

# i-Rack Family Range Firmware Upgrade Notes

## Abstract

This document will guide upgrading any of the i-Rack product range to the latest firmware version. It is vital that you follow the exact steps given in this document. Failure to do so may result in corrupted firmware loaded on to the i-Rack unit.

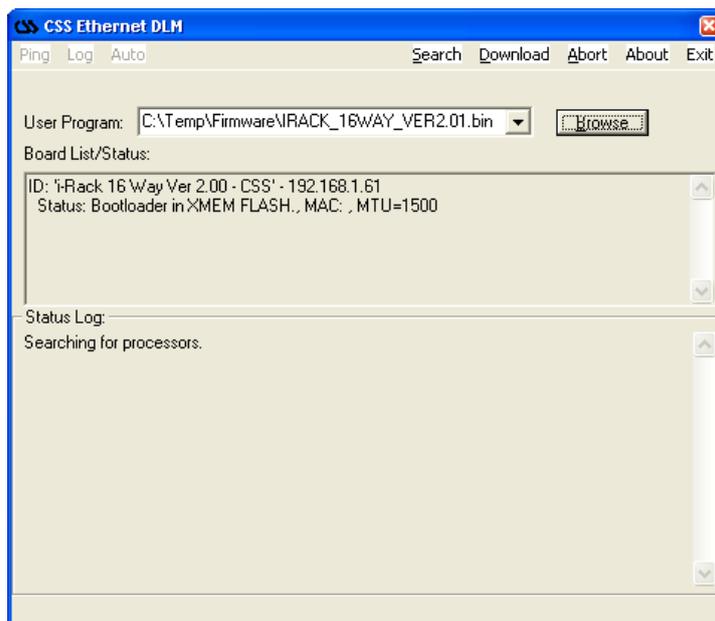
## Requirements for a successful upgrade

- o i-Rack unit running software versions lower than the new firmware version.
- o Know the IP address of the unit, and being able to communicate on UDP port 2000 and on port 30705 on the local network.
- o The tool "CSSEthernetDLM.exe" provided by Computer Support Systems. (Can be found in the tools directory of your product CD or CSS website)
- o Given firmware file (\*.bin) by Computer Support Systems.  
(Included in the product upgrade CD or downloadable at CSS web site at <http://www.csspl.com.au/sitebody/downloads/firmware/index.html>)

## Upgrading Steps

### Notes:

- o Make sure that there are no active alarms present on i-Rack.
  - o i-Rack will **reboot** after the firmware is loaded, therefore relays would be turned off at boot up. Make sure that all the equipment controlled by the i-Rack is turned off before updating the firmware.
  - o Depending on the scope of firmware changes it is possible that all settings may be reset back to default, including the password.
1. Browse the i-Rack product upgrade CD and find the application listed as "CSSEthernetDLM.exe" under the tools directory. This application is available on the CSS website at [www.csspl.com.au](http://www.csspl.com.au). Double click to run this program. This application has to be running on a PC on the same subnet as the unit.



This program shows the version and the IP address of i-Rack products on the network.

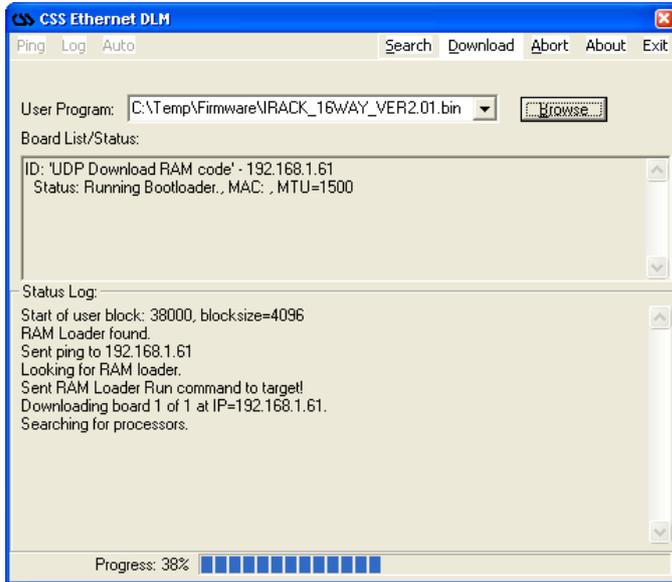
2. Click on the browse button and select the provided firmware file on the CD. The file would be a \*.bin file. The location of the file is E:\Firmware\\*.bin (E:\ is the CD drive letter). The latest firmware is also located at the CSS website.

3. Now click on the



Download button.

In a few seconds, a progress bar will be active and indicate the loading of new firmware.



This will take about 30 - 45 seconds. Wait till its completed and a further few seconds. The text area for Board List/Status will now be updated with a new firmware version ID string.

4. Open a new browser window and login to the i-Rack. Select [i-Rack Configuration](#) on the left hand menu. Move down to the bottom of the page and Load Factory Defaults – to remove any rubbish that may have been written to the Logs.
5. SNMP users have to make sure to upgrade the CSS.MIB to the given MIB file on the upgrade CD pack. The latest MIB file for CSS products can be downloaded at [www.cssp.com.au](http://www.cssp.com.au).

### **Important Tips**

- o Use the command “ping” to check that it is able to reach the unit once the upgrade is complete.
- o Once upgraded, if the browser still loads up the old user interface, it could be due to the browser cache memory settings. Close and reopen the browser to get the latest user interface or adjust the browser settings.

