

# Rackmount USB PS/2 KVM Switch w/ OSD

## FIRMWARE UPGRADE OPERATION GUIDE

This **Firmware Upgradeable Rackmount USB PS/2 KVM Switch w/ OSD** allows its user to upgrade firmware contents whenever is needed to enhance its compatibility to other devices or its functionality and performance. With the firmware upgrade feature, your investment on the KVM Switch is further ensured and its life-time value just maximized, since you don't have to change your KVM Switch to solve compatibility problem whenever you can solve it with an easy firmware upgrade! The correct Firmware upgrade procedure is described below. Please follow the instructions to complete your firmware upgrade.

### Firmware Upgrade



Before you can perform a firmware upgrade, you should have (1) a powered-on PC that is connected to the Daisy-chain IN port of the Firmware-upgradeable KVM Switch [If you have multiple cascaded units, you should connect it to the Daisy-chain IN port of the master (first) unit] using (2) the Firmware Upgrade Cable that comes with your KVM switch package ...

AND also.....

Please be sure to have (3) your firmware upgrade utility, for example, *Uniloader.exe*, and (4) the latest firmware upgrade file (u088-dd-mm-yy) ready on that PC. You can copy them from the diskette/CD-ROM provided by the technical support or downloaded from available support website.

The firmware upgrade can also be applied to multiple daisy-chained KVM Switch units. Once it is done, all daisy-chained units are upgraded all at once.

### Check the connection between KVM Switch and the host PC

**Step 1.** Check whether your KVM Switch is in the powered-on state, If not, you should connect the power adapter to power on your KVM switch. Likewise, if you have multiple daisy-chained KVM switch units, you should also check whether the daisy-chain units are properly initialized. Just check the bank numbers shown forth on the numerical LED displays to be in sequence, i.e. with 01, 02, 03, etc for the first (master) KVM switch and the second, third KVM switch, etc. If not, just reinitialize the daisy-chain manually by power-cycling the disconnected KVM switch.

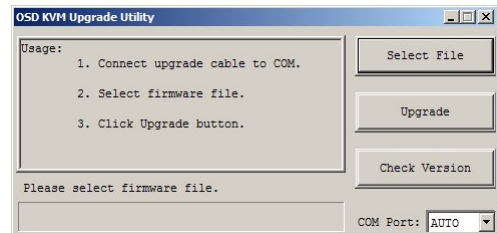
**Step 2.** Prepare a host PC which has a RS-232 port (COM port), which will be used for connection with the daisy-chain IN port of the (master) KVM switch. Just copy the firmware upgrade program, *uniloader.exe*, and the firmware upgrade file, *u088-dd-mm-yy*, to the local hard disk of the host PC.

**Step 3.** Use the Firmware upgrade cable (M-DB15-to-DB9-F) to connect the RS-232 port (COM port) of the host PC to the Daisy-chain IN port of the (master) KVM switch.

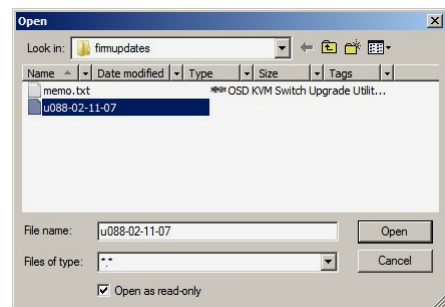
### Activate the firmware upgrade utility program

⚡ You should close those unnecessary running programs such as anti-virus program, system monitoring program or automatic update program on the host PC; otherwise, the stability of the system during firmware upgrade might be undermined.

**Step 4.** Double-click the icon of firmware upgrade program, *Uniloader.exe*, and an Upgrade Utility box appears.

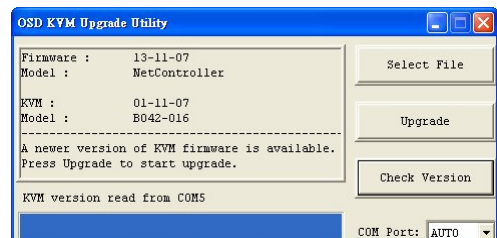


**Step 5.** Hit the Select File button and the file selection box appears. Browse to the correct upgrade file and select it. Click Open.



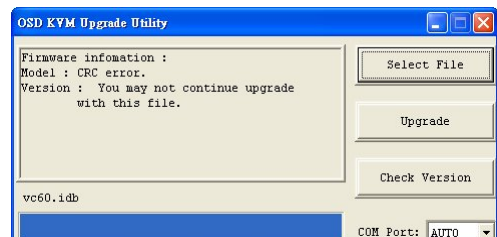
The Upgrade Utility program will compare the firmware upgrade file you have selected with the current resident version on the KVM switch. And if the firmware upgrade file you have selected is newer than the resident version on the KVM switch, it will show forth the messages:

*A newer version of KVM firmware is available.*



Then you can upgrade the KVM firmware to newer version.

⚡ If the firmware upgrade file you have selected is corrupted, it will give forth CRC errors while the Upgrade Utility performs checking on it. If this is the case, that means you should forsake the firmware upgrade file and obtain an intact file for upgrade use.

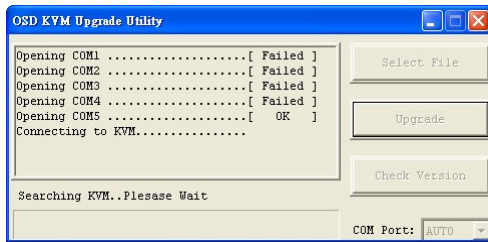


### Begin the file upload

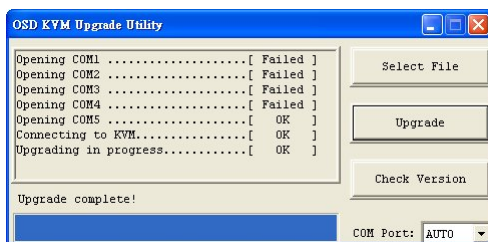
**Step 6.** Then just go forth with the upgrade by clicking the Upgrade button. There will be an advancing progress bar to indicate the current upgrade process... Just

wait until the bar has run to the end for the upgrade completion.

⚡ Meanwhile, be careful not to power off the computer or disconnect the USB cable connection. Otherwise, the file download will be interrupted and the upgrade process will be aborted. If that does happen, please refer to the *Troubleshooting Q & A* section.



After you have completed the firmware upgrade process, the KVM switch(es) will automatically restart and immediately ready for operation.



⚡ If the upgrade process does not succeed, either due to human intervention, or other unexpected causes, just disconnect the Firmware upgrade cable and connect it again. Then start the firmware upgrade process again.

💡 After you have finished firmware upgrade, try the port switching and other functionalities of the KVM Switch to see whether it work fine with the new firmware. If yes, then you have this upgrade process successfully done. Congratulations!

*If the file upload process encounters error and can not complete successfully, please reference the troubleshooting Q & A.....*

## Trouble Shooting Q & A

**Q 1: What to do next when the progress bar has stopped somewhere for an unduly long time without any advancement?**

**A:** Normally, after you have click the Upgrade button on the Upgrade Utility program, the firmware upload will begin, and you can see the progress bar advances gradually to the end. However, if the progress bar just stops somewhere in the middle and goes no further for very long time, there might be some problem happening during the firmware upgrade process. If so, simply plug off all the cables from the KVM Switch and then start the whole firmware upgrade procedure again as described in the aforementioned step-by-step instructions.... However, if you find that the mouse and keyboard no longer working from the console of your KVM switch, you can connect keyboard and mouse directly to the host PC [yet the USB cable still has to be re-connected to the KVM Switch] and do the rest of the firmware upgrade procedure as documented previously.

Also you have to make sure that, on the host PC, those unnecessary running programs such as anti-virus program, system monitoring program or some automatic update program should be closed before you perform the upgrade procedure.

💡 The resident firmware on the KVM switch is crash-proof. If the upgrade has failed before its completion, it won't affect the functionality of your current resident firmware on the KVM switch. You could always have another chance to repeat the upgrade procedure again for another try.

**Q 2: In the middle of the firmware file transfer, my PC was shut down by an unexpected power failure or the Firmware Upgrade Cable connection was broken, so what should I do now to restart the whole firmware upgrade procedure?**

**A.** (Just do the same as described in previous question)

## Check Firmware version

To check the firmware version on your current KVM Switch, just run the firmware upgrade utility, unloader.exe, and press the Check Version button on the utility window to show the resident firmware version ...

