MASTER VIEW
KVM SWITCH

Firmware Supplement

CS-1208A
CS-1216A

2002-11-25

Congratulations!

The CS-1208A / CS-1216A KVM Switch that you have just purchased represents the most up-to-date hardware and firmware revision in this distinguished product line. It features several advancements over previous versions.

While most of the improvements have taken place "under the hood," one of the most important changes is that the CS-1208A / CS-1216A's firmware can now be easily and conveniently upgraded.

Upgrading is accomplished by means of a specially designed *Firmware Upgrade Utility* that is provided as part of a firmware upgrade package that is downloaded from our Internet support website.

The purpose of this supplement is to explain the use and function of the Firmware Upgrade Utility: how to get the firmware upgrade files; how to prepare the switch for upgrading; and how to complete the upgrade process.
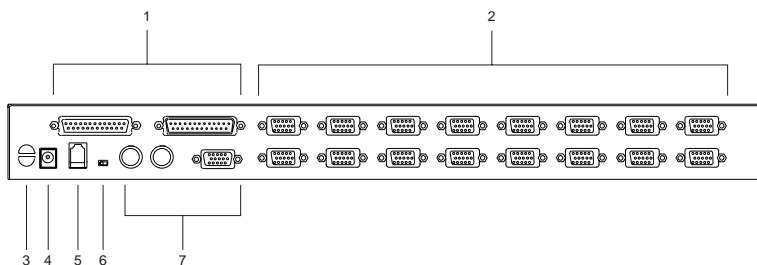
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Rear View

To accomodate the CS-1208A / CS-1216A's newly acquired firmware upgrade capability, the rear panel of the CS-1208A / CS-1216A has changed from the view shown in the manual. The new rear panel looks like the figure below:*

1. Daisy Chain Ports

When Daisy Chaining Units, the cables plug in here. The port on the left is the *Chain In* port; the one on the right is the *Chain Out* port.

2. CPU Port Section

The cables that link to the computers plug in here.

Note: The shape of these 15-pin connectors has been specifically modified so that only KVM cables designed to work with this switch can plug in (see the *Cables* section in the User Manual for details). Do **NOT** attempt to use ordinary 15 pin VGA connector cables to link these ports to the computers.

3. Cable Tie Slot

If you want to use a cable tie to gather the cables together, you can run it through this slot to attach it to the unit.

4. Power Jack

The power adapter cable plugs in here.

5. Firmware Upgrade Port

The *Firmware Upgrade Cable* that transfers the firmware upgrade data from the administrator's computer to the CS-1208A / CS-1216A plugs into this RJ-11 connector (see the diagram on p. 3).

6. Firmware Upgrade Recovery Switch

During normal operation and while performing a fimware upgrade, this switch should be in the NORMAL position. See p. 6 for details about the use of this switch.

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7. **Console Port Section**

   If this is a Single Station installation, or the First Station unit of a daisy chained installation, the keyboard, monitor, and mouse plug in here.

* The diagram shows the rear panel of the CS-1216A. Except for only having 8 CPU ports, the rear panel of the CS-1208A is the same in all respects.

The Firmware Upgrade Utility

The purpose of the Windows-based Firmware Upgrade Utility (FWUpgrade.exe) is to provide an automated process to make upgrading the KVM switch's firmware as smooth and painless as possible.

The program comes as part of a Firmware Upgrade Package that is specific for each device. As new firmware revisions become available, new firmware upgrade packages are posted on our Internet support site site:

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http://www.aten.com.tw/basic/download.html
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Check the web site regularly to find the latest packages and information relating to them.

Before You Begin

To prepare for the firmware upgrade, do the following:

1. From a computer that is not part of your KVM installation go to our Internet support site. Choose the model name that relates to your device to get a list of available Firmware Upgrade Packages.

2. Choose the Firmware Upgrade Package you want to install (usually the most recent), and download it to your computer.

3. Use the *Firmware Upgrade Cable* (provided with this unit), to connect a COM port on your computer to the *Firmware Upgrade Port* of your device (see the diagram on p. 3).

   Note: On a daisy chained installation, connect the cable to the First Station unit. The chained stations will receive the upgrade via the daisy chain cables.

4. Shut down all of the computers - but not the Stations - on your KVM installation.

5. From your KVM switch console, bring up the OSD (see your User Manual for details), and select the **F4ADM** function.

6. Scroll down to FIRMWARE UPGRADE. Press [Enter], then press [Y] to invoke Firmware Upgrade Mode.
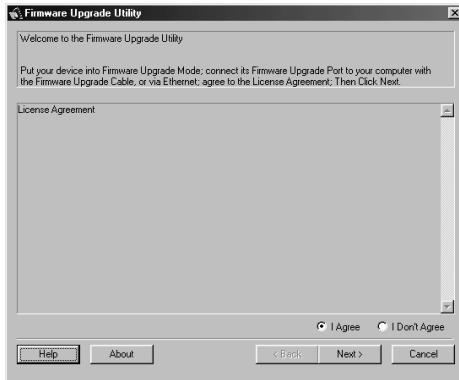
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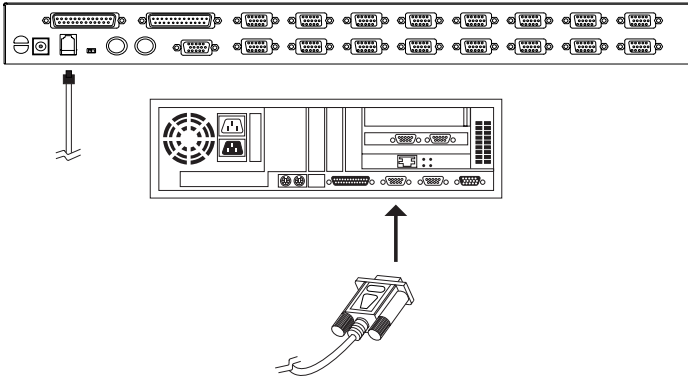
## Starting the Upgrade

To upgrade your firmware:

1. Run the downloaded Firmware Upgrade Package file - either by double clicking the file icon, or by opening a command line and keying in the full path to it.

    The Firmware Upgrade Utility *Welcome* screen appears:

2. Read and *Agree* to the License Agreement (enable the *I Agree* radio button).

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3. Click Next to continue. The Firmware Upgrade Utility main screen appears:
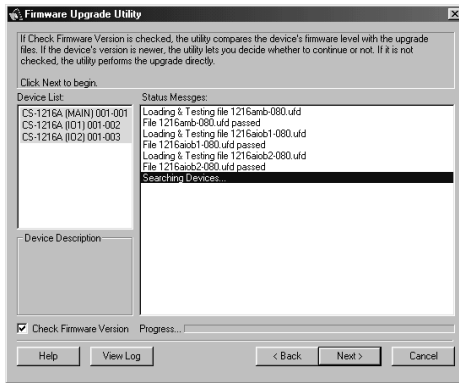
The Utility inspects your installation. All the devices capable of being upgraded by the package are listed in the *Device List* panel.

4. If the utility detects more than one Master Device (the First Stage unit of a daisy chain), on the installation a dialog box appears asking you to select the Master Device (and the devices that are chained down from it) that will receive the upgrade.


Select the device, then Click **OK**.

5. As you select devices, a detailed description of each appears in the *Device Description* panel.

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6. After you have made your selection(s), Click **Next** to perform the upgrade.

   If you enabled *Check Firmware Version*, the Utility compares the device's firmware level with that of the upgrade files. If it finds that the device's version is higher, it brings up a dialog box informing you of the situation and gives you the option to Continue or Cancel.
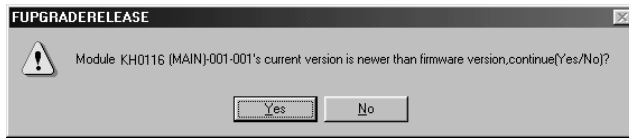

   If you didn't enable *Check Firmware Version*, the Utility installs the upgrade files without checking whether they are a higher level.

   As the Upgrade proceeds status messages appear in the Status Messages panel, and the progress toward completion is shown on the *Progress* bar.

UPGRADE SUCCEEDED

After the upgrade has completed, a screen appears to inform you that the procedure was successful:

Click **Finish** to close the Firmware Upgrade Utility.

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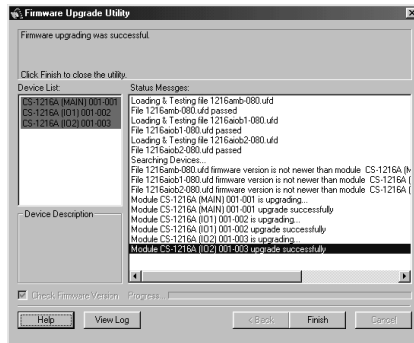
Upgrade Failed

If the upgrade failed to complete successfully a dialog box appears asking if you want to retry. Click **Yes** to retry. If you Click **No**, the *Upgrade Failed* screen appears:

Click **Cancel** to close the Firmware Upgrade Utility. See the next section, *Firmware Upgrade Recovery*, for how to proceed.
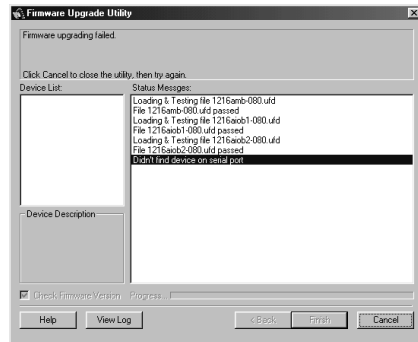
Firmware Upgrade Recovery

There are basically three conditions that call for firmware upgrade recovery:

- When you invoke Firmware Upgrade Mode (see p. 2), but decide not to proceed with the upgrade.
- When the Mainboard firmware upgrade fails.
- When the I/O firmware upgrade fails.

To perform a firmware upgrade recovery, do the following:

1. Slide the *Firmware Upgrade Recovery Switch* (see p. 1) to the **Recover** position.

2. Power off and restart the the switch according to the instructions given in the *Powering Off and Restarting* section of the User Manual.

3. Slide the *Firmware Upgrade Recovery Switch* back to the **Normal** position.

4. Repeat Step 2.

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