

**Topic:** Updating an I8800 I/Port  
**Component(s) Affected:** I8800 I/Port  
**Date:** December 16, 2004

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## OVERVIEW / ENVIRONMENT

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I/Ports with software Version 1759 or earlier require an update to enable full Grid Center functionality.

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## DETAILED DESCRIPTION

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The I8800 I/Port uses Windows XP Embedded as its operating system. An update is now required for specific I/Ports that are used on a network running Grid Center.

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## RESOLUTION

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An update for I8800 I/Ports used with Grid Center is available at <http://support.clearcube.com>. This update corrects an issue regarding limited WMI communication between the I/Port and the Grid Center Server. This update is required on all I8800 I/Ports with the software version 1759 that will be managed using the Grid Center Server. Customers who do not use Grid Center with their I/Ports do not require this update.

**Note:** These update procedures are specific to the I8800 I/Port and do not apply to the I8010 I/Port, which uses a different embedded operating system. If you experience difficulties or are unsure of these procedures, contact ClearCube Support at (866) 652-3400 inside the United States or 1+512-652-3400 outside the United States.

To determine whether an I8800 I/Port needs this update:

1. From the I/Port desktop, select **About** from the **Start** menu.
2. Check the **Version** number. If it contains the string 1759B or 1800, then this I/Port has the update pre-installed, or the newest software version, and no further action is required.

If the I/Port does not contain the string 1759B or 1800 in the **Version**, do the following:

1. Download the GC1759b-121304.zip update file from the ClearCube support website to your local machine.
2. Unzip the file. It contains a folder named **update patch for wmi**. Inside the folder are a .bat file, a README, and a .zip file for use with the Grid Center Console.
3. From the **Update** view In Grid Center, browse for this folder in each of the two **File name** windows.
4. In the left-hand pane, click on the I/Ports or I/Port group(s) to be updated.
5. Press the **Update** button.

This update can also be applied locally at the I/Port.

1. Download the update file.
2. Copy it to a USB mass storage device.
3. Log into the I/Port as an administrator.

4. Attach the mass storage device to the USB port on the I/Port.
5. Run the .bat file. When the update is complete, the I/Port restarts automatically.
6. Disconnect the mass storage device at any time after the I/Port begins to restart.

**Note:** In some cases, specific network functionality can interfere with Grid Center updates. If this occurs, an error message is displayed when the update process is completed. This message contains a list of any I/Ports that did not receive the upgrade. Write down this list and re-select these I/Port(s).

For more information, please contact ClearCube technical support.

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