Remote / Remote RMX-3200
Intelligent Remote Site Management Device
Release Notes

Version 3.30
November 2010

Part Number 65-000087

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Remote / Remote RMX-3200 Intelligent Remote Site Management Device Release Notes

Version 3.30
November 2010

These release notes document new features, enhancements, and changes for Remote version 3.30. This document also provides software update instructions for Remote version 3.30.

Instructions for use of this product are detailed in the following documents:

- *Remote Intelligent Remote Site Management Device Command Reference Guide*
- *Remote Intelligent Remote Site Management Device Configuration Guide*
- *Remote Intelligent Remote Site Management Device Installation Guide*
- *Remote RMX-3200 Intelligent Remote Site Management Device Command Reference Guide*
- *Remote RMX-3200 Intelligent Remote Site Management Device Configuration Guide*
- *Remote RMX-3200 Intelligent Remote Site Management Device Installation Guide*

New Features

Remote version 3.30 includes the following new features:

- Automatic PRL Updates (Issue 68757)
- Kentrox Kickstart Support for Remote (Issue 70162)
- SNMP Trap Debugging (Issue 70251)

Automatic PRL Updates

Users of Remotes with CDMA/EvDO modems can now schedule automatic updates to the Preferred Roaming List (PRL).

Notes: During a PRL update, you must disable the controller in order to view signal strength.

Remote RMX-3200 supports PRL updates. Remote and Remote RMM-1200 do not.

Kentrox Kickstart Support for Remote

Remote now supports the Kentrox Kickstart application. During initial setup, Kickstart is used to auto-discover, connect to, and configure Remote.

SNMP Trap Debugging

Remote now provides a debug option to save outgoing SNMP trap data to the system log.

Enhancements

Remote version 3.30 includes the following enhancements:

- RMB-1 Temperature Sensor Offers Fahrenheit/Celsius Modes (Issue 69906)
- Enhanced IP Route Priority Functionality (Issues 69958, 70099)

RMB-1 Temperature Sensor Offers Fahrenheit/Celsius Modes

Users can now select whether the temperature sensor on RMB-1 peripheral units reports values in degrees Fahrenheit or degrees Celsius.

Enhanced IP Route Priority Functionality

IP routes now can be assigned priority values from 1 to 100, where 1 is the highest priority and 100 is lowest. By default, IP routes provided by PPP are assigned the highest priority, followed by user-configured routes, then routes set up by the DHCP client, and finally, any route set up by the Kickstart application.

Changes

Remote version 3.30 includes the following changes:

- Alarm Table Entries Are Updated After Reboot (Issue 68490)
- Latching Relays Are No Longer Reset After Reboot (Issue 69934)
- Wireless Modem Controllers Report Status Correctly (Issue 70091)
- Peripheral Unit Software Is No Longer Downgraded Automatically (Issue 70666)
- DHCP Client and Static IP Addresses Are Mutually Exclusive (Issue 70698)

Alarm Table Entries Are Updated After Reboot

Description: When rebooting Remotes, some users found they could not determine the current state of some alarm table entries associated with managed peripheral units.

Resolution: Upon reboot, Remote now updates the current state of its alarm table entries.

Latching Relays Are No Longer Reset After Reboot

Description: Latching relays on some Remote products and managed peripherals were arbitrarily reset when Remote was rebooted.

Resolution: Upon reboot, Remote detects the current state of latching relays, but does not reset them.

Wireless Modem Controllers Report Status Correctly

Description: In some situations, wireless modem controllers incorrectly reported their status as `down`, while the corresponding interfaces correctly reported status as `up`.

Resolution: Wireless modem controllers now report their status correctly.

Peripheral Unit Software Is No Longer Downgraded Automatically

Description: When a peripheral unit was assigned to Remote for management, the peripheral unit software image on the Remote was automatically loaded on the peripheral unit, even if a newer version of the software image was already loaded on the peripheral unit.

Resolution: Peripheral unit software from Remote is loaded on a peripheral unit only if the Remote's software is a newer version. Should users want to force a downgrade of the peripheral unit software, they can use the new **`force-download`** parameter with the **`diag peripheral reload`** command.

DHCP Client and Static IP Addresses Are Mutually Exclusive

Description: If a user enabled DHCP client support and had a static IP address configured on the bridge group `switch`, then removed the static IP address, connectivity was lost to the DHCP client address as well.

Resolution: Static IP addresses must be removed before DHCP client support can be enabled. Conversely, DHCP client support must be disabled before a static IP address can be configured.

Known Issues

Review the following known issues prior to updating your Remote software to version 3.30:

- Failure to Generate Restore Points When Remote Is Busy (Issues 70267, 70268)
- Signal Strength Unavailable For Enabled Controllers During PRL Updates (Issue 70779)

Failure to Generate Restore Points When Remote Is Busy

Description: When a Remote device is extremely busy, Optima may not be able to generate restore points for that device.

Workaround: When activity on the Remote device subsides, Optima will generate restore points properly.

Signal Strength Unavailable For Enabled Controllers During PRL Updates

Description: During a PRL update for an enabled controller, executing the `show controller` command does not display a signal strength value.

Workaround: During a PRL update, you must disable the controller in order to view signal strength.

Software Update Instructions

The following sections provide information on updating your Remote software to version 3.30 and (if necessary) your expansion unit software to version 1.50.

Note: If you are upgrading from Remote v3.0x, v3.1x, or v3.2x, it is not necessary to update the expansion unit software. Updating the expansion unit software is necessary only if you are upgrading from Remote v2.5x or earlier to Remote v3.3x.

Obtaining the Software

Remote version 3.30 software consists of the following files:

2X6B2L330.img	This is a stage two bootloader that is compatible with the main Remote version 3.30 software.
266REM330.img	This is a binary file containing the Remote version 3.30 software image (not required for RMX-3200).
535RMX330.img	This is a binary file containing the Remote RMX-3200 version 3.10 software image (not required for Remote or RMM-1200).

The expansion units require the following files:

160B2L310.img	This is a stage two bootloader that is compatible with the Expand D software. **Important:** You must load this file before loading the main Expand D software (160DEP150.img).
670B2L311.img	This is a stage two bootloader that is compatible with the Remote RME-S8 software. **Important:** You must load this file before loading the main Remote RME-S8 software (160DEP150.img).
685B2L320.img	This is a stage two bootloader that is compatible with the Remote RME-E8 software. **Important:** You must load this file before loading the main Remote RME-E8 software (160DEP150.img).
681B2L340.img	This is a stage two bootloader that is compatible with the Remote RME-B64 software. **Important:** You must load this file before loading the main Remote RME-B64 software (160DEP150.img).

680B2L311.img	This is a stage two bootloader that is compatible with the main Expand FDCI software. **Important:** You must load this file before loading the main Expand FDCI software (160DEP150.img).
160DEP160.img	This is a binary file containing the Expansion unit version 1.60 firmware image. This image is used with all five expansion units.

The RMB-1 expansion unit requires the following file (RMX-3200 only):

B684-1.02-002.img	This is a binary file containing the RMB-1 expansion unit version 1.02 software image.

If you need assistance with obtaining the software, please contact your sales representative or Kentrox Technical Support.

Updating the Remote Software

Tip: It is recommended that you back up the Remote configuration before updating the software.

Important: You must have a supervisor user profile to perform this procedure.

To update the Remote firmware:

1. Using an FTP utility, connect to and log into Remote.
2. Change the current directory to `/images`.
3. Using binary mode, transfer the Remote image (266REM330.img) to boot.img.
4. Close the FTP connection to Remote and exit the FTP utility.
5. Access and log into Remote.
6. At the main CLI prompt, reset Remote:

   `reload`

   The following message appears:

   ```
   Do you wish to save your running configuration? (y/N)
   ```

7. Save the running configuration by copying the running configuration to the startup configuration file:

   `y`

   The following message appears:

   ```
   Are you sure you wish to reset? (y/N)
   ```

8. Confirm the reset:

   y

   Remote resets and comes back online.

9. Access and log into Remote.

10. (optional) At the main CLI prompt, verify that the software has been updated properly:

    show version

    The command response appears similar to the following example:

```
(Dub)>show version
Product: Remote
Version: 3.30
Build date: 2010-11-30,20:43:28.0,-05:00
Build ID: 017
Image type: AI266-Production
Stage2 Version: 3.30
(Dub)>
```

Updating the Expansion Unit Stage 2 Bootloader and Firmware

To update the Expansion unit stage 2 bootloader and firmware:

1. Using an FTP utility, connect to and log into Remote.

2. Using binary mode, transfer the stage two bootloader image (`160B2L310.img`, `670B2L311.img`, `681B2L340.img`, `685B2L320.img`, or `680B2L311.img`) to `stage2boot.img` in the appropriate directory:

   - `/images/peripherals/discrete-expansion` for Expand DEP (`160B2L310.img`)
   - `/images/peripherals/serial18-expansion` for Remote RME-S8 (`670B2L311.img`)
   - `/images/peripherals/fe8-expansion` for Remote RME-E8 (`685B2L320.img`)
   - `/images/peripherals/fb64-expansion` for Remote RME-B64 (`681B2L340.img`)
   - `/images/peripherals/bistate48-expansion` for Expand FDCI (`680B2L311.img`)

3. Using binary mode, transfer the firmware image (`160DEP160.img`) to `boot.img` in the desired directory.

Note: Since the five expansion units use the same firmware, the firmware image can be transferred to `boot.img` in any of the five directories listed in step 2 of this procedure.

4. Close the FTP connection to Remote and exit the FTP utility.
5. Access and log into Remote.
6. At the main CLI prompt, reload all managed expansion units:

   `diag peripheral * reload`

   The following message appears:

   ```
   Are you sure you wish to reset the peripheral? (y/N)
   ```

7. Confirm the reset:

   `y`

   Expansion units reset and come back online.

8. (optional) Verify that the expansion unit firmware and stage two bootloader have been updated properly:

   `show expansion-images`

   The command response appears similar to the example on the following page:

```
(Dub)>show expansion-images

discrete-expansion/boot.img
---------------------------------------------------
Product:    AIExpansion-Shelf
Version:    1.60
Build date: 2010-07-29,16:46:54.0,-04:00
Build ID:   006
Image type: AIModExpan-Production
Production release.

discrete-expansion/stage2boot.img
---------------------------------------------------
Version:    3.10
Build date: Thu Jul  6 13:52:11 EDT 2006
Image type: AI160-Stage2Boot


serial8-expansion/boot.img
---------------------------------------------------
Product:    AIExpansion-Shelf
Version:    1.60
Build date: 2010-07-29,16:46:54.0,-04:00
Build ID:   006
Image type: AIModExpan-Production
Production release.

serial8-expansion/stage2boot.img
---------------------------------------------------
Version:    3.11
Build date: Thu Jul 27 11:38:32 EDT 2006
Image type: AI670-Stage2Boot


bistate48-expansion/boot.img
---------------------------------------------------
Product:    AIExpansion-Shelf
Version:    1.60
Build date: 2010-07-29,16:46:54.0,-04:00
Build ID:   006
Image type: AIModExpan-Production
Production release.

bistate48-expansion/stage2boot.img
---------------------------------------------------
Version:    3.11
Build date: Thu Jul 27 11:38:38 EDT 2006
Image type: AI680-Stage2Boot


fb64-expansion/boot.img
---------------------------------------------------
Product:    AIExpansion-Shelf
Version:    1.60
Build date: 2010-07-29,16:46:54.0,-04:00
Build ID:   006
Image type: AIModExpan-Production
Production release.

fb64-expansion/stage2boot.img
---------------------------------------------------
```

Updating the RMB-1 Expansion Unit Software (RMX-3200 only)

To update the RMB-1 expansion unit software:

1. Using an FTP utility, connect to and log into Remote.
2. Change the current directory to `/images/peripherals/RMB-1`.
3. Using binary mode, transfer the RMB-1 software image (`B684-1.02-002.img`) to `boot.img`.
4. Close the FTP connection to Remote and exit the FTP utility.
5. Access and log into Remote.
6. At the main CLI prompt, reload all managed expansion units:

   `diag peripheral * reload`

   The following message appears:

   `Are you sure you wish to reset the peripheral? (y/N)`
7. Confirm the reset:

   `y`

   Expansion units reset and come back online.
8. Verify that the expansion unit software has been updated properly:

   `show peripherals unit 1`

   The command response appears similar to the example shown below.

```
(Dub)>show peripherals unit 1

Unit number: 1
Description:
Type: RMB-1
Admin state: Managed

Name: RMB1-0FE242
IP address: N/A
Oper state: Online
Manager name: Kentrox
Manager IP address: 193.168.0.43
Type: RMB-1
Model: B684-01.A:0
Firmware version: 1.02
Firmware build date: 2010-08-04,14:48:46.0,-05:00
Firmware build ID: 002
Serial number: 0031004376
Manufacture date: 03/24/10
Stage2 bootloader version: 1.01
Stage2 bootloader build date: Mon Mar 8 10:10:22 EST 2010
MAC address: 00:40:72:0F:E2:42
Chassis serial number: 0031004376
Chassis slot number: 1
Chassis model: B684-01.A:0
Chassis manufacture date: 03/24/10
Chassis MAC address: 00:40:72:0F:E2:42
```

Important: In the command response, `Oper state: Online` indicates that the RMB-1 software download is complete, and you can verify that the correct firmware version (1.02) is displayed. If `Oper state` does not display as `Online`, execute the **`show peripherals unit 1`** command again until `Oper state: Online` displays. If `Oper state: Online` displays and the firmware version is incorrect, repeat steps 6 through 8.