PARADISE DATACOM APPLICATION NOTE

Q-FLEX SOFTWARE UPGRADE INSTRUCTIONS (INCLUDES Q-LITE)

AN_038
Issue 1

Summary:

This procedure describes the Q-Flex and Q-Lite series modem software upgrade process. During the process it may be necessary to change the Modem's configuration. If this is the case, please save the current configuration using the Main/Edit/Memories/Store menu so that it can be recalled after the upgrade is complete.

Important note: Prior to starting the upgrade process, if the electrical interface is set to IP, please ensure the IP mode is set to pure Bridge mode, i.e. without TCP acceleration, Routing or traffic shaping etc. being present within the Modem configuration.

Similarly, if either 'AUPC' or 'DVB-S2 ACM' is being used, please turn these **OFF** prior to upgrading the Modem's software.
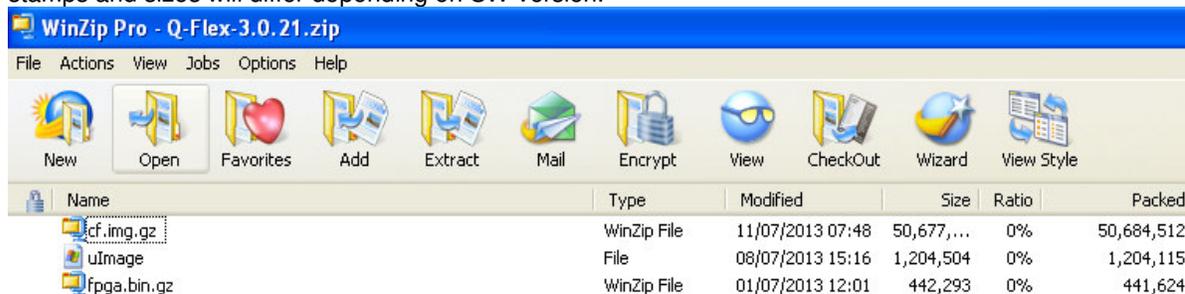
Please reboot the modem if any of the above changes have been necessary.

The Q-Flex Modem can be upgraded either via USB memory stick or embedded web server (Web User Interface.)

The Q-Lite product can only be upgraded by USB memory stick if the auxiliary interface card and a keyboard / LCD combination are fitted; otherwise upgrade via the WUI is necessary.

Upgrade via USB:

Add a directory to the USB memory stick called `upgrade`. If this is already present, ensure the previous contents of the directory are deleted prior to continuing. Unzip the contents of Q-Flex-x.x.xx.zip software to this directory. The three files now resident should be as follows, although date stamps and sizes will differ depending on SW version.

Plug in the memory stick to the Modems USB port. On the menus select 2:Edit, 4:Unit, 5:Upgrade. The upgrading splash screen should then be seen and the Modem will reboot automatically after the main application software upgrade.

The memory stick can now be removed and upgrade directory contents deleted as necessary.

Upgrade via WUI:

Connect your PC to the modem's M&C Ethernet interface using an Ethernet cable, ensuring the PC has an IP address compatible with the modem (i.e. on the same subnet). The modem IP address can be set via the Main/Edit/IP/Addresses and set the M&C IP address and subnet mask options. (These are chained menus and pressing Enter will drop the user into the next menu.)

At this stage, please ensure that the files listed in *Note 1* *are NOT present within the user profile directory or the PC desktop. If any of the files are found, delete them. This is very important!*

From Internet Explorer, login to the modem's Web User Interface (the default user name and password is *admin* and *paradise*) and browse to the Edit/Unit/Upgrade web page.

If a pop-up security message is seen: 'Do you want to run this application?' tick the box next to 'I accept the risk and want to run this application' and click on the 'Run' button to start the upgrade Java applet.

The Java applet will appear within the page and present the user with an Open button. Select the Open button and navigate to where the new base modem software Q-Flex-x.x.xx.zip file is located, by selecting the folders as necessary.

With the correct filename selected, click on the *Open* button and the Modem will unzip the files, upgrade and reboot at the end of the process.

Post-upgrade procedures

Verify the new software version from the Main/View/Manufacturing menu.

If the LCD contrast needs adjusting, hold the 0 key pressed whilst using the up / down arrows to set a comfortable contrast.

If any of the modem's parameters were changed during the upgrade procedure (e.g. ACM or IP Traffic settings) either correct them individually or restore the original configuration from a previously saved file using the Main/Edit/Memories/Recall menu.

By default, HTTP access on port 80 will be enabled after an upgrade. If it is desired to block this access, it can be disabled from the Web User Interface at Edit/Unit/M&C/HTTPS.

SNMP is disabled after an upgrade. It can be restarted by clicking on the Reconfigure button in the Web User Interface at Edit/Unit/M&C/SNMP

Disconnect any Ethernet cables that were added as part of the upgrade procedures and restore the original connections to the M&C and IP traffic interfaces.

Notes

Note 1: Prior to starting an upgrade, please ensure none of the following files appear on either the PC desktop or within the User profile directory as a result of a previous failed upgrade:

uImage   cf.img.gz   fpga.bin.gz

To check the location of the User profile directory please go to the DOS command prompt and type: cd %USERPROFILE%

This will display the location of the directory used by the previous upgrade. Use Windows Explorer or similar to navigate to both this directory and the desktop. If any of the three files are present, they <u>must</u> be deleted before running the upgrade process.

Note 2: If not already set, change the modem from Local control to Local + Remote to allow PC control of the modem via the Web User Interface to facilitate the software download. On the modem keypad select: Main/Edit/Unit/M&C/Control and select Local + Remote.

Note 3: Ensure the modem's current configuration has been saved using the menu at Main/Edit/Memories/Store and copied to your PC. This will enable the original modem configuration to easily be restored when the upgrade is complete. (Some settings may need to be changed during the upgrade process.)

Note 4: You may need to delete the Java Cache temporary Internet files if the Java will not load at the point of starting the software download. To do this go to Control Panel, select Java, select Temporary Internet Files and Delete Files. Restart the Browser session.

Note 5: If Internet Explorer is timing out whilst loading the browser, delete the Browser history. Under the Tools menu, select Internet Options and delete browser history.

Note 6: To successfully upgrade a modem using Internet Explorer running on a Windows Vista PC or Windows 7, you must turn Protected Mode OFF on the PC.

Note 7: The procedures apply equally to software downgrades as well as upgrades. The same procedures should be used.