Compaq Microcom 4000 upgrade instructions

The following instructions have been created to make the upgrade of the CM4000 system as smooth and seamless as possible. It is strongly recommended that the firmware upgrade be done while directly connected to the management port using the latest version of the Compaq 4000 Manager.

The self extracting zip file "cm4kweb.exe" that you downloaded should contain the following files:

Software
  ➢ 4000 Manager version 4.0 Build 13   (setup.exe)

Firmware
  ➢ 8 Port Modem Main version 4.2.19/85   (M4219.cm4)
  ➢ 8 Port Modem Boot version 2.0.5   (M205.cm4)
  ➢ 4 Port Modem Main version 3.2.9/85   (M329.cm4)
  ➢ 4 Port Modem Boot version 1.0.10   (B1010.cm4)
  ➢ PRI Card Main version 2.1.2   (M212.pri)
  ➢ PRI Card Boot version 2.1.2   (B212.pri)

Documentation
  ➢ Release Notes detailing changes   (release.doc)
  ➢ This document detailing the upgrade process   (upgrade.doc)

Step 1 Upgrade of Compaq 4000 Manager Software

Because of significant enhancements to the software it is important that the management software be upgraded before the firmware upgrade is attempted.

1. To ensure you need to upgrade check the revision of the Compaq 4000 Manager or porteWATCH by selecting *Help =>About* from the menu bar.

2. The current revision level is 4.0 build 13. You will need to upgrade if you are not running this revision and build.

3. If the Compaq 4000 Manager software has been previously loaded, run the uninstall utility provided.

4. If the uninstall utility is not available you should delete all files in the porteWATCH or Compaq 4000 Manager folders and remove the entries from your start menu.

5. To install the current version of the Compaq 4000 manager, execute Setup.exe from the extracted cm4kweb.exe.

Step 2 Check Revision level currently on all cards

1. Connect the PC running the Compaq 4000 Manager directly to the management port on the chassis.

2. With 4000 Manager, check the Main and Boot revision to determine if you will need to upgrade. To do this right click on the PRI/CT1 card and select *xx Properties.*

3. Three types of PRI/T1 cards were shipped. Only revision 1.7.7 or higher cards can be upgraded to the 2.1.2 Main & Boot firmware.

4. If you have version 1.04 or 1.60 contact support for more information.

5. With 4000 Manager check the Main and Boot revision of modems to determine these will need the upgrade. To do this select View=>Modem=>Main & Boot from the drop down menu.

Step 3 Upgrade of Octal or Quad Modem Cards

On an active system it is highly recommended that only a portion of modems be upgraded at one time. The process of upgrading quad, octal, Boot and Main code are identical except for the file being used.

1. Busy out the modems to be upgraded by clicking on the slot number and selecting *Group=>Busy Out* from the pull down menu. Modems will busy out after users have disconnected.

2. Upgrade the modems by clicking on the slot number and selecting *Group=>Firmware Upgrade* from the pull down menu.

3. Boot code should be upgraded first followed by Main code.

4. In the *file* area, specify the appropriate Boot file. This upgrade should take less than 5 minutes.

5. Upgrade the Main code using the same procedures. This upgrade should take less than 15 minutes.

6. Use the *View=>Modem=>Main & Boot* to check for a successful upgraded.

7. After the cards have been upgraded, you will need to resend any initialization string previously sent.

8. After the upgrade, test all the ports to be sure the modems answer, connect, and pass data.

Step 4 Upgrade of PRI/CT1 Card

This upgrade is intrusive and all users connected will be disconnected, therefore the PRI/CT1 upgrade should be performed at a time when the system is unused or can be taken out of service.

1. Verify that the PRI/CT1 card is currently running revision 1.7.7 or 1.7.8 by right clicking on the card and selecting "*xx Properties".*

2. Set the PRI/CT1 card for Boot mode, by pulling it from the chassis and setting switch bank 2 switch 8 open/up.

3. By default, the new PRI/CT1 code is designed to operate with the PRI/CT1 card in slot 8 using modems in slots 1 to 6, and the second PRI card in slot 9, using modems in slots 10 to 15.

4. Reinsert the PRI/CT1 card and wait until it has reappeared in the Compaq Manager screen.

5. To load new Boot code, right click on the PRI/CT1 card and select *Burn Boot Code*. Use B212.pri when prompted for the filename. This upgrade should take less than 5 minutes.

6. To load new Main code, right click on the PRI/CT1 card and select *Burn Main Code*. Use M212.pri when prompted for the filename. This upgrade should take less than 15 minutes.

7. Remove the card and flip switch bank 2 switch 8 closed/down allowing normal operation.

8. If the system is not using quad modems, or a mixture of quad and octal modems, which are outside of the 1 to 6 default slots the PRI/CT1 card can be reinserted and you are done.

9. If modems to be used are outside of the default slots, you will need to set bank 3 switch 8 close/down and then reinsert the PRI/CT1 card.

10. The appropriate configuration file found in the Compaq 4000 Manager folder must also be edited such that the "ModemPool=" parameter includes all the available modems.

11. Transfer the new configuration file to the PRI card using 4000 Manager by right clicking on the PRI/CT1 then selecting *send config to xx*.

Note: If the PRI/CT1 card does not reappear in Compaq 4000 manager you should try resetting the card, if this has no effect, exit then reenter the software.

LEGAL NOTICES