# Technical Reference 044-SZ

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| Firmware Update Preparations | |
|---|---|
| **Applies to:** | SmartZone PVIQ Panel |
| **Objective:** | Updating firmware per PVIQ PMs and EMs. |
| **Pre-Requisites:** | • Acquire the pviqutil.exe file from the Panduit website<br>• Download and set up a TFTP server<br>• Download and set up a Telnet client |

## Description

Power on new PViQ Patch Panel(s) with attached PViQ Panel Managers (PMs) and Expansion Modules (EMs) and if all port LEDs appear as solid (non-blinking) red or solid amber, then a firmware update is required.

## Performing the Procedure

### Acquire the PVIQUTIL.EXE File from the Panduit website

**From Panduit website (most current update):**

1. Connect to the Panduit website at www.panduit.com/pim
2. Along the top toolbar, roll the mouse cursor over Support and then click on Software from the drop-down menu.
3. Go to the Managed Network Solutions Software group at the bottom and click on PANVIEW IQ System Downloads.

**NOTE**: You are required to have a customer login with Panduit to be able to access these files and documents. If you have not set up a login with Panduit you will be prompted to fill out a form to access this file. If you have a login already established with us, you will immediately be taken to the next page.

4. Under both the Patch Panels and Hardware section, locate the FIRMWARE UPDATES sections and click one of the links for Panel Firmware Update Utility.

5. Download the file and install onto a computer running Windows® XP or Vista® making sure to note the location of the file (typically files are placed in c:\tftp).

**From this Technical Reference PDF:**

1. If you open this technical reference online, click here to access the utility file directly.
2. Install onto a computer running Windows® XP or Vista®.

## Set up a TFTP (Trivial File Transfer Protocol) Server

A TFTP server is needed for the exchange of the firmware files to your PViQ PMs and EMs. See the table at the end of this TR for a list of recommended TFTP server software vendors.

## Set up system for Telnet capabilities

Telnet is pre-installed on some computing systems, but not all. To check and see that your computer system has telnet already installed:

1. Open a Command window (cmd.exe) on the PC by navigating to the Microsoft® Windows® Start icon and selecting the Run icon.
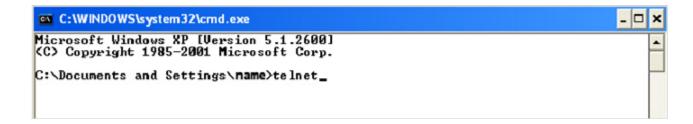


2. In the dialog box, type `cmd` (see below) and then hit the **OK** button.



3. In the command prompt, type in telnet and hit the Enter key.

```
C:\WINDOWS\system32\cmd.exe                                    _ □ ×

Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\name>telnet_
```

    a.  If a <u>Telnet service is installed</u>, you should see a Telnet Welcome screen or continue typing a telnet address. If this happens, you are appropriately set with telnet and you can skip the remaining steps.

    b.  If a <u>Telnet service is not installed</u>, you will likely receive a message stating an unrecognizable internal or external command, operable program, or batch file. If this happens, you do not have telnet installed and you will need to obtain a telnet client before you can perform firmware updates.

**To obtain a Telnet client program:**

1. Download a telnet client program from the web (some site options are listed at end of this technical reference).
2. Extract the files to the computer's desktop or other location where it can be easily accessed.
3. Find the installation or setup program and run it.
4. Restart your computer.
5. Re-check your system once again to ensure that the telnet program is installed properly by following the Command prompt procedure described in the previous section.
6. Your Telnet should now be set up and configured properly.

## Download resources on the web

There are many TFTP Servers and Telnet programs readily available on the Internet that are compatible with a number of computer platforms, including Windows®, Linux, DOS, Mac, etc.

While Panduit does not specifically endorse any specific solution or site, the following are possible options that run on the Windows Operating System, and are provided as a reference for your convenience:

| TFTP Server Sites | | |
|---|---|---|
| | | |
| Vendor | Price | Link |
| 3Com | Freeware | ftp://ftp.3com.com/pub/utilbin/win32/3cs117.zip |

| Weird Solutions | Shareware | http://www.weirdsolutions.com/weirdSolutions/files/products/ desktopSoftware/desktopTftp/tftp_desktop_free.exe |
|---|---|---|
| TFTPD32 | Freeware | http://tftpd32.jounin.net/ |
| WinAgents | 30-day Trial | http://www.winagents.com/en/products/tftp-server/index.php |

| Freeware Sites for Telnet Client Programs | |
|---|---|
| Vendor | Link |
| CNet Downloads | http://www.download.com/ |
| Free Downloads Center | http://www.freedownloadscenter.com/ |
| Freeware Home | http://www.freewarehome.com/ |

*All links and information are known to be accurate as of the published date of this technical reference. Panduit Corp. assumes no liability for external sites that are modified. As always, practice safe computing by ensuring correct websites, using firewall and virus protection, and always maintaining backups of critical data.*

## End State

You have completed a successful firmware update for your PVIQ Panel Managers (PMs) and Expansion Modules (EMs).