

# Updating Firmware

## Using the Firmware Loader Utility

The switch's firmware can also be updated using the Managed Switch Firmware Loader utility. This operation will completely restore the switch firmware and factory defaults.

### Steps for using the utility to load firmware

1. Download and install the managed switch firmware loader utility. The default and recommended path is c:/program files/switch tools.
2. Download the Firmware Bundle to a folder on your computer. The default and recommended path is c:/program files/switch tools/firmware.
3. Make an Ethernet connection to the switch and make sure you can communicate to it (such as ping it). If the switch is unresponsive for any reason then you will need to also make a serial or USB connection to the switch. Refer to the hardware manual for serial port wiring details.

**Important Note: If you are running RSTP, disconnect any redundant Ethernet links to the switch. During the update, make sure to re-enable RSTP before reconnecting your redundant links.**

4. Run the Managed Switch Firmware Loader utility.
5. Click Next for the firmware selection window. Then Browse and select the new firmware image that you downloaded from the web.
6. Click Next to pick Ethernet Only or Ethernet with Serial plus the appropriate com port that is to be used to communicate with the switch.
7. Click Next and enter your computer's IP address if it is not automatically detected. Also, enter the appropriate IP address and subnet mask for the switch. For Ethernet Only you also need to enter your username and password.
8. Click Next and then click Load Now. If prompted to cycle power then turn the switches power off and then back on to start the firmware update process.

Make sure to check that all the update steps listed in the overall status window are successful. If not, try updating the firmware again. You will then need to interface the switch through a terminal program and re-configure your network settings or reload your saved checkpoint configuration.

### Ultra Electronics

NUCLEAR SENSORS & PROCESS INSTRUMENTATION

707 Jeffrey Way, PO Box 300  
Round Rock, TX 78680-0300 USA

Tel: +1 512 434 2850

Fax: +1 512 434 2901

e-mail: fiberop@ultra-nspi.com

www.ultra-nspi.com

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