

Topic: R4300 Firmware Update Version 53B12
Component(s) Affected: R4300
Date: November 6, 2007

OVERVIEW / ENVIRONMENT

ClearCube has released version 53B12 of the R4300 firmware for the Remote Management Module (RMM) and other modules that comprise the R4300 system.

DETAILED DESCRIPTION

ClearCube has released version 53B12 of the R4300 firmware for the Remote Management Module (RMM) and other modules that comprise the R4300 system. This firmware corrects an issue that causes a chassis to occasionally fail to report to Sentral.

This firmware update package can be downloaded from the ClearCube support Web site as **rmm53B12.zip**.

This package contains the following files:

- **rmm53B12** – RMM, ACM, UCM/XCM and FPM firmware
- **rmmbt16.1** – RMM bootloader firmware
- **rmmrd7.1** – RMM RAM driver firmware
- **TB0220_RevC.pdf** – This Technical Bulletin

RESOLUTION

To install this firmware, you need to have a TFTP server configured on your network. The firmware can be installed using telnet or using Sentral. You need to install the firmware on the Primary RMM of each Chassis Group, and then propagate the firmware update to the rest of the RMMs in the group.

To install this firmware using telnet, do the following:

1. Download the **rmm53B12.zip** package from the ClearCube Support Web site.
2. Unzip the **rmm53B12.zip** package, and copy the files to the directory where the TFTP server is configured to get the file.
3. Telnet into the Primary RMM and verify your RMM firmware version.
 - a. Telnet into the Primary RMM by entering the following at a command prompt:

```
telnet RMMIPAddress
```

where *RMMIPAddress* is the IP address for the RMM.
 - b. Log in to the RMM, and enter the following command:

```
ver
```

If the RMM is version 5.x, continue with this procedure. If the RMM is version 4.x, use the **Updating the Bootloader and RAM Driver Firmware** procedure at the end of this Bulletin. If the RMM is version 3.x, contact ClearCube Technical Support.

4. Enter the following command to update the Primary RMM:

```
tftp rmm53B12 TFTPServerIPAddress
```

where *TFTPServerIPAddress* is the IP address for the TFTP server.

The Primary RMM firmware will be updated along with firmware for the other modules in this chassis. When the firmware update is completed, the RMM restarts automatically.

5. After the RMM restarts, log into the RMM again and enter the following command:

```
sfw 0
```

The other RMMs and modules in this Chassis Group are updated.

To install this firmware using Sentral, the following pre-existing conditions must be met:

- The R4300 Chassis Group to be updated must be already discovered within Sentral.
- A TFTP Server must be configured in Sentral's Console Configuration screen, and running.
- The firmware update must be in a directory that is visible to the Sentral Console.

Note: If the Sentral server is also the TFTP server, do *not* copy the firmware update file to the root directory, or to the directory where the TFTP server is configured to get the file. This will cause the update to silently fail. For example: If the user has the **rmm53B12** file in the directory **c:\Firmware**, do not configure the TFTP server to "get" the files from this same location.

To update RMM firmware using Sentral, do the following:

1. From the Functional menu, select **Management > Chassis**.
2. In the Tasks menu, click **Update Firmware**.
3. Select the primary RMM from the Primary Execution Pane.
4. In the Tasks menu, click on **Select for Update**.
5. In the Serial Number column, select the serial number of the chassis containing the RMM to be updated.
6. Click on **Browse** and choose the **rmm53B12** file.
7. Press **Update Now**. The Primary RMM and the other modules in this chassis are updated.

After the Primary RMM has been updated, do the following to update the other RMMs in the Chassis Group:

1. From the Functional menu, select **Management > Chassis**.
2. In the Tasks menu, click **Update Firmware**.
3. In the Tasks menu, click on **Update Group**.
4. Select the Chassis Group that contains the RMM you just updated, and click **Select for Update**.
5. Select **Browse** and browse for the update file.
6. Press **Update Now**. The other RMMs and modules in this Chassis Group are updated.
7. After updating each Chassis Group, re-discover the Chassis Group.

For more information, see the *Sentral Administrator's Guide*.

UPDATING THE BOOTLOADER AND RAM DRIVER FIRMWARE

If your RMM firmware is version 4, you need to update the RAM Driver and the Bootloader firmware (in that order) before you can update the RMM firmware.

To update the RAM Driver and the bootloader firmware, do the following:

1. From the open telnet login window, enter the following command to update the RAM Driver:

```
tftp rmmrd7 TFTPServerIPAddress
```

where *TFTPServerIPAddress* is the IP address for the TFTP server.

2. If prompted to load the *rmmrd7.2* file, deny access. The RMM automatically restarts.
3. Log into the RMM again, and enter the following command to update the Bootloader:

```
tftp rmmbt16 TFTPServerIPAddress
```

where *TFTPServerIPAddress* is the IP address for the TFTP server. The RMM automatically restarts.

4. Log into the RMM again, and enter the following command to update the Primary RMM:

```
tftp rmm53B12 TFTPServerIPAddress
```

where *TFTPServerIPAddress* is the IP address for the TFTP server.

The Primary RMM firmware will be updated. When the firmware update is completed, the RMM restarts automatically.

5. Log into the RMM one final time, and enter the following command again:

```
tftp rmm53B12 TFTPServerIPAddress
```

where *TFTPServerIPAddress* is the IP address for the TFTP server.

This causes the firmware for the other modules in this chassis to be updated. When the firmware update is completed, the RMM restarts automatically.

6. With Telnet, verify the version number for the other RMMs in this Chassis Group. Update the RAM Driver and the Bootloader if required, then update the RMM and module firmware.