System recovery after firmware update failure

If the failure occurred during the firmware update (via web interface or DHCP-based automatic update) – for example, you have pressed power button by accident – and the device became inoperable (Power LED is solid red), use the following device recovery algorithm:

1. Extract the contents of the firmware archive.
2. Connect your PC to the device LAN port and specify the address for the network interface from 192.168.1.0/24 subnet.
3. Launch TFTP client on the PC (for Windows, we recommend using Tftpd32), specify 192.168.1.6 as the remote host address and select linux.bin file from the extracted firmware archive.
4. Run the command to send the file to the remote host (Put command). File transfer to the device should start.
5. If the file transfer process is started, wait until it finishes, after that the device will write the firmware into the memory and launch the system automatically. Writing time is approximately 5 minutes. When the device is successfully restored, the Power LED will be orange or green. Device will retain the configuration that was used before the failure. If the device is unreachable, reset the device to default settings.
6. If the file transfer is not initiated, check the PC network settings for errors and try again. If you are unable to restore the device, send it to the service centre for repairs or connect it to the device via COM port using special adapter (if available).