Topic: **Eon e100 I/Ports Cannot be Re-imaged over Fiber**
Components(s) Affected: **Eon e100 I/Ports with Fiber NIC Adapter**
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OVERVIEW / ENVIRONMENT

ClearCube Eon e100 I/Ports that use fiber optic NIC adapters can be updated over fiber with snapins using the ezRemote Manager software, but cannot be re-imaged over fiber.

DETAILED DESCRIPTION

ClearCube Eon e100 I/Ports provide an internal PCI slot that allows adding third-party expansion cards. One popular addition is a fiber-optic Network Interface Card (NIC). ClearCube has certified the 3Com 3CR990B-FX-97 100Base-FX Secure Fiber NIC. See Technical Bulletin *TB0144JS, Adding a Fiber NIC Adapter to Eon e100 I/Ports*, for more information.

The management model for the Eon e100 allows for software updates, or snapins, to be sent over the network to the I/Port with ezRemote Manager, a server-based administration application that is provided for these I/Ports. The ezRemote Manager application also allows remote re-imaging, or replacing the operating system image, for these I/Ports.

When fiber optic NIC adapters are used with the Eon e100, snapins can successfully be installed using ezRemote Manager. However, limitations in the NeoLinux and XPe operating system prevent sending a complete re-image to an e100 through a fiber NIC.

RESOLUTION

If you are using an Eon e100 I/Port with a fiber NIC adapter installed and you need to re-image it, you need to re-image it through a copper network connection (Ethernet 10/100 CAT5 or similar). The fiber NIC adapter can remain installed during re-imaging. After re-imaging, you need to reinstall the fiber NIC driver as detailed in Technical Bulletin *TB0144JS*.

Options for re-imaging include:

- Connect the I/Port to a copper network connection and re-image remotely from the console.
- Install ezRemote Manager on a portable computer such as a laptop or tablet computer, and re-image the I/Port at the user's desktop by connecting a crossover network cable directly from the portable computer to the I/Port.
- Stage the I/Ports on a copper network and re-image them before deploying them to the desktop.

Unless the new system image has the fiber NIC driver pre-installed, you need to reinstall the driver before returning the I/Port to the fiber network.

For more information, please contact ClearCube technical support.

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