



UPDATING FIRMWARE ON N-SERIES DEVICES

Step 1: Configure your computer's NIC to communicate with SVSi devices.

SVSi devices come with DHCP enabled but, if no DHCP service is available, a default IP Address of 169.254.XX.XXX and subnet address of 255.255.0.0 will be used. Your computer **MUST** have an IP and subnet address in the same range in order to communicate properly.

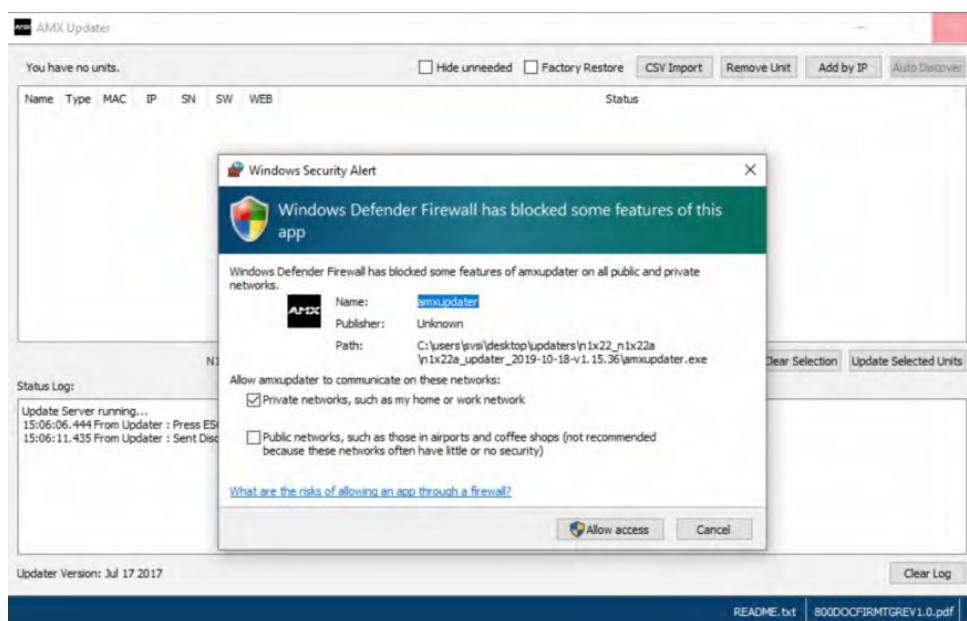
To do this in Windows 10:

1. Turn off your laptop Wi-Fi adapter (if equipped).
2. Open network and sharing center.
3. Choose "Change Adapter Settings" on the left-hand side of the screen.
4. Locate the appropriate adaptor in your list, and go to its properties (right-click, Properties).
5. Choose TCP/IPv4 and Select Properties.
6. Select "Use the following IP Address"
 - A. Set the computer IP Address to "169.254.20.101"
 - B. Set the subnet mask to "255.255.0.0"
 - C. Select OK.
7. Exit out of the Network and Sharing Center.

Step 2: Disable any and all Firewall/Antivirus Software running on your computer (including Windows Firewall)

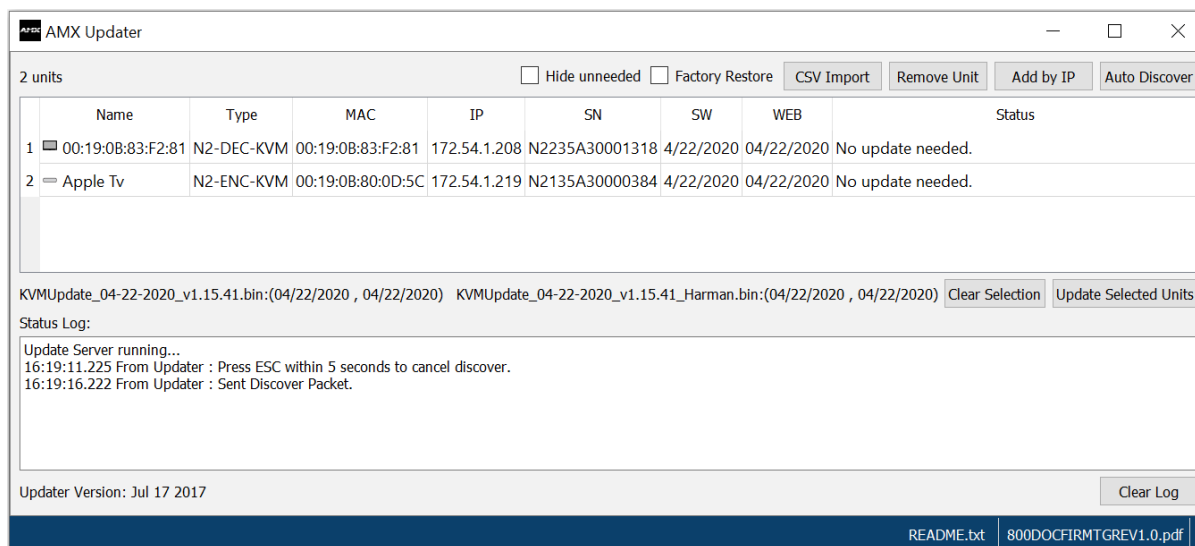
Step 3: Run the Updater program.

Note: Upon launching the updater you may be prompted for a firewall exception to allow the updater.

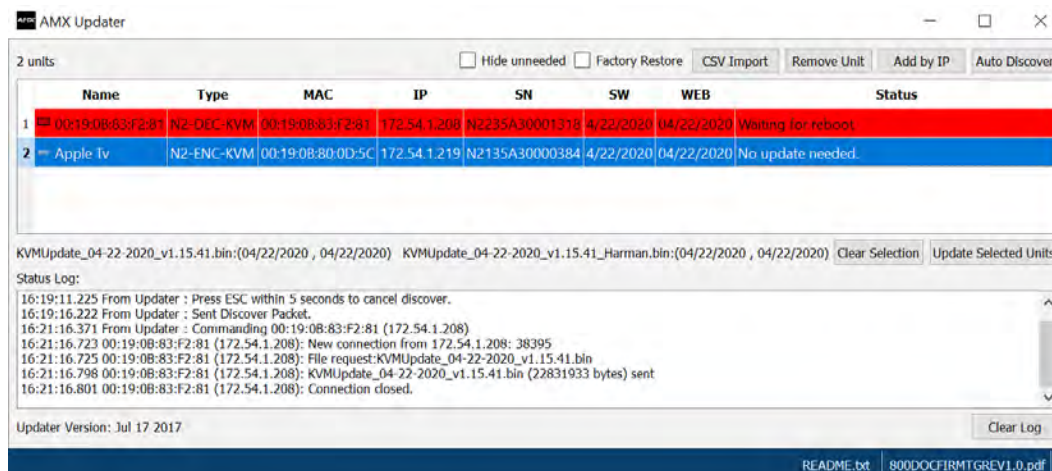


Step 4: Updater will run an auto discovery when first launched. If required, you can import the N-Able Database (if you have previously run N-Able to find devices).

Note: If you have not previously run N-Able, you can choose not to import the database and choose to “Auto Discover” in the Updater program.

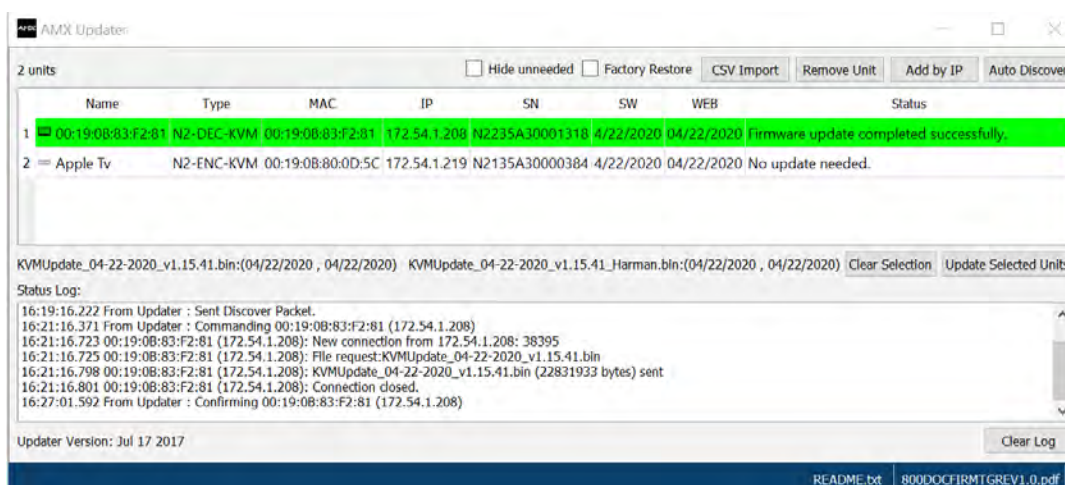


Step 5: Select the unit(s) you want to update. Multiple units can be selected by holding down the CTRL key and clicking the appropriate units.



Step 6: Click “Update Selected Units”.

Step 7: The updater will now run and show a status of progress in the lower window. Update process can vary in time. Most updates take between 5 and 10 minutes per device. Once the update has completed successfully, you will see a green box for the unit you selected for update.



Step 8: After all units have finished updating, exit the Updater.

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