you have de-selected the Match Files option
- that you have the correct Remote Password

Should the problem persist, DO NOT UNPLUG THE PRECIDIA UNIT. Finish the download to the Precidia unit locally through the serial port to recover. See the Help Guide *Local Firmware Download* on the Precidia Web site. Contact Precidia if you have any download problems.

