



HomeConnect™ ADSL Modem Dual Link

Upgrading Modem Software

File: DLHowToUpgrade01.doc
Date: 05/16/01 1:10 PM
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1. Introduction

As with any xDSL equipment, your *3Com HomeConnect ADSL Modem Dual Link* is a complex device. Many components must work in concert in order for your modem to function efficiently. As part of an ongoing product improvement process, your Service Provider may supply you with code updates for your *3Com HomeConnect ADSL Modem Dual Link*. These updates will normally allow your modem to perform better.

This document lists the steps involved in upgrading the *3Com HomeConnect ADSL Modem Dual Link* with newer versions of code.

2. Sources of the Software Upgrade

Code upgrades may arrive in one of two forms:

1. Your Service Provider may mail you a CD; or
2. They may point you to a website from where you would download a ZIP file containing the updated code.

Additionally, 3Com's Product Support may advise you to upgrade using one of the above methods.

3. Some Background before Upgrading

Upgrading the *3Com HomeConnect ADSL Modem Dual Link* essentially involves upgrading the modem and some related files on your PC. Depending on how you receive an upgrade, or what your experience with the *3Com HomeConnect ADSL Modem Dual Link* has been so far, you may have to do some steps or not. In all cases you should follow the instructions provided to you by your Service Provider or 3Com's Product Support.

1. The *3Com HomeConnect ADSL Modem Dual Link* unit contains code that includes the modem application, as well as the ADSL line firmware. Unless advised to skip this step, you will *always* upgrade the unit first.
2. Many modem-associated files are normally installed on your PC. These may include the USB driver, dialer, and online manuals. Your Service Provider or 3Com's Product Support may advise you to upgrade these files also.

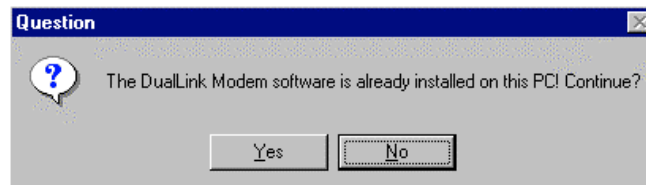
4. Preparing for Upgrade from a ZIP File

If you downloaded the *3Com HomeConnect ADSL Modem Dual Link* upgrade from the website, you would follow these steps:

1. Create a *C:\3COM_DUAL_LINK* directory. Move (or copy) the downloaded ZIP file into this directory.
2. Unzip the downloaded file. A number of subdirectories are created and many files are extracted and placed here.
3. Even though it does not cause any harm, once you are satisfied with your upgrade, you may choose to delete *C:\3COM_DUAL_LINK* to recover your hard-disk space.

5. Preparing for Upgrade from a CD

If you received a code upgrade on a CD, you may see one of the following dialogs when you insert the CD in your CD-ROM drive:



if you had successfully installed a previous version, or



if you had never installed or failed to install the *3Com HomeConnect ADSL Modem Dual Link* previously.

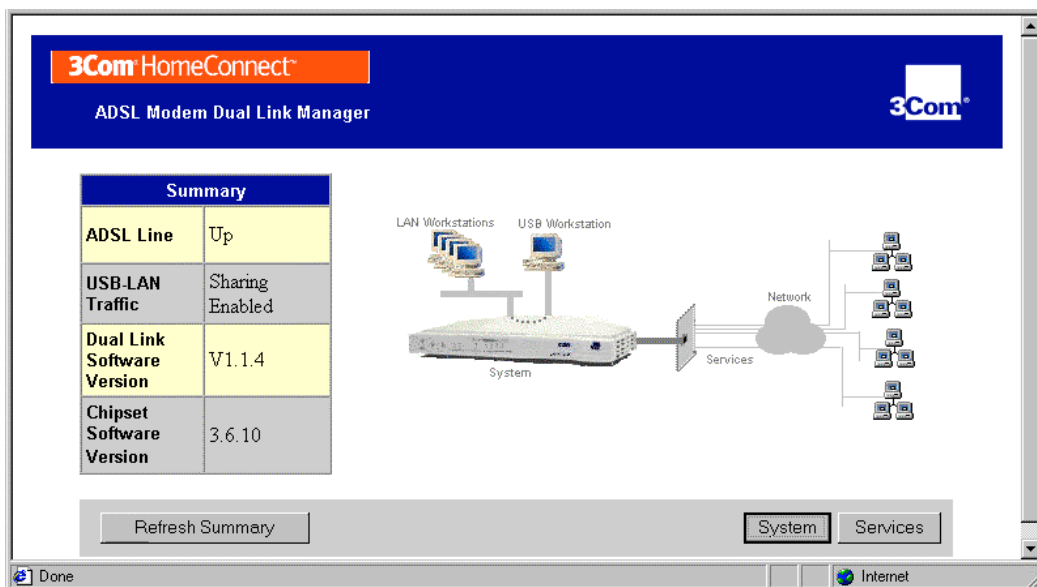
As we are upgrading the software on the unit first (assuming your Service Provider or 3Com's Product Support hasn't advised you otherwise), you must press **No** or **Cancel** respectively to these dialogs.

6. Updating the Software on the Dual Link -- Suggested Method

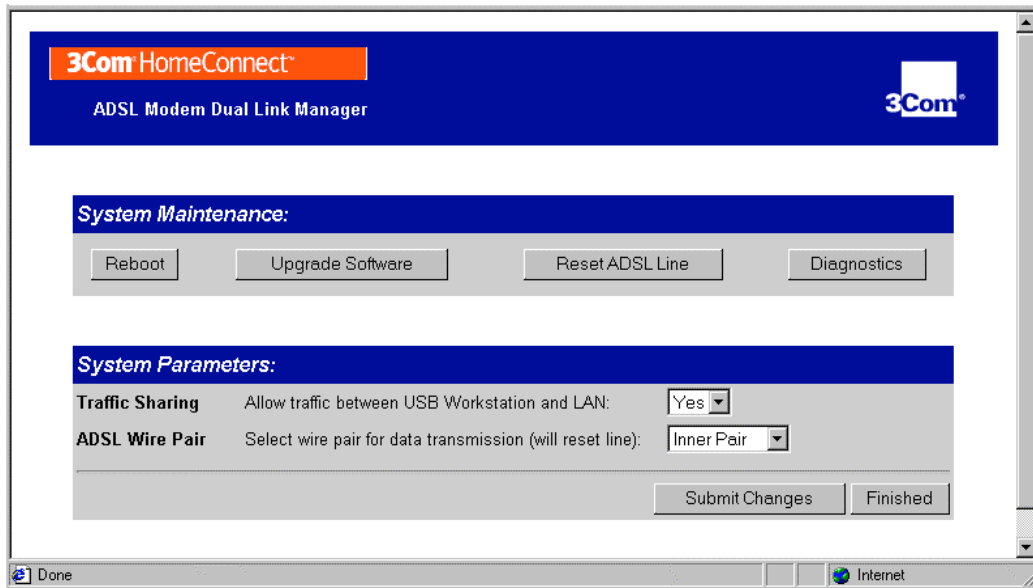
If your *3Com HomeConnect ADSL Modem Dual Link* is currently installed and in use, it is advisable to use its built-in upgrade facility.

Click on **Start -> Programs -> 3Com Dual Link Modem -> Modem Settings**. No call must be active when you do this. You must be connected to the modem either via the Ethernet or USB port. (*Note: If you don't see a **Modem Settings** menu option, you must use the Backup Method described in the next section.*)

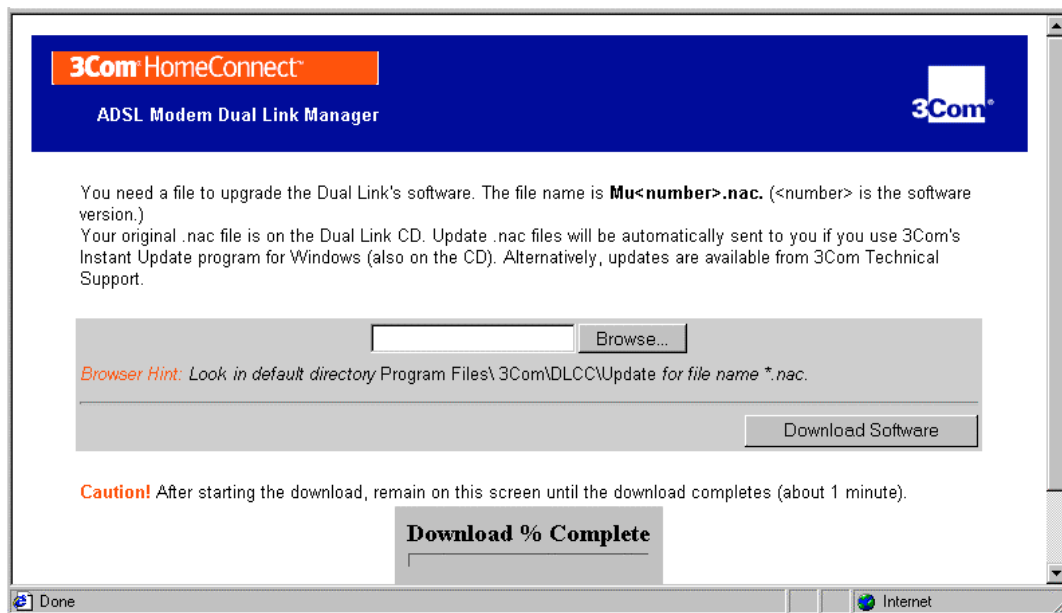
The **Dual Link Manager** screen appears.



Press the **System** button. This should bring up the **System Maintenance** screen.



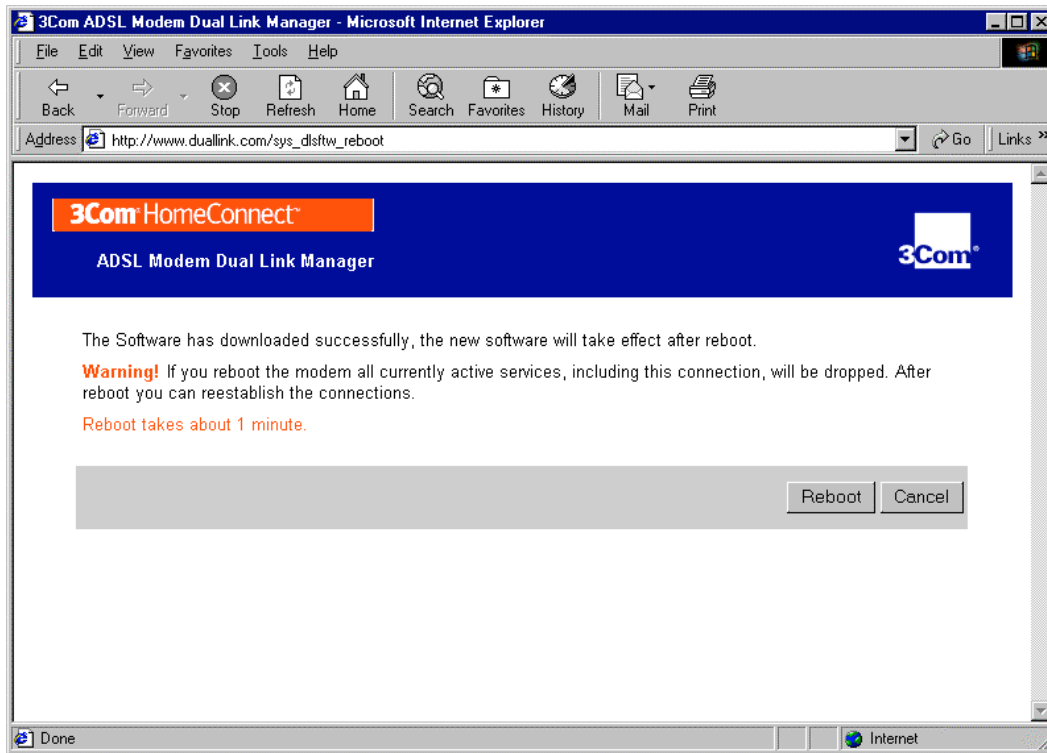
Pressing the **Upgrade Software** button takes you to the upgrade page:



Press the **Browse** button, and locate the unit software file. If you unzipped a downloaded update file, then this file is `C:\3COM_DUAL_LINK\Update\Mu010104.NAC`. If you have a CD, the file would be `<CD>:\Update\Mu010104.NAC`, where `<CD>` is your CD drive letter.

Note that the version number of the file may be different. There is only *one* NAC file in the `Update` directory. Choose the one that is there.

Press the **Download Software** button. The *3Com HomeConnect ADSL Modem Dual Link* will start downloading its software. The process may take up to a minute. Upon completing the download, it will ask the user to reboot the unit.



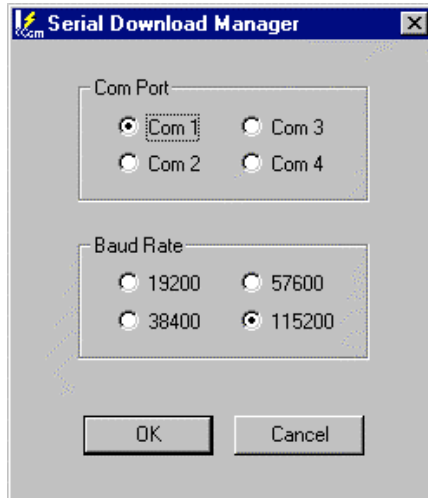
Ignore the ominous warning statements on this page and press the **Reboot** button. The modem will take another minute or so to finish rebooting. The modem now has the new code. You may now have to install or upgrade the files on your PC also. This is explained later in this document.

7. Updating the Software on the Dual Link -- Backup Method

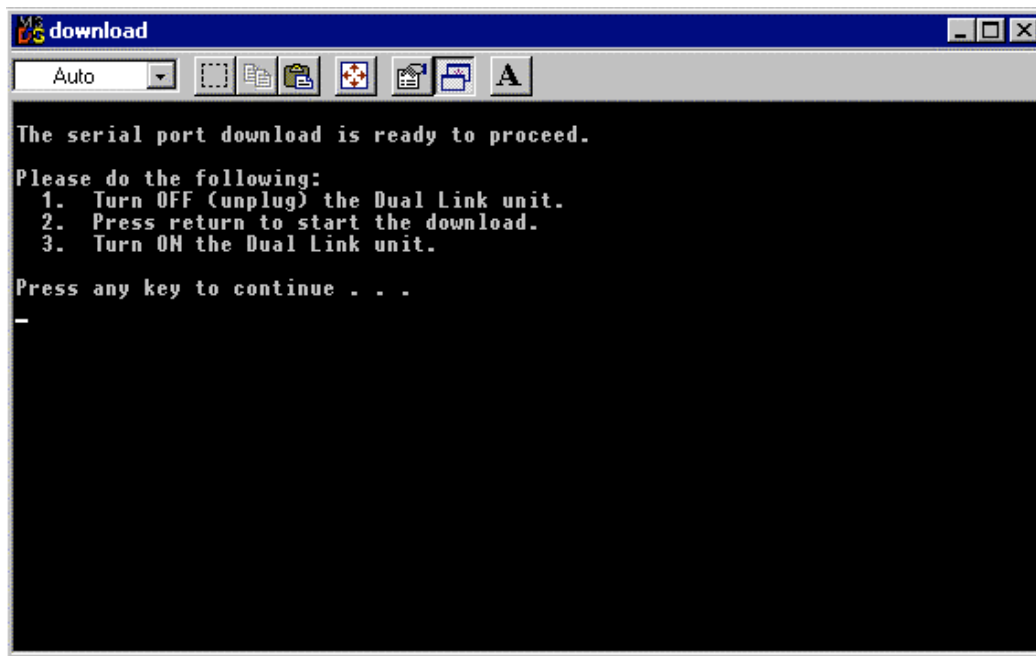
If your *3Com HomeConnect ADSL Modem Dual Link* is currently not installed or you are having difficulty with the steps above, your modem has a backup mechanism to update its software. Unfortunately this route is a little less user-friendly.

Connect your PC to the modem using the serial cable. Click on **Start -> Run**. Press **Browse** to locate the **Serial Download Manager**. Depending on the source of your upgrade, this will either be the `C:\3COM_DUAL_LINK\Update\serdown.exe` file, or the `<CD>:\Update\serdown.exe`.

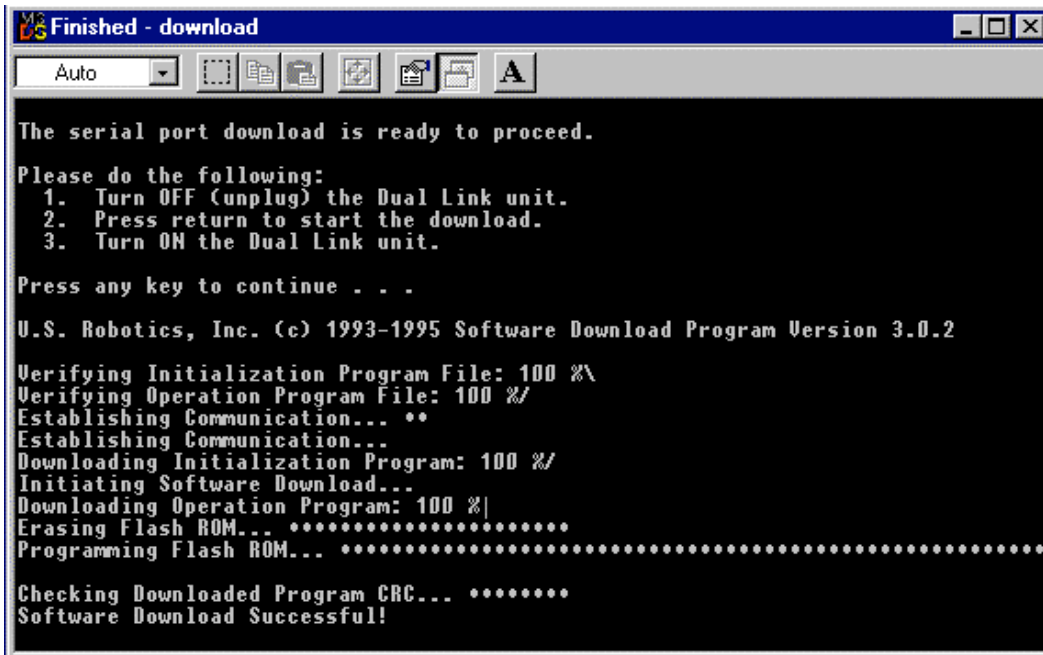
A dialog requesting that you choose the COM port number appears:



You may have to experiment if you're not sure of your PC COM port settings. You must be sure that no other application is using this COM Port. You may use the default **Baud Rate** value. Press **OK**. A DOS window appears with a set of simple instructions.



Follow these: Unplug the power from your modem, press ENTER in the DOS window, and plug the power back in. This starts a somewhat slow process that should eventually report that the software upgrade was successful.



The modem now has the new code. You may have to install or upgrade the files on your PC also. This is explained later in this document.

8. Updating the Dual Link Files on the PC

If you had previously installed the *3Com HomeConnect ADSL Modem Dual Link*, and are satisfied with its working, you may not need to upgrade the modem-related files on your PC. If you have never successfully installed the *Dual Link* or some of the problems you are seeing relate to the PC files (your Service Provider or 3Com's Product Support can advise you), you will have to upgrade the modem-related files on your PC also.

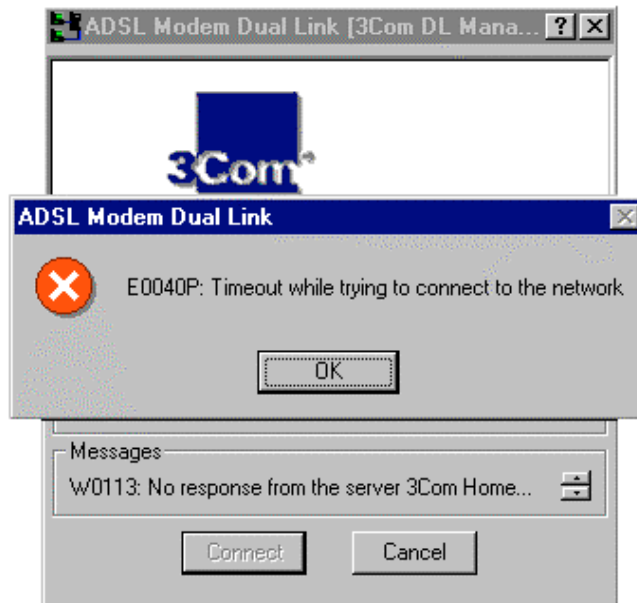
Let's say you have already upgraded the code on the unit by following the steps in the previous sections. To upgrade the PC files follow the steps below:

1. Reset the modem as described in the *Resetting Your Dual Link Modem* section below in this document.
2. Uninstall the *3Com HomeConnect ADSL Modem Dual Link* from your PC if you had previously installed it.
3. Insert the CD, and follow the instructions. If you are upgrading using a downloaded ZIP file, click on **Start -> Run**, and press the **Browse** button. Locate the installation setup file. This is *C:\3COM_DUAL_LINK\setup.exe*. Press **OK**, and follow the instructions.

You may be instructed to reboot your PC depending on the OS you are running. In the end, the dialogs should confirm a successful installation.

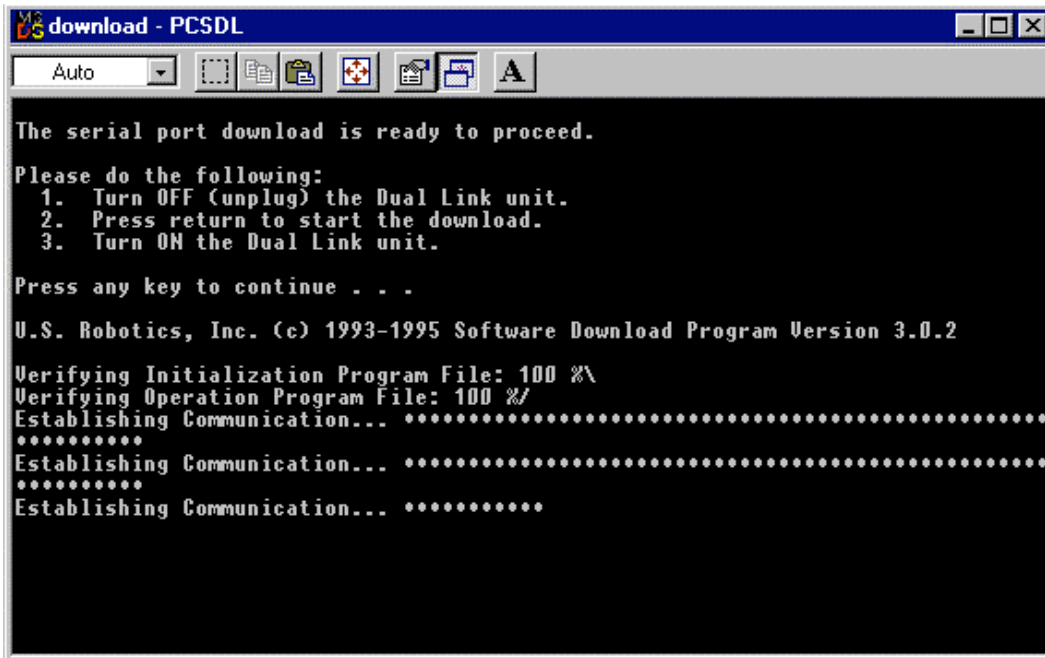
9. Troubleshooting the Upgrade Process

If while updating your *3Com HomeConnect ADSL Modem Dual Link* unit software using the **Dual Link Manager**, you get the following dialog



verify your Ethernet or USB connection between the modem and the PC. Ensure that the appropriate LED is lit on the modem. Switch to the **Serial Download Manager** method if needed.

If during a serial download method, you see this DOS window



then verify your COM port setting and try again. Remember no other application that uses this COM port should be active.

10. Resetting Your Dual Link Modem

In *3Com HomeConnect ADSL Modem Dual Link* terminology, resetting implies returning the modem to factory-default settings. Normally you will never do this. You should *always* do this whenever you uninstall the *Dual Link* from your PC.

Note that simply powering down and up or rebooting is not the same as resetting. The *Dual Link* is designed to "remember" your settings and configurations (done silently during installation) through a power cycle.

The steps to reset the modem are somewhat awkward. This is done on purpose so that the user does stumble upon them accidentally. They are as follows:

1. Unplug the power from the unit.
2. Press the RESET (on the back of the unit), and hold it in.
3. Plug the power cable in. Keep holding the RESET button in for another 5 seconds. The *Alert* light on the front of the unit should blink green rapidly and then orange at a normal rate.
4. When the *Alert* light goes from fast-blink to normal-blink, you may release the RESET button. Allow the modem to complete its reboot cycle.