How to determine and download the correct firmware file for your switch

Please use either of the following recommended methods for determining and downloading the correct firmware file from our website.

CAUTION! Installing the wrong firmware may cause switch boot failure.

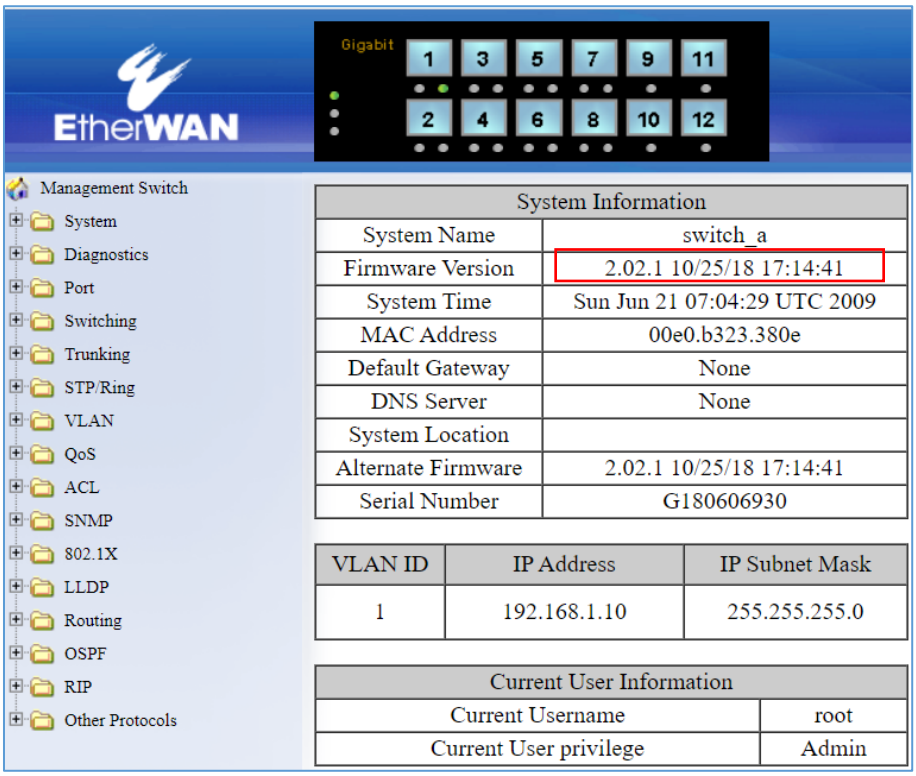
Method 1: Look at the device label at the side of the switch. There are several firmware platforms:

1.94.x
2.0x.x
3.0x.x
4.0x.x
5.0x.x

The above platforms are hardware-dependent, and each has multiple versions. The platforms cannot be mixed. For example, if your switch is running firmware version 1.94.5.1, you can **only** upgrade to a firmware with the 1.94 prefix.

Note: Some EtherWAN switches can have the same model number, yet different firmware platforms. This is because the model has had a revised version launched. In these cases, older versions will use 1.94.xx firmware platform, where the newer versions (marked **Rev. A** on the label) use 4.0x.x. Check the switch label or the firmware version in the software to ensure that you choose the correct firmware version for upgrade. See the example below.

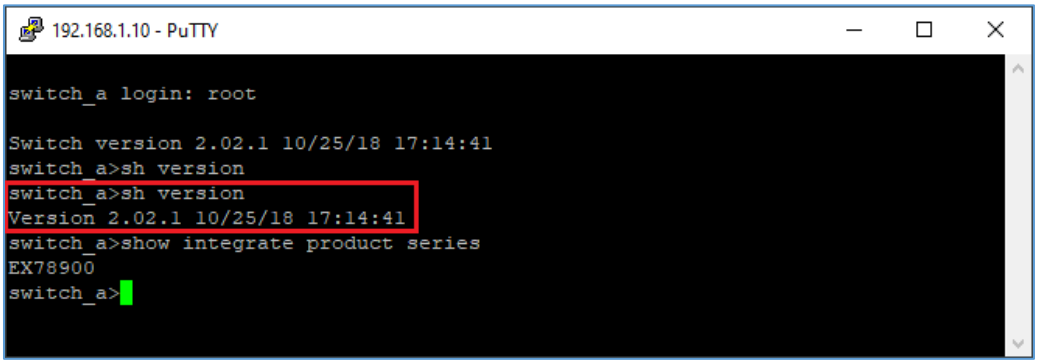
Method 2: Look over the firmware version via Web GUI or CLI. In the following example, the firmware version is 2.02.1, so you would download the current official firmware release Ver.2.02.3 from the EtherWAN website and perform a firmware update.



System Information	
System Name	switch_a
Firmware Version	2.02.1 10/25/18 17:14:41
System Time	Sun Jun 21 07:04:29 UTC 2009
MAC Address	00e0.b323.380e
Default Gateway	None
DNS Server	None
System Location	
Alternate Firmware	2.02.1 10/25/18 17:14:41
Serial Number	G180606930

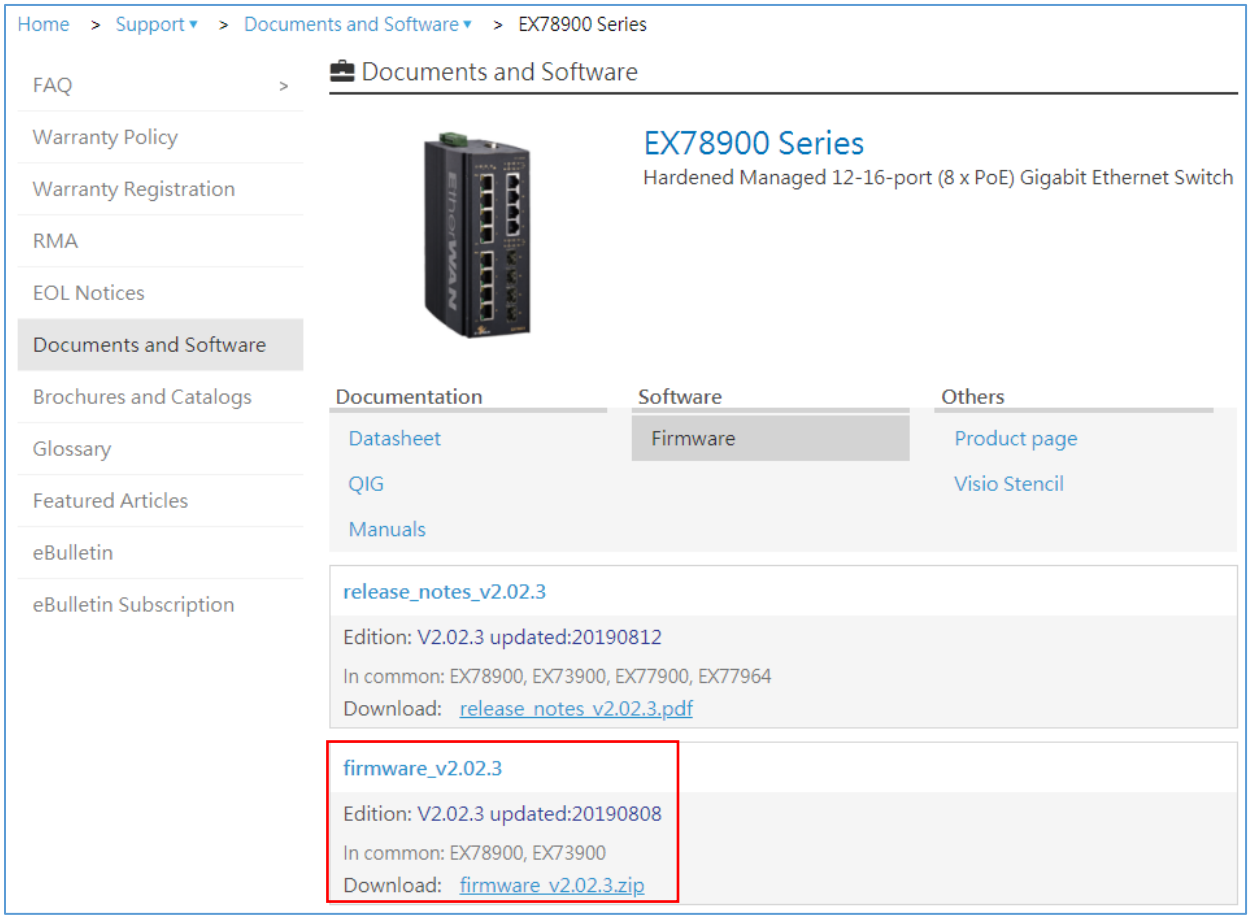
VLAN ID	IP Address	IP Subnet Mask
1	192.168.1.10	255.255.255.0

Current User Information	
Current Username	root
Current User privilege	Admin



Tip: On most EtherWAN switches, you can use the CLI command **show integrate product series** to display the model number of the device (see above image).

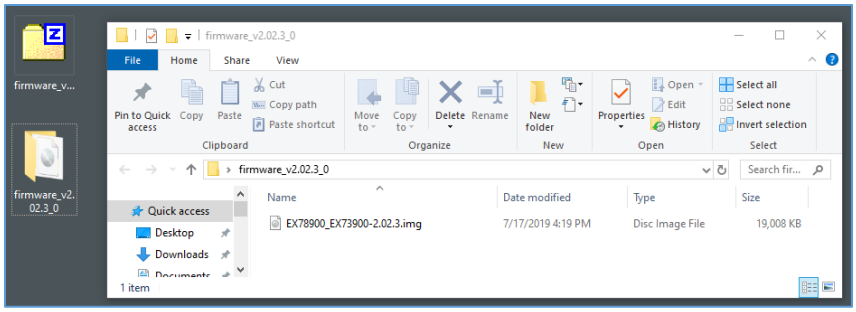
Find the firmware for the desired model on the EtherWAN website:



Firmware Upgrade Instructions

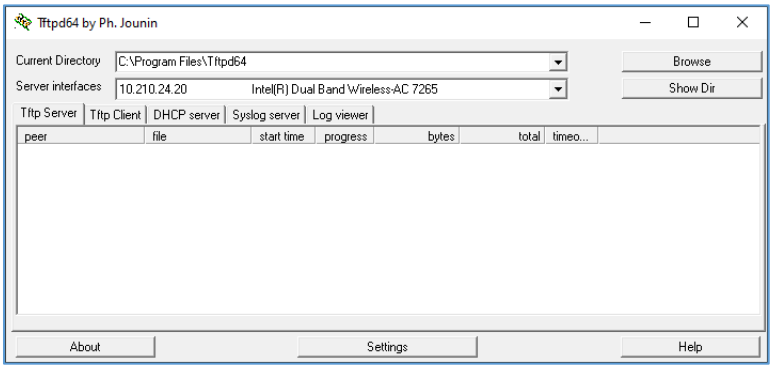
Upgrade Firmware via GUI

To upgrade the firmware on most EtherWAN managed switches, a TFTP server is required. The firmware file downloaded from the EtherWAN website will be in an .img or a .tgz format, compressed into a zip file. Unzip the compressed file so that you can see the firmware file.

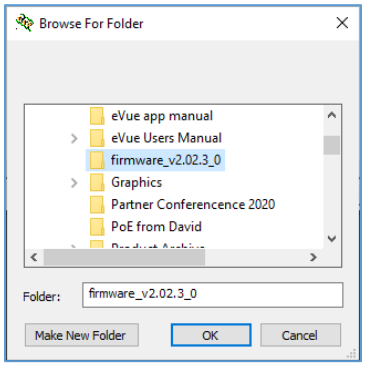


Note: If a Firewall is running on the PC that is running the TFTP server, it may need to be temporarily disabled.

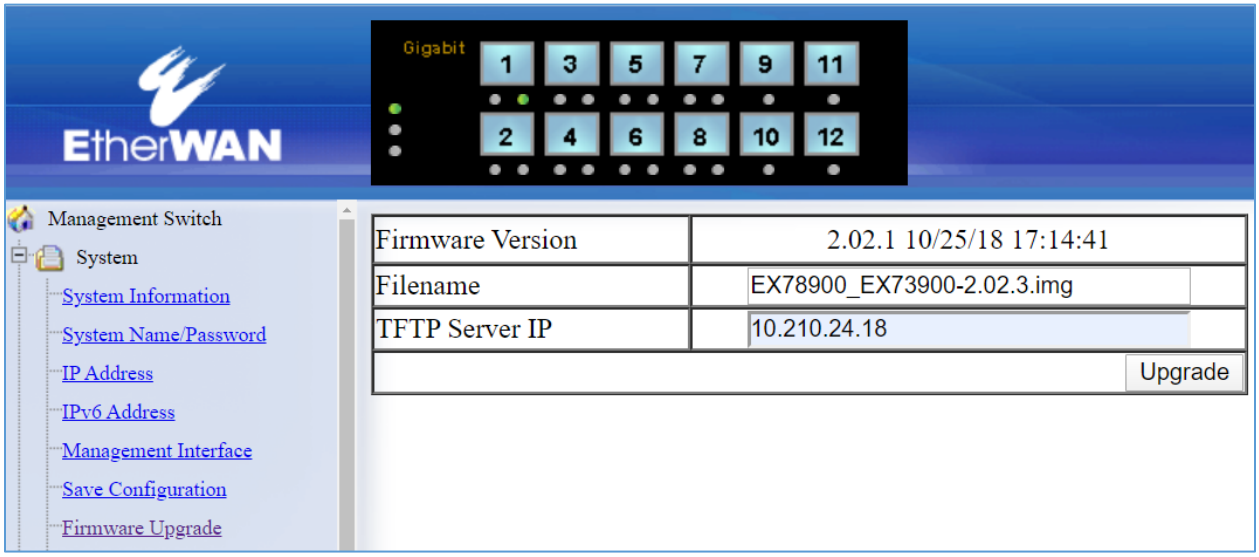
1. Start the TFTP server software and click browse.



2. Browse to the folder where the firmware is located (depending on where you stored the firmware on your hard drive) and click OK.



3. In the switch GUI, Click on [+] next to **System** to expand the list, then click on **Firmware Upgrade**. Enter the firmware filename and the TFTP server's IP address. Then click on **Upgrade** to proceed.



4. During the firmware upgrade process you will see the messages below. Do not reboot or unplug the switch until the final message "Firmware upgrade success!" is received.

a. Downloading now, please wait...
b. tftp <filename>.img from ip <ip address> success!!
Install now. This may take several minutes, please wait...
c. Firmware upgrade success!

5. Reboot the switch to complete the process.

Upgrade Firmware via CLI

Firmware can be upgraded from Privileged Exec Mode.

The CLI command syntax is: **install image *<tftpserver_ipaddress> <filename>***

Usage Example:

switch_a>**enable**
switch_a#**install image 192.168.1.100 flash.tgz**
switch_a#**q**
switch_a#

Reboot the switch after the new firmware is successfully installed.