

Method Of Procedure Loading New Software on an Next Level Communications ETHERsets

This document describes the strategy for loading new operating software onto the EtherSet that are connected to the N3 Switched Digital System.

SDN MOP FORM

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What is Being Done: Loading new operating software onto the Etherset

Location of Work: Customer Network or Customer Premise

Service Affecting? **Yes, after the upload of Etherset's Software, the device will be disabled, thus causing customers to be out of service.**

Tools Required: PC with an Ethernet connection to the Etherset and the DOS executable program on a floppy disk or on the PC that is connected to the Etherset

Related Documents: None

I. Introduction:

Next Level Communications ADSL and VDSL ETHERsets share a common hardware and software architecture. Because of this, the Image Download feature has been implemented in a symmetric fashion for the ETHERsets. The ADSL and the VDSL support both Web-Based Image Download and the NLC-proprietary Download Carousel process.

This document describes the strategy for Loading new operating software onto the ETHERsets via a PC. There are several methods that will work to get the DOS executable program onto the customer's PC. Next Level Communications will supply the DOS executable to you on a CDROM, floppy disk, or allow access to our Software Center web- site on the Internet to download it.

Next Level Communications will only supply our customers with the software, NOT the end user. We will leave it up to Next Level customers to supply their subscribers with the methods and the software needed to upgrade the modems. To download the latest version of ADSL or VDSL etherSet SW please go the <http://support.nlc.com> website, select the "Technical Assistance Center" link, then "Software Center" link. (This page is password protected) If you need a login and password, please call NLC Technical Support at 888-653-8353 for your login and password)

There are 3 methods that Next Level suggests on how to make the DOS executable accessible by your subscribers. Methods are as follows:

1. Post this TFTP client program on an Intranet or Internet site to make it Web-Based and accessible to their subscribers via any commercial Web Browser. Provide directions on how to download the program which can be downloaded onto the subscribers PC and run to completion. See appendix A for example web page.
2. Send the TFTP client executable program on some form of media to your subscribers (CDROM or Floppy disk) with directions.
3. Send the program via email as an attachment with directions.
4. Lastly, you can obtain the binary version of the Software and load it on the N3 Download Carousel just like N3 Residential Gateway Software. The directions for this are in the Next Level Documentation set. *(This feature only will work with EtherSets that are currently loaded with 2.5 version of software)*

These 4 methods will help you manage the software loads on your subscriber modems. If the modem upgrade fails more than 3 times, you may have to manually upgrade the modem with the directions below in section II.

A. Impacts

Section II will require an on site visit to the CPE device or phone call to the subscriber walking them through this MOP if you desire to select this method of loading the SW. This procedure will take approx. 3 minutes to install per EtherSet. The customer will be out of service for these 3 minutes.

B. Assumptions

That all hardware and software is functioning properly prior to the upgrade. The EtherSet is linked up with the USAM linecard and able to communicate with the Network. We do not want to attempt to upgrade a broken EtherSet.

II. Procedures

1. Manual Upgrade Steps:

Section II procedures should not be performed unless all other methods mentioned above in Section I have failed. This section is for an on-site or phone support walking the subscriber through the “manual” upgrade of the Etherset modem.

Step 1: Make sure that the PC and the Etherset and power “on” and you have a floppy disk drive in the PC. **Warning:** The Etherset **MUST** be signed on to the System before you can execute this program!

Step 2: Have an Ethernet cable from the PC to the Etherset installed

Step 3: Insert the Floppy disk titled “ TFTP ADSL Bridging” (could be PPPoA or PPPoE version of SW)
NOTE: -Bridging code is for 1483 bridging or PPPoE. PPPoA software is for PPPoA only

Step 4: Double Click on the “D233_adsl_brg” icon (This will bring up a DOS window)

Step 5: Hit the “y” key for yes when prompted

Step 6: Hit any key when it prompts you. (The DOS window will disappear)

The Etherset will sign off and reboot itself then will take approximately 2-3 minutes to reboot and sign back on to the network.

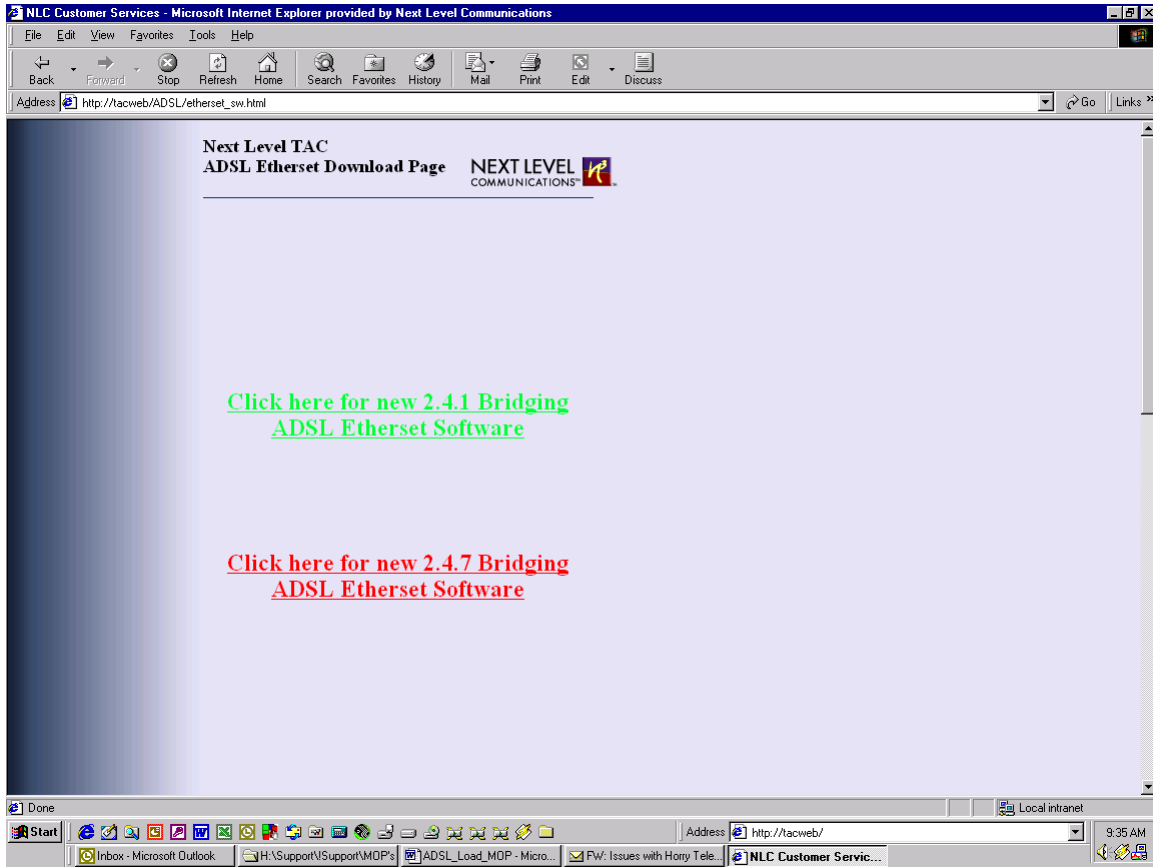
This Procedure complete. If this procedure fails on 3 attempts, then proceed to Section II part D of this documents for further troubleshooting.

2. **Test Data:** This item will be done at specific to Etherset being worked on. If Data does not work, try power cycling the Etherset, a customer follow-up call should be given once the new code in on the Etherset.
3. **If the procedures in section II does not work, there is a back door way of loading the ETHERset’s Software for Bridging ETHERsets.**
4. **Change the IP of the pc to 10.0.0.2 and subnet 255.255.255.0**
5. **Unplug the RJ 11 at the ES connected to the USAM**
6. **Insert the disk**
7. **Unplug the power cord from the ES and reseal it**
8. **Wait for the red fail light to go out**
9. **Now run the SW**
10. **If this does not work, call the NLC Technical Assistance Center at 888-653-8353 for help.**

NOTE: For PPPoA, instruction 4 will change to: Perform a DHCP release and renew, look at the Gateway IP in Winipcfg (if win98, 95), or ipconfig (if winNT). The Gateway IP will be required if the DHCP range has been modified through the miniweb. When running the upgrade software, enter the Gateway value when prompted (it defaults to 10.0.0.1).

APPENDIX A

Example Web page download page



When you click on the hypertext link, you will be linked to the executable DOS program and will be asked if you would like to download the SW from the current location or save it to a file. Saving it to a file would be recommended to insure the program runs until complete. Then have the subscribers run the program according to directions.