

GlobeSurfer III+

Firmware Update Procedure

Rev. 1.0

Table of Contents

1	Introduction	3
2	Manual Update	4
3	Live Update.....	7
3.1	Live Update with Notification Only	8
3.2	Live Update with Auto-Download Only	9
3.3	Automatic Live Update	10

1 INTRODUCTION

It is possible to make the GlobeSurfer III+ up-to-date by doing a firmware update. Firmware can be updated manually or the device can be set up to do the update automatically. In this document, it is explained how to do firmware update in different ways.

The firmware update duration is composed of:

- Upload of the firmware file to the GlobeSurfer III+
- update of the GlobeSurfer firmware
- update of the GlobeSurfer 3G module firmware (optional)

The duration of the upload of the firmware depends on the size of the firmware file. In the case of liveupdate, download of the firmware file from the server depends on the network speed as well. In average that can vary from 3 to 5 minutes.

The update of the GlobeSurfer firmware varies from 3 to 5 minutes.

The update of the GlobeSurfer 3G module firmware takes the longest time. If the module firmware needs to be updated, then the duration could vary from 5 to 10 minutes.

The total duration, including the file download could take up to 20 minutes to finish.

Important notes :

NEVER disconnect the power during the update process. This could cause irreversible damages to the device. Once you start a firmware update, wait until it is finished.

ALWAYS use the Ethernet connection to do a firmware update to ensure data integrity.

2 MANUAL UPDATE

The following explanation is based on GlobeSurfer III+ firmware version R1N79 and its default settings.

Please visit our support website to learn the latest firmware version as well as the improvements and new features brought by the new firmware version.

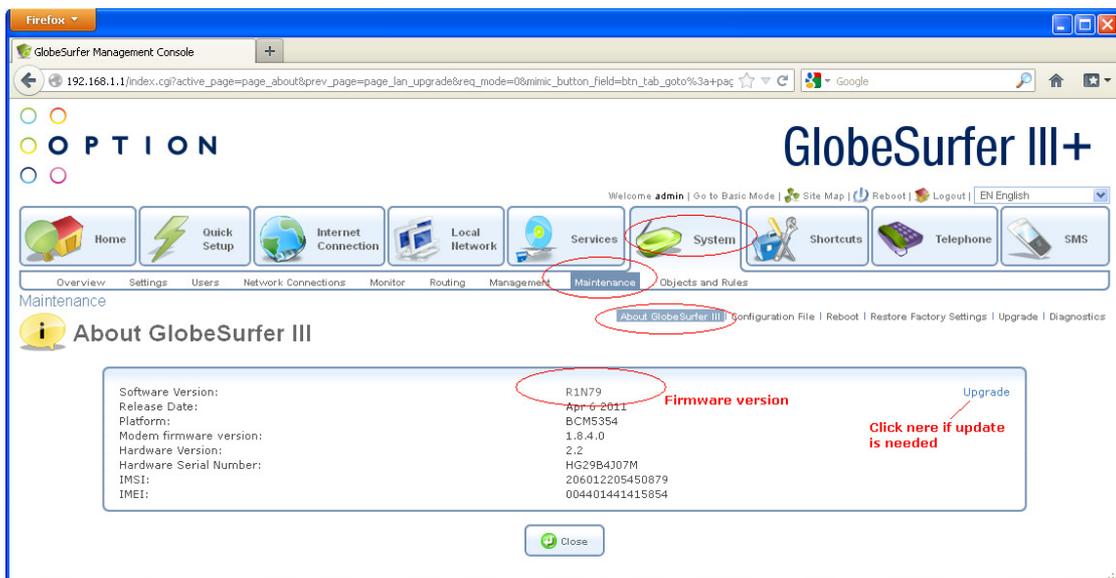
URL: <http://www.option.com/en/support/software-download/g3plus/>

Download the firmware file and put it in a media accessible by the computer doing the firmware update.

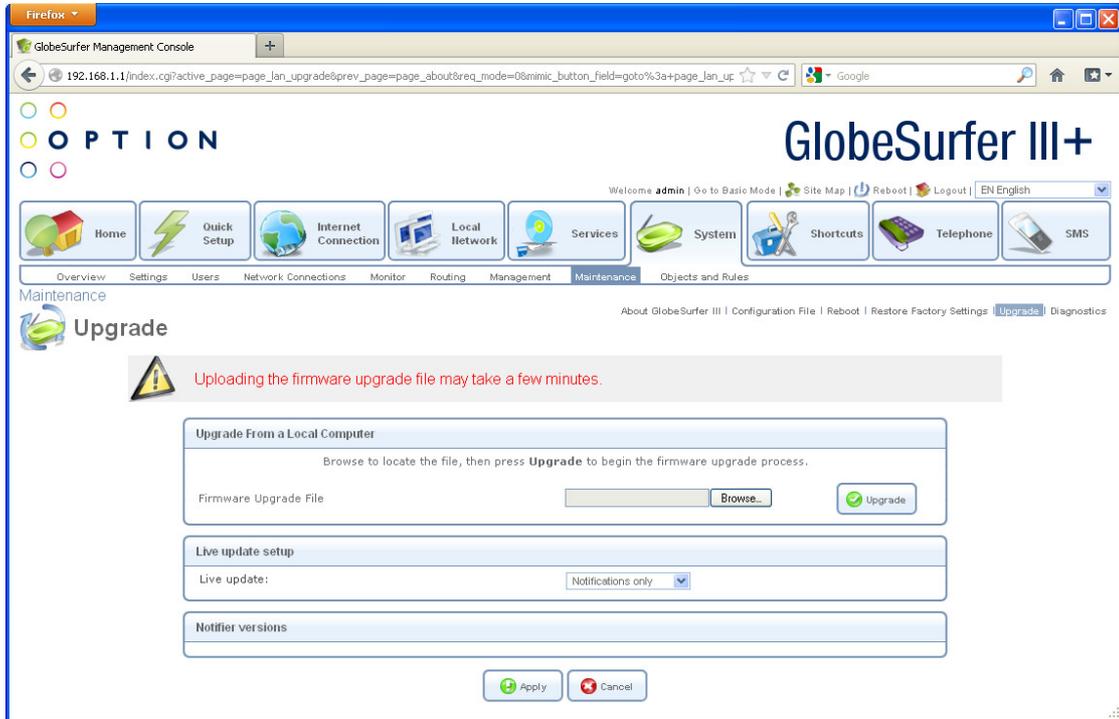
ALWAYS DO A FIRMWARE UPDATE VIA THE ETHERNET CONNECTION

Connect a computer to the GlobeSurfer III+ with an Ethernet cable. Log in to the web GUI by browsing to 192.168.1.1 and entering the username and password.

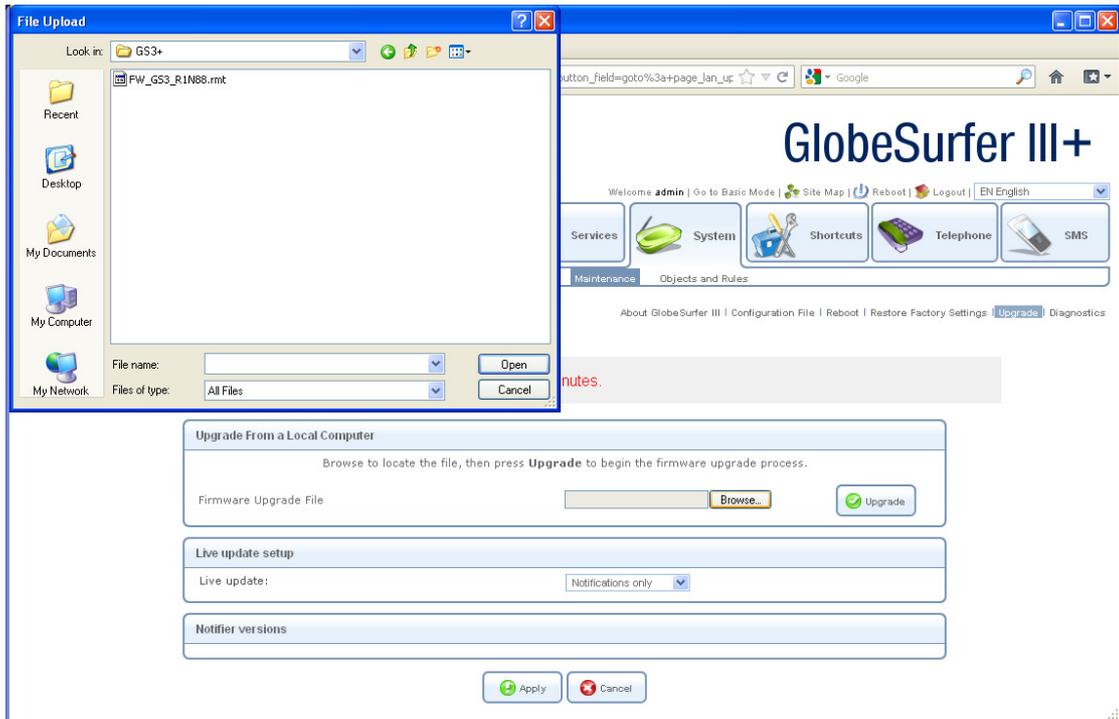
Select the 'Go to Advanced Mode'. Go to System settings as shown in the following diagram and check if you would need a firmware update.



If update is needed, click on the upgrade link on the right hand side. The following screen will be shown:

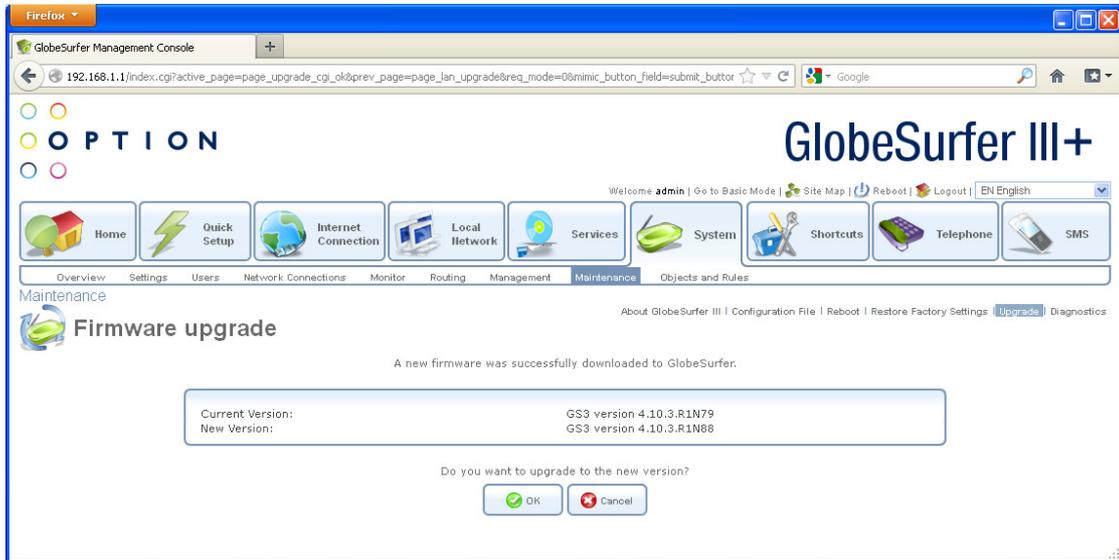


Click on Browse and select the firmware file from the location where the file was previously stored.



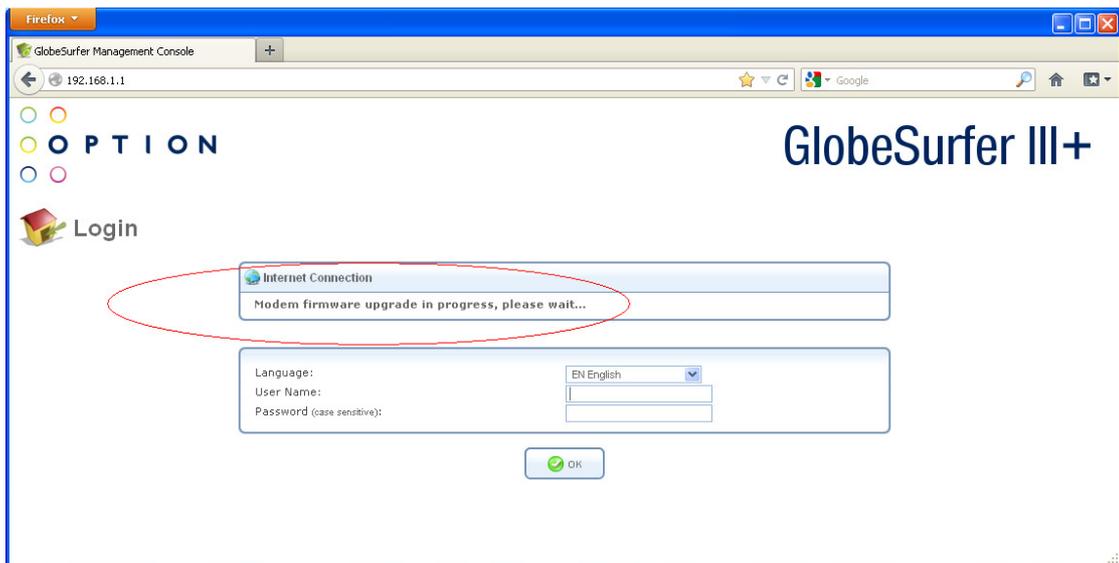


Click on the 'Upgrade' button and the firmware file upload will start. This upload could last for a couple of minutes depending on the file size.



Click on 'OK' to confirm the firmware update. The GlobeSurfer III+ will reboot. The actual firmware upgrade only takes place after the reboot.

The 3 LED (blue, red and green) will flash in sequence meaning that the device is in its phase of firmware update. If you now connect to the GUI, it will display the following:



The update from here could take up to another 10 minutes to finish. **DO NOT** unplug the power or the Ethernet cable while the device is updating.

UNPLUGGING THE POWER DURING FIRMWARE UPDATE COULD CAUSE PERMENENT FAILURE TO THE DEVICE.

When the update is finished, the GUI will display again the log in screen.

3 LIVE UPDATE

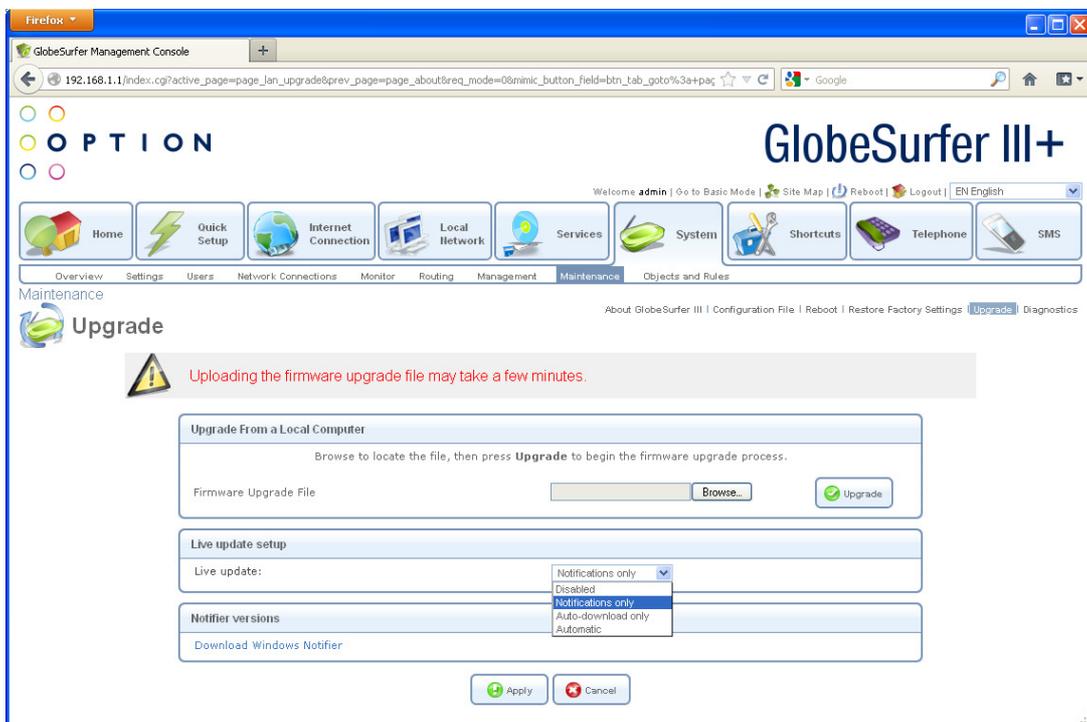
The GlobeSurfer III+ has been designed to be able to do an automatic live update. The device is set up in such a way that it will look periodically at a pre-programmed live update server for firmware updates.

Live update can be set up in three manners:

1. Notification only – the user is informed of a newer firmware version. If the user has installed the 'Notifier', the user will also receive a pop-up alert message.
2. Auto-download only – if there is a newer firmware version, it is automatically downloaded, but the user has to confirm the update.
3. Automatic – the update process is totally automatic. The device will download, update and reboot without the intervention of the user.

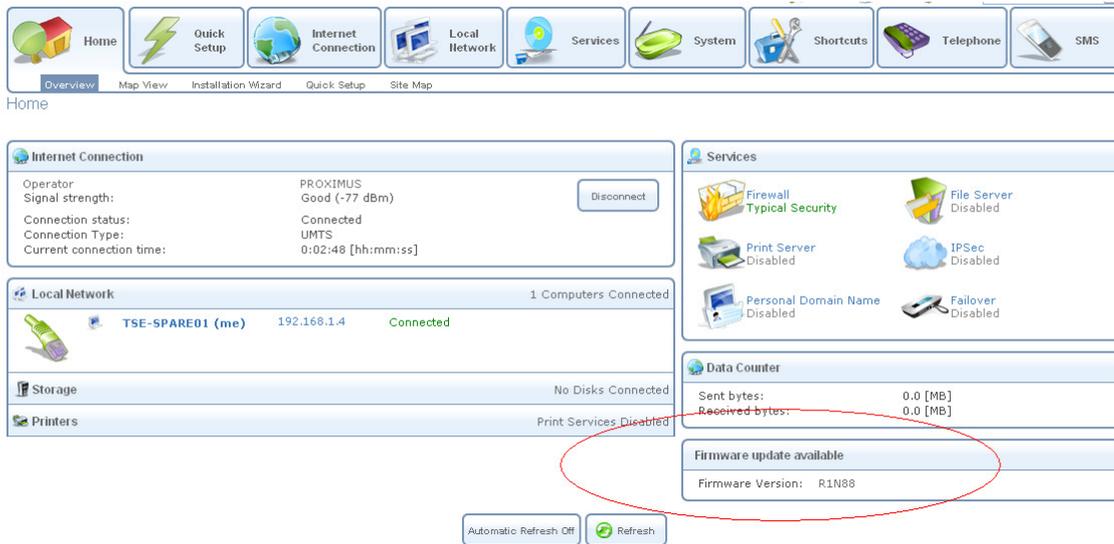
By default, the GlobeSurfer III+ is set to 'Notification only' meaning that the user will be notified on the device home page or through the 'Notifier' of the availability of a new firmware version.

Live update options setup:



3.1 Live Update with Notification Only

If there is a newer firmware version, a message will be displayed at the right hand lower corner of the home page of the GlobeSurfer GUI.

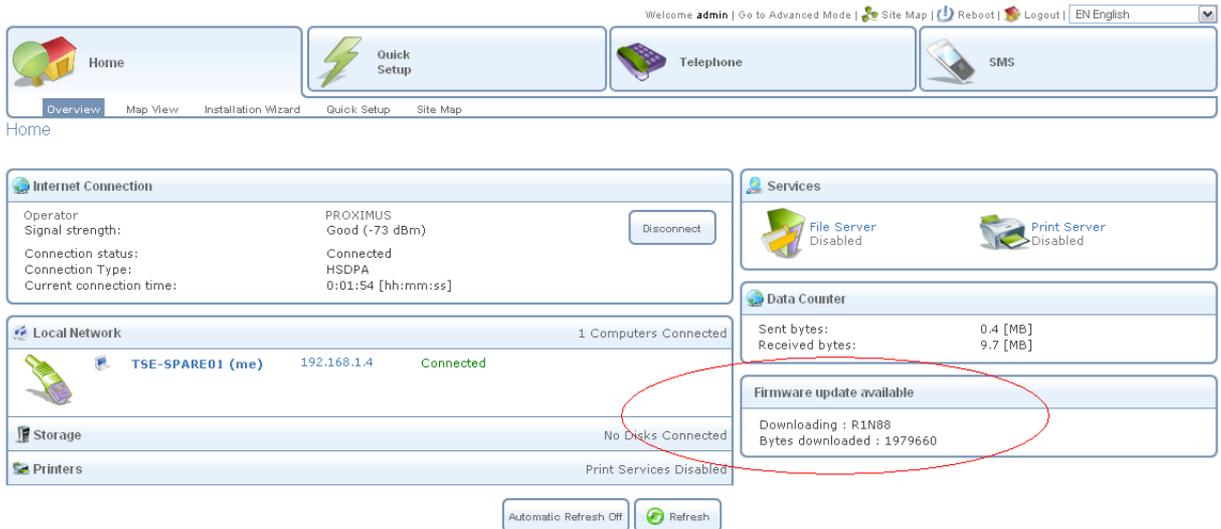


The user could immediately do a firmware update by clicking on the new firmware version and confirm the update at the following screen.

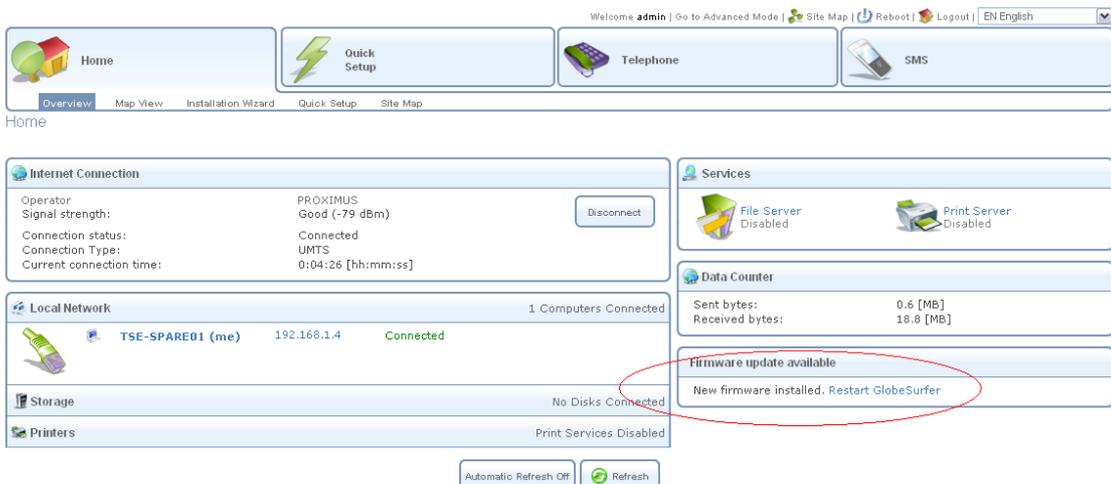


3.2 Live Update with Auto-Download Only

If there is a new firmware version, the device will, upon connection, download automatically the firmware file from the Live Update Server. During the download, the progress can be seen at the right hand lower corner of the GUI.



After the download is complete, the GUI will display 'New firmware installed. Restart GlobeSurfer'. The user will have to restart the device to validate the firmware update.



To confirm the restart of the device, click on OK



3.3 Automatic Live Update

If there is a new firmware version, the device will, upon connection, download automatically the firmware file from the Live Update Server and do a restart without any user intervention. The same firmware file download screen can be seen. At the end of the download, the device will restart automatically. The actual firmware upgrade will take place after the restart. The message 'Upgrading' or 'Upgrading Modem' can be seen from the display panel of the device. During this update, the connection is cut. If manually connection is set, then the user will have to manually reconnect after the update.