

Customer Support Bulletin

To: Axia Router Selector Users with Software Version 1.2.24
From: Customer Support
CC:
Date: 1/4/2005
Re: Upgrade of Router Selector Software Strongly Recommended

Please Upgrade the Software in your Axia Router Selector

A software bug has been discovered in Router Selector Software Version 1.2.24 and has been corrected in released version 1.2.25. The bug affects the normal method of field upgrading software in Router units. Please follow the instructions below to upgrade your Router Selector to this latest version, 1.2.25.

- 1) Set your Router Selector to "OFF" mode on the front panel user interface (press and hold the knob/button for 5-10 seconds to access the menu).
- 2) Connect the Router to a network with access to a local computer.
- 3) Using this computer, open Internet Explorer and connect to ftp.zephyr.com/pub/Axia/Updates/Router Node.
- 4) Copy the file `lvrt_1_2_25a_r3.tar` to a folder called `c:\Axia` on the computer (create this directory if it does not exist already).
- 5) Using this computer, navigate to the internal web page in the router e.g.: http://<Router IP Address>/cgi-bin/cgi_sys where you must enter the IP Address of the Router that is being upgraded. Enter the default username of "user", and no password.
- 6) Under "Firmware Revision" section, press the BROWSE button to choose the new software file to download to Bank 1 of the Router memory. The file will be located in `c:\Axia` on your computer.
- 7) Press "Apply" on the Router page and wait approximately 25 seconds.
- 8) Select the Bank 1 radio button and press Apply again.
- 9) Now select the "Commit" button under Bank 1 and press Apply once more.

Your Router Selector has now been upgraded to version 1.2.25. If needed, you can re-enter the original IP address of the Router (if you changed it) from the browser window. The Router can be reinstalled on the Livewire Network and turned ON again in the menu.