

TECH SUPPORT RELEASE

New Firmware version for ISP-CPE500/900 Series

We are glad to announce to all our customers the release of a new Firmware version for our ISPAIR CPE Subscribers units (900 and 500) which will include advanced features like: Advanced IP Routing (Static and Dynamic), Bandwidth Manager, Extended Frequency Band 2.3 to 2.7GHz, Selectable Channel Width (5, 10 and 20 MHz) and the Netkrom NMS – Network Management System embedded which will let you integrate all your Wireless ISP system into only one Monitoring system.

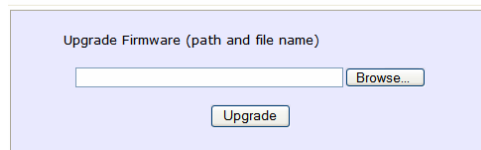
For further details please take a look into:

http://www.netkrom.com/prod_ispair_cpe500.html

For all our customers having the old Fw version SingleSSID 1.50 or MultiSSID 3.x and are willing to upgrade their Firmware to the latest one managed by the NNMS, please contact your sales representative to make a payment of \$29 USD for the upgrade and do the following:

- Download the new Firmware from:
http://www.netkrom.com/support/firmware/ISP-CPESERIES_Netkrom_OS_raw_v2.4.0.img
And save it in your local hard drive.
- Upgrade the Firmware through the **System Tool** menu.

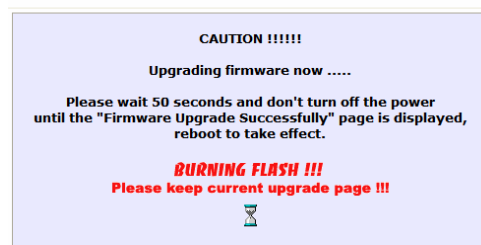
Firmware Upgrade



Upgrade Firmware (path and file name)

- Click on the **Browse** button to locate the image file that you downloaded from Netkrom's website
- Click on the **Upgrade** button.
Follow the instructions given during the upgrading process.


Firmware Upgrade



CAUTION !!!!!
Upgrading firmware now

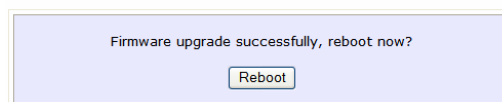
Please wait 50 seconds and don't turn off the power until the "Firmware Upgrade Successfully" page is displayed, reboot to take effect.

BURNING FLASH !!!
Please keep current upgrade page !!!



- You need to reboot the system after the firmware upgrade.

Firmware Upgrade



Firmware upgrade successfully, reboot now?



NOTE:

**The Firmware upgrade process MUST NOT be interrupted otherwise the device might become unusable.
After reboot make sure you can ping 192.168.1.3 (NetkromOS Default IP address)**

To be able to manage your CPE unit with the NetkromOS-NNMS, you have to download the NetkromOS Manager from http://www.netkrom.com/support/NetkromNMS_v1.1.19_setup.exe. For more details please refer to the Quick Configuration Guide available in our website.

After the payment for this upgrade is confirmed, please get in touch with our Tech Support Department to assist you in uploading the appropriate license into the unit, otherwise you won't be able to save any changes. See "[License for Netkrom NMS](#)" section.

NOTE for ISP-CPE250 and ISP-CPE490 users:

Users of ISP-CPE250 and ISP-CPE490 Series now can upgrade their units from only client mode available to all features enabled (AP mode) with the same fee \$29 USD.

Sales and ordering:

American Customers: salesusa@netkrom.com

Worldwide Customers: sales@netkrom.com

Latin American and Spanish Customers: ventas@netkrom.com

Technical Support:

Worldwide and English Customers: support@netkrom.com

Latin American Customers: soporte@netkrom.com



License for Netkrom NMS

Consider the following first:

- **DO NOT TURN OFF THE RADIO DURING THE GET KEY / SET KEY PROCEDURE.**
- **GENERATE ONLY ONE REQUEST KEY.**

GET KEY PROCEDURE:

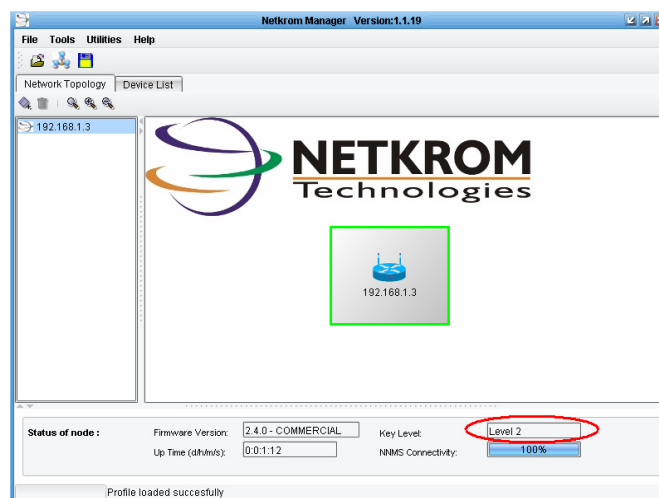
- Right click the node
- Select Unlock key
- Select Get Key
- Select from the drop down menu: **level 2**
- Point your mouse into the key. Use the keyboard to select and copy the complete key including @@ (home>>shift+end>>ctrl+c)
- Copy that key into a notepad and send it to your sales or support representative.

A representative from our support team will be sending you another key **immediately**. (Open the received file with Notepad)

SET KEY PROCEDURE

- Right click the node
- Select unlock key
- Select Set Key
- Copy the key you received into the blank space.

After this you **MUST** receive a message of “key level 2 successfully applied”.
At the bottom of the Netkrom NMS window you will see **Key Level: Level 2**.



Note:

**If you receive a message “Invalid Key”, it’s because you did not follow the recommendations given above
If this is the case, you must pay for another license key.**