

USING YOUR SWITCH

The AutoUpdate Firmware Update Utility

Updating Firmware

The AutoUpdate application is designed to inspect your hardware and guide you through the process of updating the firmware (if necessary) on your Switch. AutoUpdate automatically downloads the best firmware for your device from the Belkin website, or you can download the appropriate file manually by going to our website at belkin.com.

The administrator should perform the updates when the KVM Switch(es) is not in use. Each Switch will be power-cycled during the process, which may lead to loss of keyboard, or mouse functionality on some computers. The administrator should shut down any computers that he or she is not willing to physically reset, before beginning the update process.

To update the firmware, you will need the following items:

1. A computer running Windows XP, 2000, Me, or 98, with an available USB port.
2. A standard USB cable that connects between the Switch and the computer.
3. The Belkin AutoUpdate application that can be downloaded from the Internet.
4. An Internet connection for automatic installation.

Installing the AutoUpdate application:

1. Download and run the AutoUpdate application from the Belkin website.
2. Click the "Next" buttons, configuring file locations, icon preferences, etc., as desired, until the install is complete.

Connecting the computer to the Switch:

1. Power on the Switch.
2. Connect one end of the USB cable to the flash port on your Switch(es) (the USB "B" connector) and the other end to the computer's USB port(s). You may need one or more USB hubs between the computer and the Switch if you intend to update multiple Switches simultaneously.

Note: Before you begin the update, the administrator should go into the Options page in the OSD, press the "Display Version Numbers" button, and record the current version numbers; this will allow the administrator to confirm that the firmware was updated correctly.

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To start the update process, you must run the AutoUpdate application by selecting "AutoUpdate.exe" from the start menu, or a desktop shortcut.

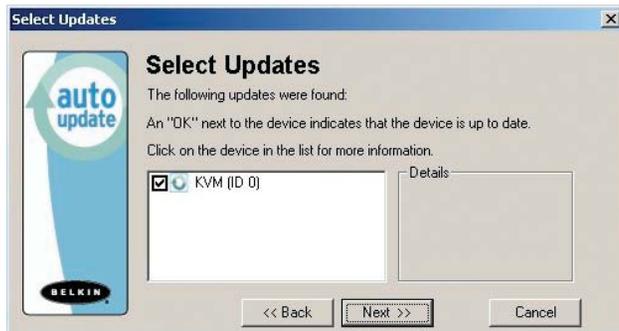
The first screen of the AutoUpdate application will prompt the user to select an automatic or manual update. You should generally select automatic, unless you have a specific reason to do otherwise. An automatic update will check the firmware on the Switch and compare the versions installed against the latest versions available; if there are newer versions, the application will download the new firmware from the Internet and transfer it into the Switch. Then the user needs to power-cycle the KVM Switch(es), to complete the firmware installation. The manual update works similarly, but the user needs to acquire the correct update file manually.

Note: Before updating the Switch, make sure that AutoScan is off and the OSD is not displayed on the console. This will reduce the level of extraneous activity in the Switch.



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Updating Devices via the Web



When you start the AutoUpdate application, it searches your computer for devices that support the update process. It also automatically connects to the Web and searches for available updates for the devices that are found. When the application has gathered the relevant information, it lists all of the devices found. An "OK" to the left of the device name (filling the check box) indicates that there are no new updates available on the Web (the device is up to date). If AutoUpdate finds an update for a device, it displays a checked box and the AutoUpdate icon to the left of the device name. If you click on a device in the list box, information about the device and the update will be displayed in the details box, to the right of the list box. Click on the checked boxes in the device list to deselect (uncheck) any devices that you don't want to update. All devices with checked boxes will be updated (one at a time) when you click "Next".

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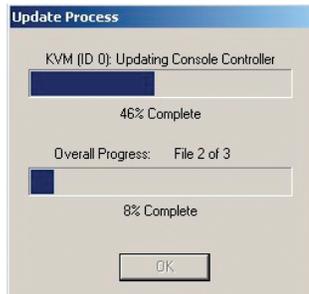
Before the AutoUpdate begins, a warning screen will be displayed, informing the user of the risks involved in proceeding with the update, and actions that should be avoided while the update is in progress.



Note: It is crucial that the PC and the Switch remain powered-on, and the USB cable remains connected to the PC or the Switch during the update. The user should also avoid using the PC in ways that might interfere with the operations of the AutoUpdate application. If the update process is disturbed, the Switch could become nonfunctional. If the update is interrupted, but the Switch is still on, you should be able to restart the update (you may have to restart the AutoUpdate application).



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When the update is started, a dialog pops up, displaying the file transfer progress for each sub-device, and for the Switch, as a whole. If multiple devices have been selected, the dialog remains up and repeats the update process for each device. When the update is complete, the “Next” button will become active, allowing the user to complete the update.

Note: During the AutoUpdate file transfer process, the 7-segment LEDs will display “AU”, indicating AutoUpdate is in progress.

Updating your KVM Manually with a File from a Local Disk



If you select a manual update, the AutoUpdate application will still scan for devices that can be updated, but it will not look for updates on the website, so all of the device check boxes will be empty. The user must input the path to the target update file (manually, or using the browse button (the ellipsis)). If the file is valid, the “Next” button will become active. Click it to progress to the next screen.

Note: Invalid files include: files that are not made for AutoUpdate; AutoUpdate files for the incorrect device, language, etc.; or AutoUpdate files that are of the correct type, but do not contain newer software.

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The “Advanced” button allows the user to manually force updates into the target device. AutoUpdate does minimal checking to determine whether the selected file is valid in this mode. Belkin does not recommend using Advanced Mode unless directed to do so by Belkin Technical Support. The Advanced button will become active at the same time that the Next button becomes active (when a device is selected and a valid file has been selected).

Warning: Improper use of Advanced Mode could render your Switch nonfunctional and incapable of receiving further updates.



These two paragraphs are repeated (see above).



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When the update is complete, the Next button will become active, allowing the user to complete the update.



If the download fails for any reason, a dialog box will appear with an option to retry the update.

If the application has completed successfully, this screen will be displayed. If a reboot is required, that will be indicated on this screen. When you click "Finish", the AutoUpdate application will close.

When the AutoUpdate is complete, the 7-segment LED will display "PC", indicating that a power cycle is needed to complete the update.

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Completing the Firmware Update

The Switch needs to be power-cycled (or reset) after a successful download, so that it can program its internal components. The update process will not be complete until the device has been power-cycled.

Warning! If the update process failed or was disrupted, DO NOT power-cycle the device! Resetting the device at this point may cause the Switch to be programmed with corrupted data. This may cause your Switch to stop working and become incapable of accepting corrective updates. Try updating the device again; if this fails, then contact Belkin Technical Support for assistance.

Completing a Standalone KVM Firmware Update

1. Power-cycle or reset the Switch.
2. The internal components of the Switch will be reprogrammed with the new code (This may take several minutes). During the programming process, the direct-access port selector LEDs will blink on and off and the 7-segment LEDs will display a series of diagnostic codes.
3. When the update is complete, the Switch will play a series of tones, boot automatically, and display the Splash Screen. The Switch is now updated and fully functional.

Completing a Firmware Update on Multiple KVM Switches (Daisy-Chained)

1. Power-off **ALL** of the Switches in the daisy-chain.
2. Power-on **ONE** Switch.
3. The internal components of the Switch will be reprogrammed with the new code (This may take a few minutes). During the programming process the direct-access port selector LEDs will blink on and off and the 7-segment LEDs will display a series of diagnostic codes.
4. When the update is complete (approximately 2 minutes), the Switch will play a series of tones, boot automatically, and display the Splash Screen. The Switch is now updated and fully functional.
5. **POWER-OFF** the updated Switch.
6. Repeat steps 2–5 for each of the Switches until all have been successfully updated.
7. When all of the Switches have been independently updated, power-on all of the BANKS of the daisy-chain. The entire daisy-chain is now updated and fully functional.