Niveo-KB19009
SWITCH Firmware Update

Overview

This brief guide will illustrate how to update switch's firmware via switch's configuration web page. This guide will be divided into 2 sections:

Section A: This section will show you how to log into the switch's configuration web page.
Section B: This section will illustrate how to update firmware for full management switches.

Down below is a reference table of the switch's model name and the section it relates:

Model	Description
NGSME8H	8-port Full L2 Management, plus 2 SFP open slot,PoE+ Switch (130W)
NGSME8H-AV	8-port Full L2 Management, plus 2 SFP open slot,PoE+ Switch (130W), rear ports
NGSME8Hx	8-port Full L2 Management, plus 2 SFP open slot,PoE+ Switch (250W)
NGSME8Hx-AV	8-port Full L2 Management, plus 2 SFP open slot,PoE+ Switch (250W), rear ports
NGSE8H	8-port 10/100/1000M PoE+ (130W) Gigabit Ethernet Switch
NGSE8H-AV	8-port 10/100/1000M PoE+ (130W) Gigabit Ethernet Switch, rear ports
NGSE8Hx	8-port 10/100/1000M PoE+ (250W) Gigabit Ethernet Switch
NGSE8Hx-AV	8-port 10/100/1000M PoE+ (250W) Gigabit Ethernet Switch, rear ports
NGSM8T2	8-port Full L2 Management, plus 2 SFP open slot,Ethernet Switch
NGS16TP	16-P Gigabit Ethernet Switch
NGSM16T2	16-port Full L2 Management, plus 2 SFP open slot,Ethernet Switch
NGSME16T2H	16-port Full L2 Management, plus 2 SFP open slot,PoE+ Switch (250W)
NGSME16T2H-AV	16-port Full L2 Management, plus 2 SFP open slot,PoE+ Switch (250W)-AV
NGS24TP	24-P Gigabit Ethernet Switch
NGS24TP-AV	24-P Gigabit AV-Ethernet Switch
NGS24U	24-port, Gb Light Managed Switch
NGSM24T2	24-port Full L2 Management, plus 2 SFP open slot,Ethernet Switch
NGSM24T2-AV	24-port Full L2 Management, plus 2 SFP open slot, AV Ethernet Switch
NGSME24T2H	24-port Full L2 Management, plus 2 SFP open slot,PoE+ Switch (430W)
NGSME24T2H-AV	24-port Full L2 Management, plus 2 SFP open slot, AV PoE+ Switch (430W)
NGSM24G4S	24-Port 10/100/1000Base-T + 2-Port 10G SFP+ Full Management Stackable Switch
NGSME24G4S	24-Port 10/100/1000Base-T + 2-Port 10G SFP+ Full Management PoE+ (430W) Stackable Switch
NGSM48T2	48-Port 10/100/1000Base-T + 2-Port 10G SFP Layer 2+ Full Management Ethernet Switch
NGSME48T2H	48-Port 10/100/1000Base-T + 2-Port 10G Combo TP/SFP Layer 2+ PoE+ Switch (400W)

Section A

The following section will illustrate how to:

1. Set the IP address properly in a Microsoft Windows 8 environment for accessing switch's configuration web page. Setting IP address in other Microsoft operating system (such as Windows Vista or Windows 7) is quite the same and can be related.

2. Accessing switch's configuration web page via a web browser (IE, Chrome, Firefox, or Opera).

Please follow the steps down below to access your switch's configuration web page.

Step 1   Open Network and Sharing Center in Control Panel, and click on Change adapter settings as shown in the figure down below.
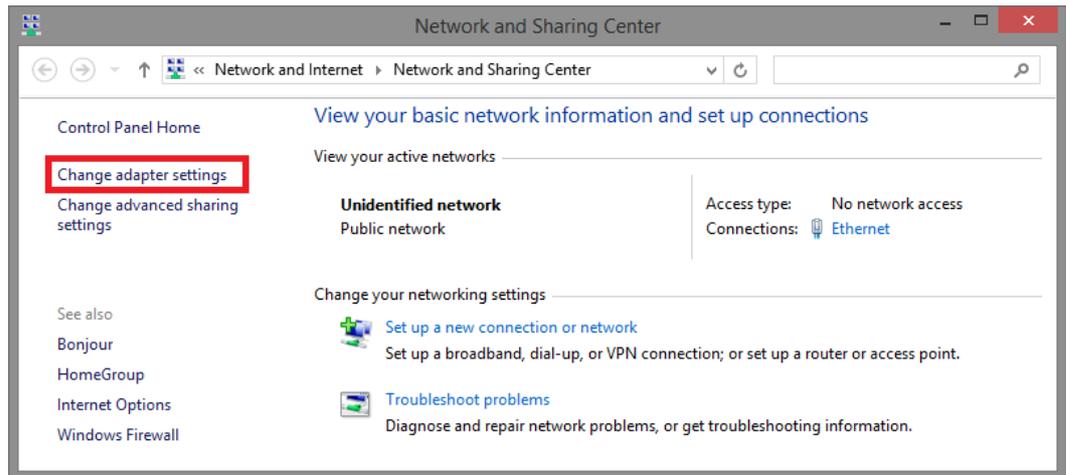
Step 2   A Network Connections window will pop up, showing all the network connections available on your PC. Please double-click on the network connection you are using for connecting to the switch.
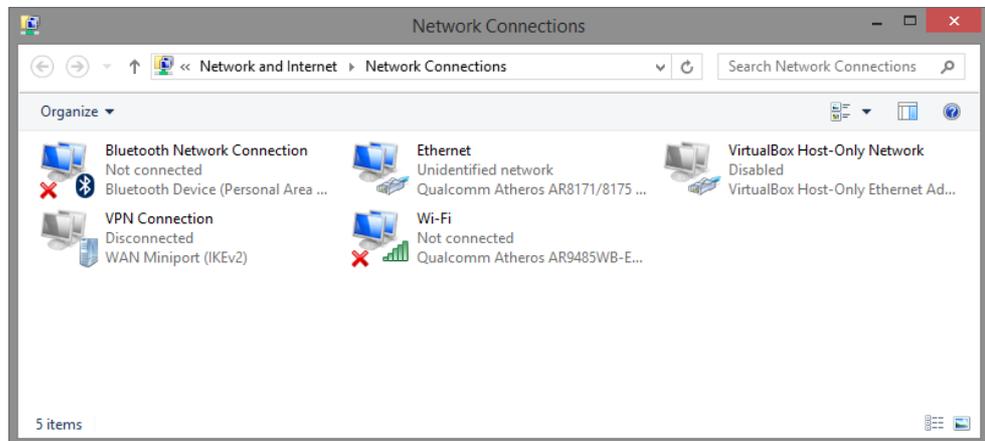
Step 3   An Ethernet Status window will pop up. Please click on the Properties button as shown in the figure down below.
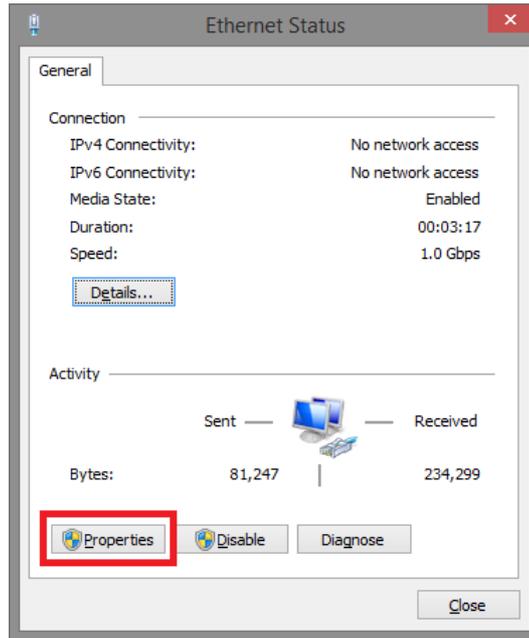
Step 4   An Ethernet Properties window will pop up. Please double click on the Internet Protocol Version 4 (TCP/IPv4).
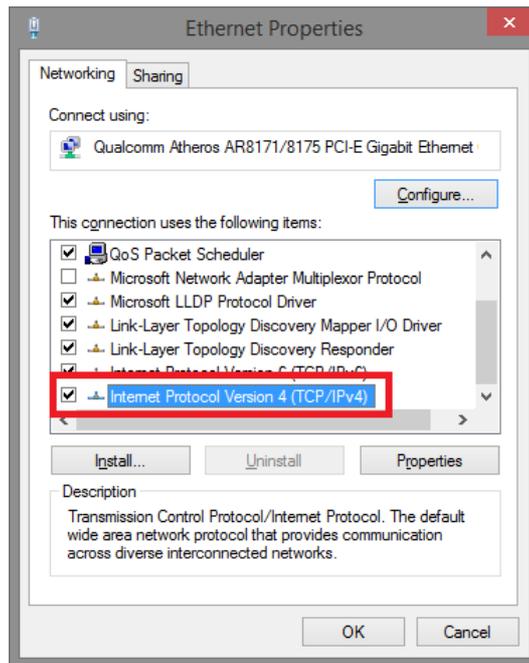
Step 5   An Internet Protocol Version 4 (TCP/IPv4) Properties window will pop up. Please set your PC's IP address and subnet mask as shown in the figure down below.

By default, your product's IP address should be 192.168.2.1.You can set any IP address as long as it's not the same with your switch's IP address and is in the same network segment with your switch's IP address.

Press OK to apply the TCP/IPv4 settings you just made. Now you can connect to your switch using a web browser (i.e. Internet Explorer, Chrome, or Firefox).
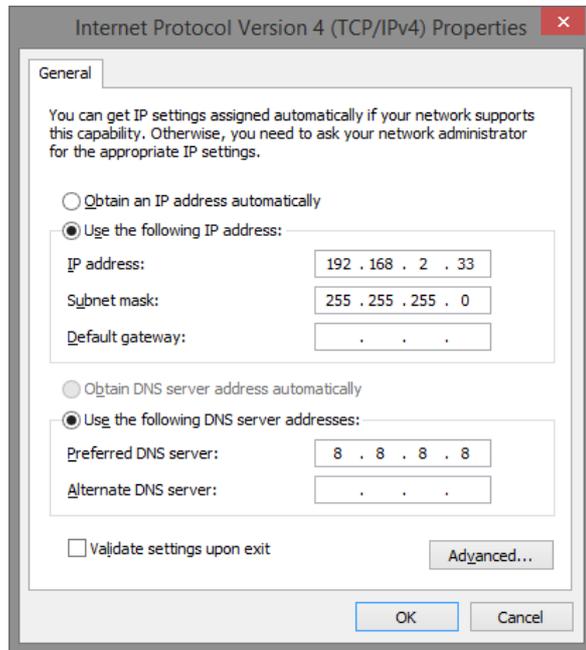
Step 6   Take an RJ45 cable, and connect your PC with your switch.

Step 7   Launch the web browser (IE, Firefox, Opera or Chrome) on your PC.

Type 192.168.2.1 (or the IP address of the switch) in the web browser's URL field, and press Enter.
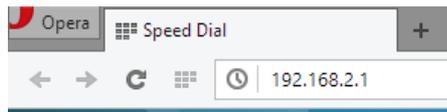
Step 8   Base on different switch models, the web browser will prompt you to sign in or enter password to login.

If your switch's model is a Full Management switch, the default username/password for the configuration web page is admin/admin.
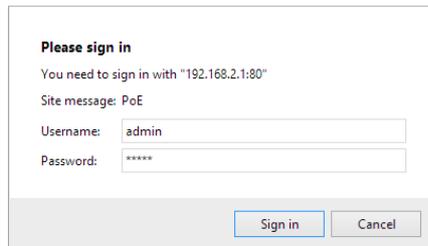
Section B

Warning: The management web page will stop functioning during the firmware updating process. Do not restart or power off the device at this time or the switch may malfunction. Also, your PC and the switch must be connected at all times.

Please follow the steps down below to upgrade your switch's firmware.

Step 1   Go to Maintenance -> Software -> Upload, and press the "Choose File" button.
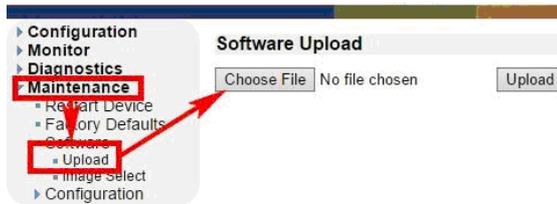
Step 2   Choose the firmware, and press the "Open" button. The firmware file should be in "*.dat" format.
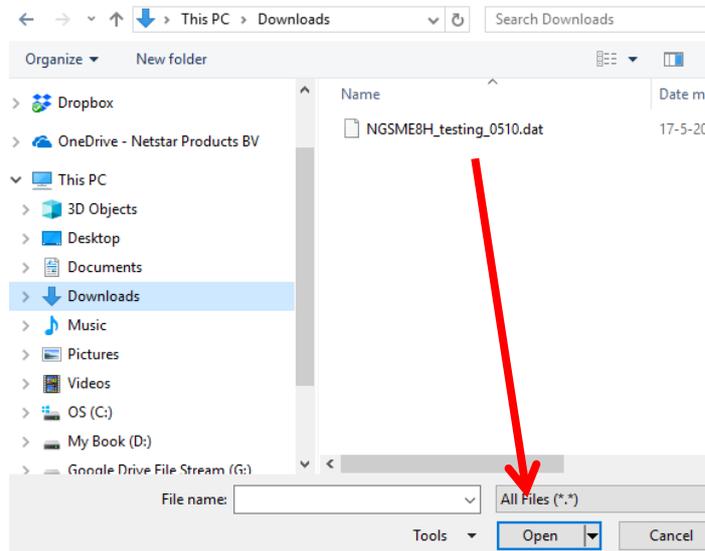
Step 3   Press the "Upload" button.
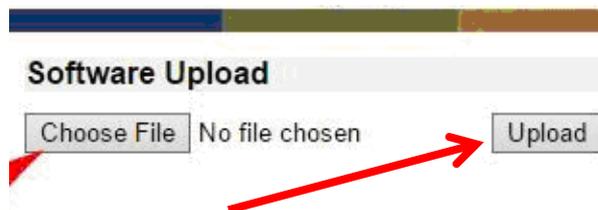
Step 4   Firmware uploading. This process might take 5~6 minutes. Please note that during firmware uploading, DO NOT turn off your switch or sever the connection between the switch and your PC.

Step 5   The switch will reboot and go back to the starting configuration web page after firmware upgrading process is completed.
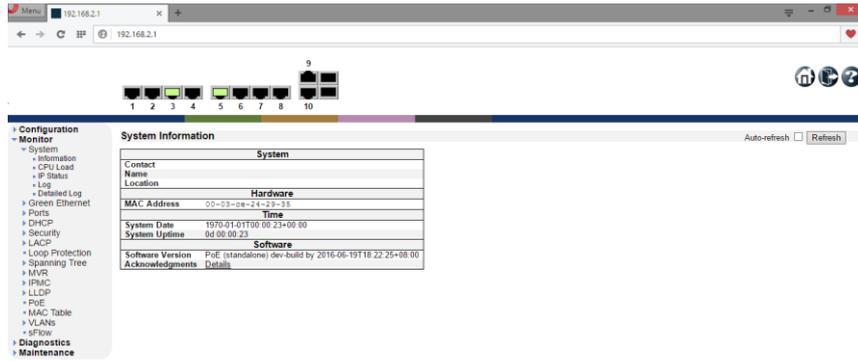
Step 6   To finish the firmware upgrading process, a hardware default reset is required. Please take an RJ45 cable, connect to the switch's port 1 and port 2, turn off the switch's power and turn the power back on. All the settings will be reset to default when the switch detects the network loop of port 1 and port 2 upon system boot.

Step 7   Remove the RJ45 cable that connects the switch's port 1 and port 2, and log into the switch's configuration web page.

You have to save the current running configuration file to the start-up configuration file or otherwise the default setting values will be lost if you turn off the switch's power.

Please go to Maintenance -> Configuration -> Save startup-config, and press the "Save Configuration" button as shown in the figure down below.