



Firmware Upgrade From DGW v44.1 or Newer For All Mediatrix Products

DGW 49.2.2941
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Single File Upgrade

The single file used to upgrade DGW is a binary file (.bin) that contains the modules and the features to install on your Mediatrix unit when a new release is available.

The single file is uploaded to the Mediatrix using the transfer protocols HTTP, HTTPS, FTP, and TFTP.

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](#) (p.8)

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](#) (p.8)

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](#) (p.8)

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 \(p.8\)](#)

Firmware Installation

Adding the Single File to the Server

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

Steps

- 1) Copy the Single File .bin to your server. (FTP, HTTP, HTTPS, or TFTP)
- 2) You may rename the file with a shorter name. This will make it easier to type the URL in the **Mfp Url** field in the [Installing Another Firmware Version Using a Single File](#) (p.8) step.

Next Step

[Installing Another Firmware Version Using a Single File](#) (p.8)

Installing Another Firmware Version Using a Single File

Before you start

Make sure to make a backup of your configuration and save the configuration script before proceeding to the next step. For more details, refer to [DGW -Configuration Guide - Configuration Backup/Restore](#) and [DGW Configuration Guide - Configuration Scripts Import and Export](#) documents published on the [Media5 Documentation Portal](#).

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.

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**.
- 2) In the **Firmware Update Configuration** table, in the **Firmware URL** field, enter the complete URL for the Single File.

Note: For example, `http://www.myserver.com/firmware.bin` or `tftp://myserver/myfolder/firmware.bin`

- 3) If your server requires authentication, in the **Transfer Credentials** section, enter your username and password.
- 4) If you wish the unit to automatically restart immediately after the upgrade, select **Enable** from the **Automatic Restart Enable** selection list of the **Installation Configuration** table.

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.

- 5) **Apply Install Now.**

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

Note: All LEDs will cycle from left to right.

- 6) Click **Latest FPU status**, located at the top of the page.
- 7) Click **Restart the Unit**, located at the top of the page.

Note: You will be redirected to the Reboot page.

- 8) Click **Restart**.

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 in the **Installed Firmware** table (Management/Firmware).

❖ Firmware

Status	
Firmware Updater Status:	Idle
Last Installation Result:	Success
Last Successful Installation:	2019-04-10 08:43:40

Installed Firmware				
Name	Version	Profile	Bank	
Dgw	44.1.1605	STNL-MX-D2000-267	Main - In Use	<button>Factory Reset</button>
Dgw	44.1.1592	STNL-MX-D2000-267	Recovery	<button>Rollback</button>

Firmware Update Configuration	
Firmware URL:	URL of upgrade file
Transfer Credentials	
User Name:	
Password:	

Installation Configuration	
Automatic Restart Enable:	Enable ▾
Default Settings On Restart:	Disable ▾
Automatic Restart Grace Delay (minutes):	0

Rollback to Previous Firmware

Reverting to the Previous Firmware Version from DGW v.44.1 or newer

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**.
- 2) In the **Installed Firmware** 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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