

Using the TFTP Utility

The Twin WAN Router supports the Trivial File Transfer Protocol (TFTP). This is mainly used to upload the firmware to the device. It can also be used to save and upload the configuration and reset the router to defaults. This guide will show you how to perform all those actions along with the proper procedure for upgrading your Twin WAN Router to the latest firmware release.

Updating the Firmware

To update the firmware on your Twin WAN Router you must first download the firmware from the XiNCOM Support webpage (<http://www.xincom.com/support>)

You will need to unzip the file. Several tools are available for this, such as WinZip (www.winzip.com) or WinRAR (www.rarlab.com) to extract the contents of the file. Windows XP also supports ZIP files. Included will be a Read-me file (usually README.txt), TFTP (tftp.exe) utility and the firmware file with the bin file extension.

Backup your configuration

When you update the firmware on the Twin WAN Router the default configuration overwrites any settings that you previously entered into the router. You will need to save the configuration of the file to the router. There are two ways to do this, the TFTP utility and the HTTP user interface. This section covers only the TFTP utility; you can learn how to update using the HTTP utility in the Admin Control section as instructed in the online user manual manual.

To save Twin WAN Router Configuration to a file:

1. Open the TFTP utility by double clicking on it.
2. Enter the Twin WAN Router IP address (Default is: 192.168.1.1)
3. Enter a file name that you would like to save the file as (Example: config-file.bin).
4. Press the *Upload* button and the file will be saved to the same directory as the TFTP utility.

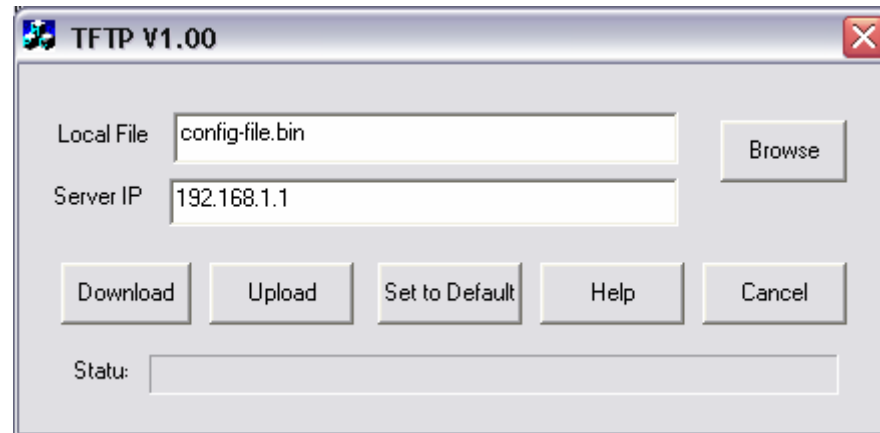
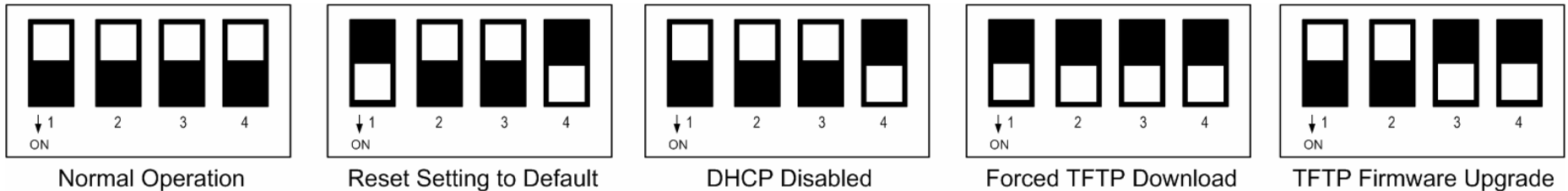


Figure 1: Example of how to configure to save to file.

Uploading the Firmware (DPG402 ONLY)

Using the TFTP utility you are able to update the firmware on the DPG402, this is useful when you also need to recover the router from a crash. Before actually updating the firmware, the TFTP port (69) must be opened on the router via the DIP switches on the back of the unit. First, unplug the unit from power, then set the DIP switch 3 and 4 down, the ON position, and plug the power back into the router.

Here is a list of all DIP available switch settings*:



*Whenever changing the DIP switches positions the unit must be unplugged from power.

To upload the firmware to the router:

1. Open the TFTP utility by double-clicking on it.
2. Enter the routers IP address (Default is: 192.168.1.1)
3. Click the *Browse* button and select the firmware file.
4. Click the *Download* button. It could take up to 1 to 3 minutes to upload the firmware, after which the router will reboot.

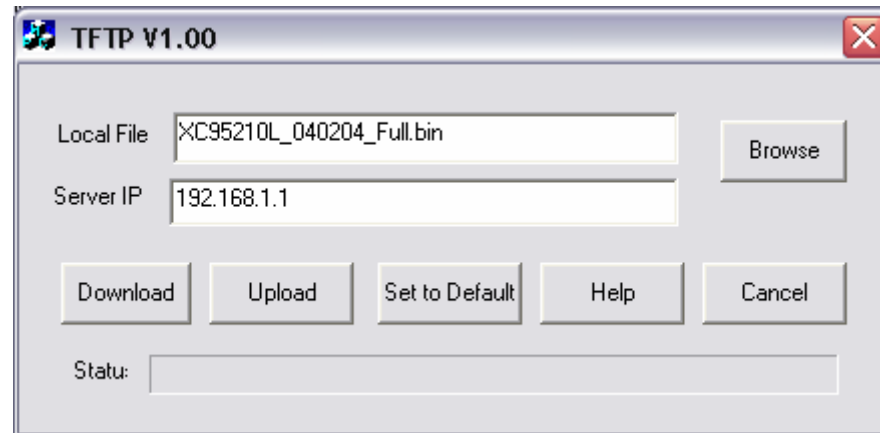


Figure 1: Example of how to configure to upload firmware.

Restoring Saved Configuration

Once you have updated your firmware you are able to upload previously saved configuration.

To upload previously saved configuration:

1. Open the TFTP utility by double-clicking on it.
2. Enter the routers IP address (Default is: 192.168.1.1)
3. Click the *Browse* button and select the configuration file.
4. Click the *Download* button. It could take up to 1 to 3 minutes to upload the configuration, after which the router will reboot.

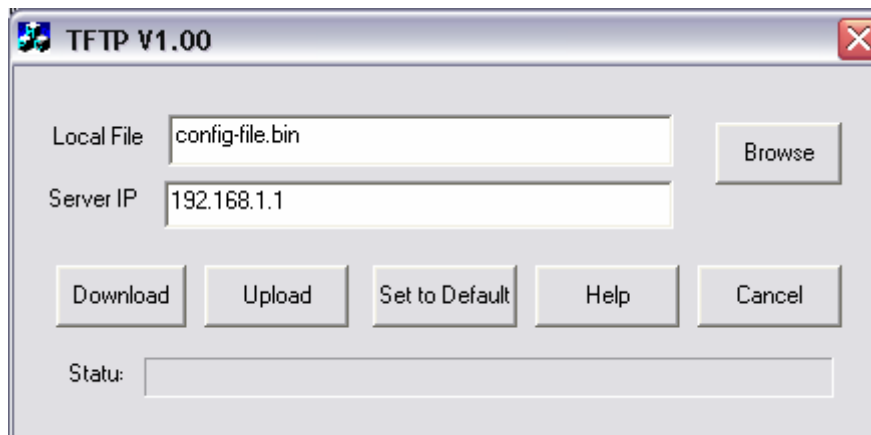


Figure 1: Example of how to configure to upload previously saved configuration.

FAQ

This section lists some common problems you may run into upgrading the firmware on their Twin WAN Router.

Q: The TFTP utility reports "error on server 17: PID not matched"

A: Please make sure the file you are uploading is of the correct size (at least 300kb) and is for the right product as denoted by the first four characters of the file name. DPG402 firmware starts with the following characters: XC70, DPG502: XC952 and DPG602: XC962. The DPG503 and 603 devices use version 3.2 instead of 2.1. The file names of the devices are DPG503: XC953 and DPG603: XC963

Q: The TFTP utility reports "error: Timeout. Please check DIP switch or IP address"

A: Please make sure you entered the IP address correctly and that the DIP switches are down. This message indicates that the router is not responding to the TFTP utility requests.

If you have any questions regarding upgrading the firmware on your XINCOM Twin WAN Router, you may contact XINCOM Technical Support by email at support@xincom.com, Live Chat by going on our website or by phone at 888.494.6266