



Firmware Upgrade From DGW v44.0 or Older For All Mediatrix Products

DGW 49.2.2941

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Firmware Pack

The firmware pack is a ZIP file that contains the modules and the features to install on your Mediatrix unit when a new release is available.

When unzipping the firmware pack, the content is extracted according to a pre-defined tree architecture. This creates a directory that contains the files required for the Mediatrix unit to properly upgrade its firmware.

File Servers

Configuring the FTP Server

Before you start

If you are not familiar with the procedure on how to set the FTP root path, please refer to your FTP server's documentation.

Information

Perform this procedure if you plan to use the FTP transport protocol.

Steps

- 1) Set an FTP service on the assigned server.
- 2) Make sure the FTP server can be reached by the Mediatrix unit.

Note: If the file server is located behind a firewall, make sure that TCP port 21 is open.

Next Step

[Adding the Single File to the Server](#)

Configuring the TFTP Server

Before you start

If you are not familiar with the procedure on how to set the TFTP root path, please refer to your TFTP server's documentation.

Information

Perform this procedure if you plan to use the TFTP transport protocol.

Steps

- 1) Set a TFTP service on the assigned server.
- 2) Make sure the TFTP server can be reached by the Mediatrix unit.

Note: If the file server is located behind a firewall, make sure the UDP port 69 is open.

Next Step

[Adding the Single File to the Server](#)

Configuring the HTTP Server

Before you start

If you are not familiar with the procedure on how to set the HTTP root path, refer to your HTTP server's documentation.

Information

Perform this procedure if you plan to use the HTTP transport protocol.

Steps

- 1) Set an HTTP service on the assigned server.
- 2) Make sure the HTTP server can be reached by the Mediatrix unit.

Note: If the file server is located behind a firewall, make sure the TCP port 80 is open.

Next Step

[Adding the Single File to the Server](#)

Configuring the HTTPS Server

Before you start

If you are not familiar with the procedure on how to set the HTTPS root path, please refer to your HTTPS documentation.

Make sure the unit is set to the proper date (refer to [Configuring the Mediatrix Unit to Use an SNTP Server](#) (p.6).

Information

Perform this procedure if you plan to use the HTTPS transport protocol.

Steps

- 1) Set an HTTPS service on the assigned server.
- 2) Make sure the HTTPS server can be reached by the Mediatrix unit.

Note: If the file server is located behind a firewall, make sure the TCP port 443 is open.

- 3) Make sure that in the **Management/Certificates** tab, in the **Certificate Import Through Web Browser** table, there is a certificate that authenticates the HTTPS server selected in the **Path** field, and that **Other** is selected in the **Type** field.
- 4) Set the configuration parameters.

Next Step

[Configuring the Mediatrix Unit to Use an SNTP Server](#) (p.6)

Simple Network Time Protocol (SNTP)

The Simple Network Time Protocol (SNTP) is used to update and synchronise the clock of the Mediatrix unit (day, month, time) when it is restarted.

Mediatrix units do not all include a real time clock allowing them to maintain accurate time when they are shutdown. Your system needs to have access to accurate time, for example if you are using HTTPS or for the caller ID feature. The Mediatrix unit implements a SNTP client, which can synchronise the local clock with remote NTP/SNTP servers. The configuration can be automatic (through DHCP for example), with fallback, or static, with up to four servers.

Configuring the Mediatrix Unit to Use an SNTP Server

Before you start

Make sure there is an SNTP server available.

Information**Steps**

- 1) Go to **Network/Host**.
- 2) In the **SNTP Configuration** table, from the **Configuration Source** selection list, select the connection type from which you wish to obtain the SNTP parameters.

Note: Complete [Step 3](#) only if you are using static SNTP server(s), otherwise go to [Step 4](#).

- 3) Provide an IP address or domain name and port numbers for each SNTP server you are using.
- 4) If necessary, change the displayed default value of the **Synchronisation Period**.
- 5) If necessary, change the displayed default value of the **Synchronisation Period on Error**.
- 6) Click **Apply**.

Result

The SNTP host name and port will be displayed in the **Host Status** table under **Network/Status**.

SNTP Configuration	
Configuration Source:	Automatic IPv4
Primary SNTP:	192.168.10.10:123
Secondary SNTP:	
Third SNTP:	
Fourth SNTP:	
Synchronization Period:	1440
Synchronization Period On Error:	60

Next Step

[Adding the Single File to the Server](#)

Firmware Installation

Extracting the Firmware Pack ZIP File

Before you start

Your file server must be configured. One of the following procedures must first be completed.

- [Configuring the FTP Server](#) (p.4)
- [Configuring the TFTP Server](#) (p.4)
- [Configuring the HTTP Server](#) (p.5)
- [Configuring the HTTPS Server](#) (p.5)

Steps

- 1) Unzip the firmware pack ZIP file (MediatrixXXXX_Dgw_2.0.2X.XXX_XXXX-MX-D2000.zip).

Note: You can unzip the files on any computer. However, keep in mind that the upgrade will be performed using the firmware pack files located on the file server only. Therefore, the folder containing the unzipped files must be copied to the file server (MediatrixXXXX folder).

IMPORTANT: Do not change the name of the unzipped folder.

- 2) Copy the MediatrixXXXX folder, containing the unzipped files of the firmware pack, to the file server you have chosen to use (FTP, HTTPS, TFTP, or HTTP server).

Note: The MediatrixXXXX folder is typically installed at the root folder of the file server. You may choose another path, but the root of the path must be on the file server, otherwise the upgrade will fail.

Result

The Firmware Pack files are ready to be imported to the system.

Installing a DGW Firmware Version Using the DGW Web Interface

Before you start

Make sure to make a backup of your configuration and save the configuration script before proceeding to the next step.

Note: Our QA tests cover five (5) major releases back for each new release. If you are upgrading from a load older than five (5) major releases back, you must install an intermediate version before

upgrading to the newest one. The only exception is when upgrading from DGW 2.0.26.451 to DGW 2.0.42.768.

IMPORTANT: This procedure is only valid for version 44.0 or previous of the DGW Web interface. If you are using the v44.1, or more recent, of the DGW Web interface refer to [DGW Configuration Guide - Firmware Upgrade from DGW v44.1 or Newer](#) published on the [Media5 Documentation Portal](#).

Depending on the type of protocol you will use, the following procedures must be completed.

- [Configuring the FTP Server](#) (p.4)
- [Configuring the HTTP Server](#) (p.5)
- [Configuring the TFTP Server](#) (p.4)
- [Configuring the HTTPS Server](#) (p.5)

Steps

- 1) Go to **Management/Firmware Upgrade**.
- 2) In the **Firmware Packs Configuration** table, in the **Version** field, enter the version of your Firmware Upgrade Pack.
- 3) If you wish the unit to automatically restart immediately after the upgrade, select **Enable** from the **Automatic Restart Enable** selection list.

Note: If you choose **Disable**, the unit must be manually restarted in order to complete the upgrade. A message will be displayed to restart the unit.

- 4) If you chose **Enable** from the **Automatic Restart Enable**, complete the **Automatic Restart Grace Delay** field (optional).

Note: This provides a delay for the telephony calls to be terminated before the unit is restarted. When there are no active calls, the unit will restart immediately. If you wish to allow a delay for the services, set the same parameter under **System/Services**.

- 5) If you wish to restart the system with the default settings, set the **Default Settings On Restart** field to **Enable**.
- 6) In the **Firmware Pack** field, enter **Dgw**.

Note: Remember that the name is case sensitive.

- 7) In the **Transfer Configuration** table from the **Transfer Protocol** selection list, select the type of protocol you wish to use to transfer your Firmware Upgrade.

Note: This must be consistent with the file server you have configured.

- 8) In the **Host Name** field, enter the file server IP address or FQDN.

- 9) In the **Location** field, enter the path where the MediatrixXXXX folder is located relative to the root of the file server.

Note: If the MediatrixXXXX folder was copied in the root of the file server, this field must remain empty.

- 10) If your server requires authentication, enter your username and password.

Note: Make sure the file server is started.

11) Apply Install Now

Note: When the firmware pack update fails, the Mediatrix unit tries to download the firmware three times.

Result

All LEDs will cycle from left to right. The upgrade process should take less than 3 minutes and the unit will be restarted a few times. Once the upgrade will be completed, the new firmware pack version will appear under the **Firmware Pack Installed** table (**Management/Firmware Upgrade**).

❖ Firmware Upgrade

Status	
Firmware Pack Updater Status:	Idle
Last Installation Result:	Success
Last Successful Installation:	2019-04-11 10:55:12

Firmware Packs Installed				
Name	Version	Profile	Bank	
Dgw	44.0.1535	CXXX-MX-D2000-215	Main - In Use	Factory Reset
Dgw	44.2.1630	CXXX-MX-D2000-235	Recovery	Rollback

Firmware Packs Configuration	
Single File	
Mfp Url:	
Multiple Files	
Version:	
Firmware Pack:	Dgw
Transfer Protocol:	HTTPS
Host Name:	0.0.0.0:0
Location:	
Transfer Credentials	
User Name:	
Password:	

Rollback to Previous Firmware

Reverting to the Previous Firmware Version from DGW v.44.0 or older

Before you start

It is only possible to revert to a previous version of the firmware if a previous version is available in the recovery bank.

Information

This feature does not apply to the Mediatrix 4102S model.

Steps

- 1) Go to **Management/Firmware Upgrade**.
- 2) In the **Firmware Pack Installed** table, click **Rollback**.

Note: The **Rollback** button is only available if there is a previous version available in the recovery bank.

Note: Any configuration changes performed after the installation of the current firmware version will be lost.

Note: Configuration parameters previous to the firmware upgrade will be restored.

Result

Your system will be restarted on the previously installed version.

Advanced Firmware Upgrade Parameters

Although the services can be configured in great part in the Web browser, some aspects of the configuration can only be completed with the configuration parameters by :

- using a MIB browser
- using the CLI
- creating a configuration script containing the configuration parameters

For more details on the following parameters, refer to the [DGW Configuration Guide - Reference Guide](#) published on the [Media5 Documentation Portal](#). The Reference Guide contains all the parameters used in the DGW software with their description, default values, and interactions.

- .
- **Fpu. MfpTransferTlsVersion**
- **Fpu. MfpTransferCipherSuite**
- **Fpu. MfpTransferCertificateValidation**
- **Fpu. MfpTransferCertificateTrustLevel**

Online Help

If you are not familiar with the meaning of the fields and buttons, click **Show Help**, located at the upper right corner of the Web page. When activated, the fields and buttons that offer online help will change to green and if you hover over them, the description will be displayed.

DGW Documentation

Mediatrix devices are supplied with an exhaustive set of documentation.

Mediatrix user documentation is available on the [Media5 Documentation Portal](#).

Several types of documents were created to clearly present the information you are looking for. Our documentation includes:

- **Release notes:** Generated at each GA release, this document includes the known and solved issues of the software. It also outlines the changes and the new features the release includes.
- **Configuration notes:** These documents are created to facilitate the configuration of a specific use case. They address a configuration aspect we consider that most users will need to perform. However, in some cases, a configuration note is created after receiving a question from a customer. They provide standard step-by-step procedures detailing the values of the parameters to use. They provide a means of validation and present some conceptual information. The configuration notes are specifically created to guide the user through an aspect of the configuration.
- **Technical bulletins:** These documents are created to facilitate the configuration of a specific technical action, such as performing a firmware upgrade.
- **Hardware installation guide:** They provide the detailed procedure on how to safely and adequately install the unit. It provides information on card installation, cable connections, and how to access for the first time the Management interface.
- **User guide:** The user guide explains how to customise to your needs the configuration of the unit. Although this document is task oriented, it provides conceptual information to help the user understand the purpose and impact of each task. The User Guide will provide information such as where and how TR-069 can be configured in the Management Interface, how to set firewalls, or how to use the CLI to configure parameters that are not available in the Management Interface.
- **Reference guide:** This exhaustive document has been created for advanced users. It includes a description of all the parameters used by all the services of the Mediatrix units. You will find, for example, scripts to configure a specific parameter, notification messages sent by a service, or an action description used to create Rulesets. This document includes reference information such as a dictionary, and it does not include any step-by-step procedures.

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