

Title: Phantom Specter Firmware Upgrade Failure

No: Phan22-1

Date: Thursday, 20 September, 2007

SUMMARY:

Upgrading firmware of Phantom Specter I PS/2 (1SU51003) revision 2.7 or higher, Phantom Specter II PS/2 (1SU51010) revision 1.9 or higher, Phantom Specter II USB (1SU51011) revision 1.6 or higher, Phantom Specter II SUN (1SU51009) revision 1.7 or higher or Phantom Specter II RS232 (1SU51012) revision 1.7 or higher, when using Phantom Update Software version 1.6 or older, will fail with “Upgrade Error” message. Upgrading the firmware of Phantom Specter I or Specter II units with older revisions works correctly without any issues.

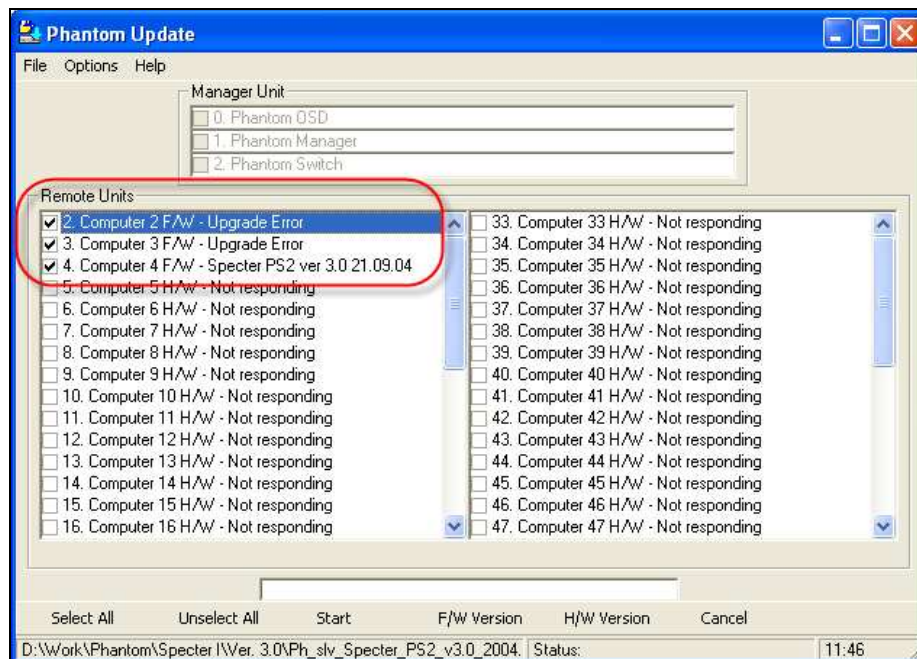
To resolve this firmware upgrading issue, update the Phantom Update software to the version 1.7 or later.

MORE INFORMATION:

When Phantom Update software version 1.6 or older is used for firmware upgrade of the Phantom Specter I PS/2 (1SU51003) revision 2.7 or higher, Phantom Specter II PS/2 (1SU51010) revision 1.9 or higher, Phantom Specter II USB (1SU51011) revision 1.6 or higher, Phantom Specter II SUN (1SU51009) revision 1.7 or higher or Phantom Specter II RS232 (1SU51012) revision 1.7 or higher, then the firmware upgrade process will fail with “Upgrade Error” message.

In Phantom Specter I PS/2 (1SU51003) revision 2.7, Phantom Specter II PS/2 (1SU51010) revision 1.9, Phantom Specter II USB (1SU51011) revision 1.6, Phantom Specter II SUN (1SU51009) revision 1.7 and Phantom Specter II RS232 (1SU51012) revision 1.7 the main processor was replaced to a different model. The new processor requires different timing for firmware upgrade.

Using the Phantom Update software version 1.6 or older to upgrade firmware of the Specters will fail with “Upgrade Error” message:

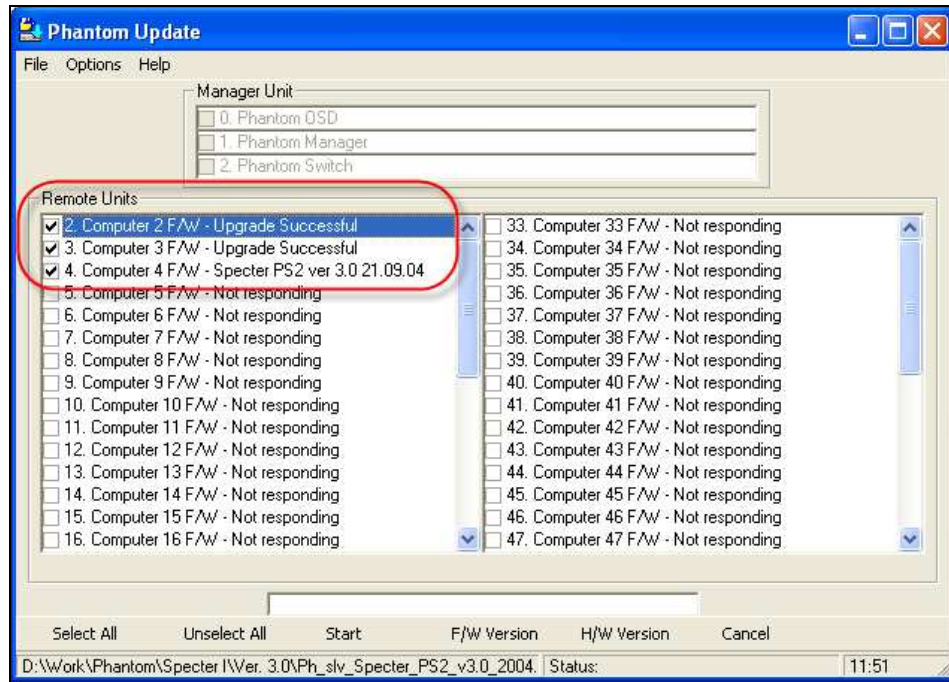


Phantom Specter will stop working and LED Link will remain Off even when the unit connected to the switched on server,

To resolve this firmware upgrade issue, download the new Phantom Update software version 1.7 from the following link:

www.minicom.com/support/phantomupdate1.7.exe or from the Phantom Upgrade web page: www.minicom.com/phandl.htm

Install the new Phantom Update software version 1.7 on your computer and perform the firmware upgrade of the Phantom Specters. This time the upgrade process will finish successfully:



COMMENTS:

Phantom Update Software version 1.7 was validated on all revisions of Phantom UPM, Phantom MXII, Phantom MXIP, Phantom Manager PCI card and Box, Phantom Manager Standalone, Specters I and II and Phantom Remote PCI cards.

You may verify the version of the Phantom Update software on the software splash screen



or in the Help | About menu of the Phantom Update software.