

## Title: Correcting RoC field upgrade problem

**No: SmartSwitch3-1**

**Date: Thursday, 01 October, 2009**

### **SUMMARY:**

Minicom confirms that there is a firmware field upgrade issue with RoCs PS/2 and USB revision 2.3. When trying to upgrade the firmware of these units, the upgrade process will fail and a message "Wrong Hex file" will pop up, communication with the RoCs will no longer be available and RoC will not report the firmware or hardware versions. The Connection LED will be flashing fast. Special firmware for Smart CAT5 Switch and special RoC Rescue software is required in order to restore the RoCs to their functional state and to correct this upgrade issue.

### **MORE INFORMATION:**

Only certain RoCs with revision number 2.3 are affected by this issue:

ROC PS/2 (0SU51078) Rev 2.3 starting from serial number 2002883570001

ROC USB (0SU51079) Rev 2.3 starting from serial number 2002684970001

RoC's PS/2 and USB revision 2.4 don't have this firmware upgrade issue.

To recover the RoC firmware, perform the following procedure:

1. Download the latest Smart CAT5 Switch Update software from our Smart CAT5 Switch support web page: <http://www.minicom.com/phandlc.htm>. At time of writing this document the Smart CAT5 Switch software has version **3.1B77** and it is available on the direct link:  
[http://www.minicom.com/support/smartswitch/Smart\\_CAT5\\_Switch\\_Update\\_v3.1B77.exe](http://www.minicom.com/support/smartswitch/Smart_CAT5_Switch_Update_v3.1B77.exe)
2. Install the Smart CAT5 Switch Update software on your computer.
3. Download the RoC Rescue software and relevant firmware packages from the following link:  
[http://support.minicom.com/SmartSwitch/RoC\\_Rescue\\_v1.0B81.zip](http://support.minicom.com/SmartSwitch/RoC_Rescue_v1.0B81.zip)
4. Unpack the files and install RoC Rescue software on your computer.
5. Connect your computer to the Smart CAT5 Switch with Serial Download cable and start the Smart CAT5 Switch update software. Using the **RoC\_Rescue\_Switch\_Firmware\_v2.1.min** package file upgrade the Smart CAT5 Switch Manager firmware to version **2.1B268**.
6. After the firmware upgrade finishes, close the Smart CAT5 Switch Update software and start RoC Rescue software.
7. Using the **Minicom Package-20090303.min** firmware package file upgrade the failed RoCs in a regular way. After the firmware upgrade finishes, the RoC will report the latest firmware version and will not have this firmware upgrade issue anymore.
8. Close the RoC Rescue software and start Smart CAT5 Switch Update software.
9. Using the **Minicom Package-20090303.min** firmware package file downgrade the Smart CAT5 Switch Manager firmware.