



# UPDATING FIRMWARE ON N-SERIES DEVICES

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**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.XXX.XXX and a subnet address 255.255.0.0 will be used. Your computer **MUST** have an IP and subnet address in the same range to communicate correctly.

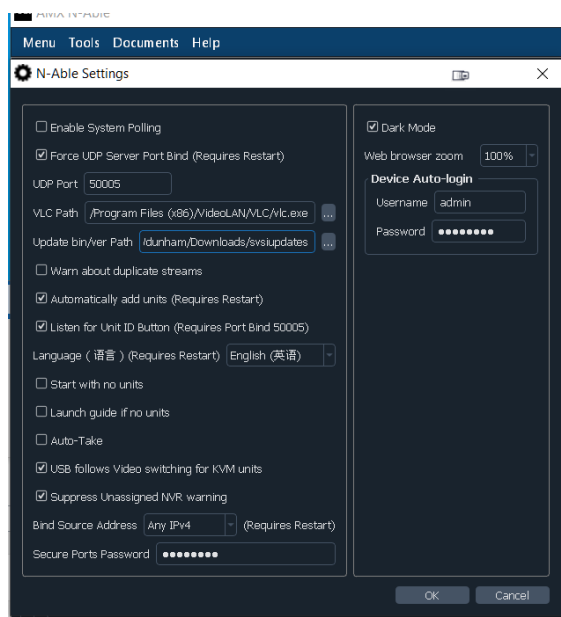
To do this in Windows 10:

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.

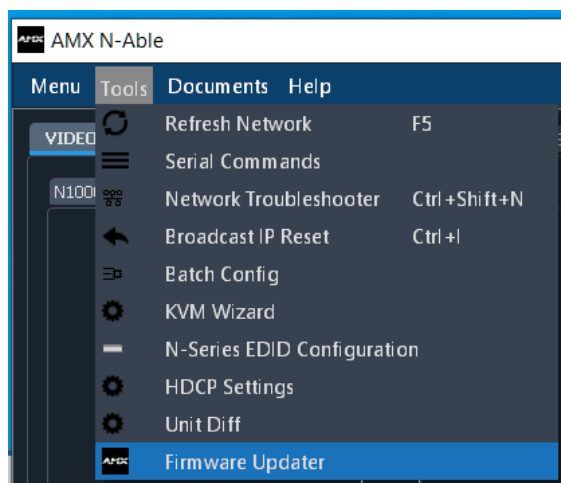
**Step 2:** Disable any Firewall/Antivirus Software running on your computer (including Windows Firewall)

**Step 3:** Extract the .svsiupdate or the .bin and .ver files from the download and place them in the N-Able update folder.

Note: By default, the folder is named svsiupdates and is located in the downloads folder. The folder location can be changed by updating the “Update bin/ver Path” field in the N-Able settings.

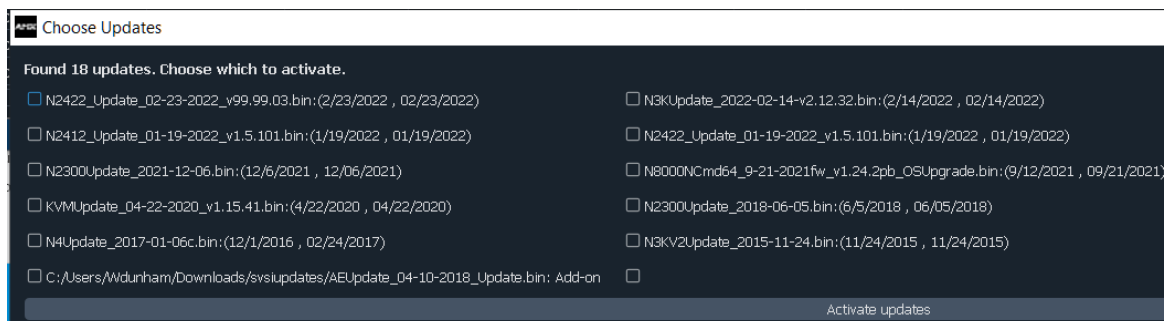


**Step 4:** Launch the updater from within N-Able by going to Tools and selecting Firmware Updater



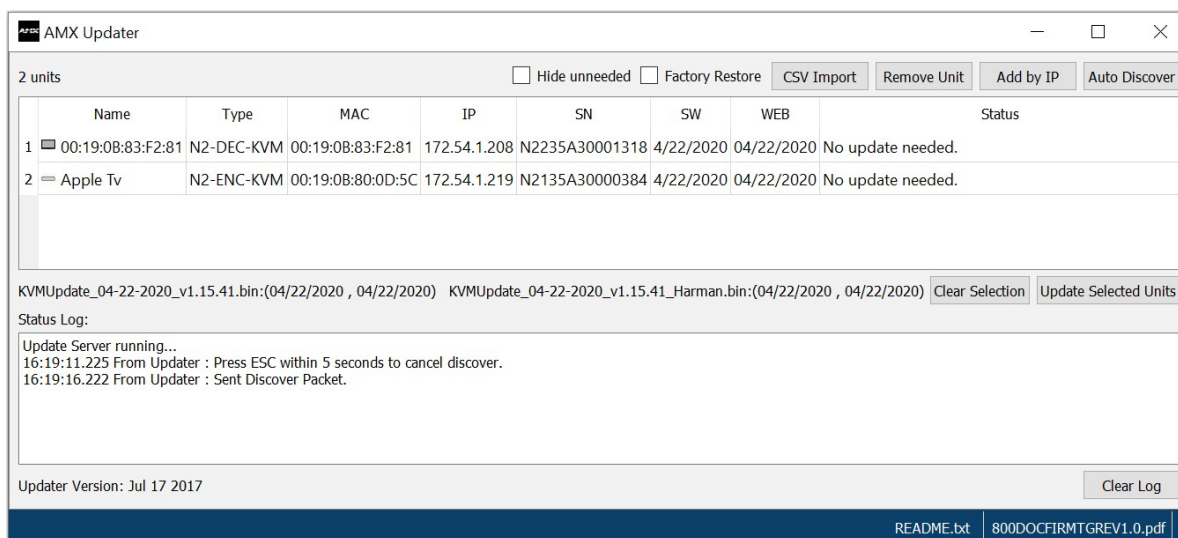
**Step 5:** Choose the firmware version(s), and select Activate Updates at the bottom.

Note: Choose only one version per unit model wishing to be updated. Example: You have N4321 and N2300 units. You can select the firmware for each of the models, and select activate updates.

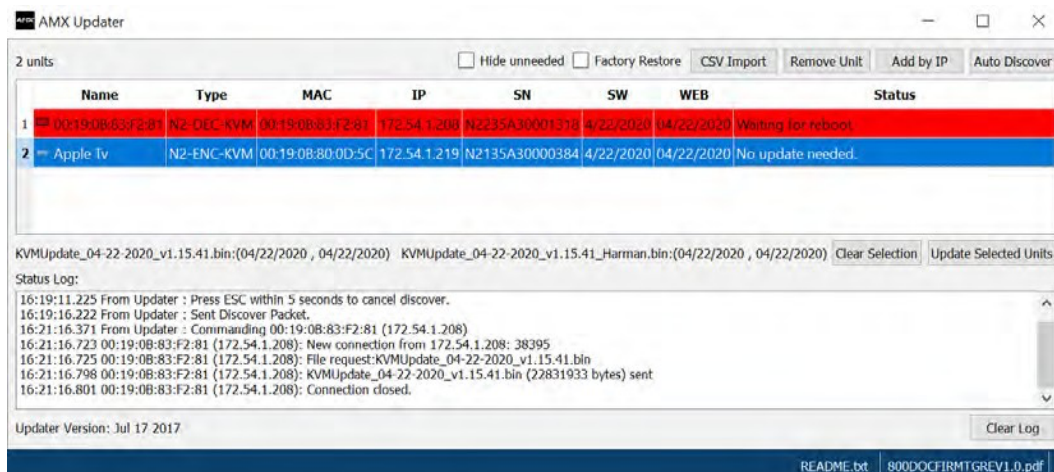


**Step 6:** Updater will run an auto-discovery when first launched. If required, you can import the N-Able Database (if you have previously run N-Able to find devices).

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

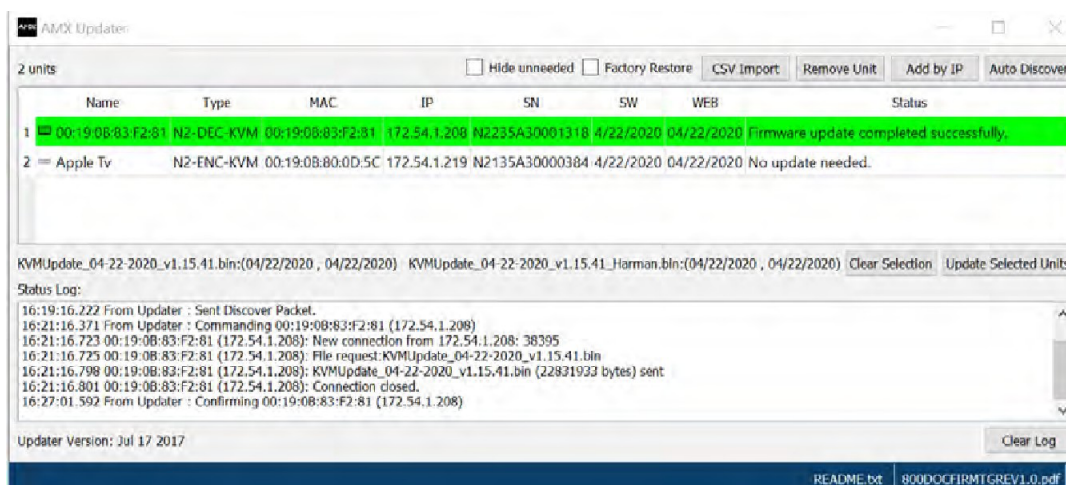


**Step 7:** Select the unit(s) you want to update. Multiple units can be selected by holding down the CTRL key and clicking the appropriate units.



**Step 8:** Click “Update Selected Units”

**Step 9:** The updater will now run and show the progress status in the lower window. The update process can vary in time. Most updates take between 5 and 10 minutes per device. Once the update has been completed successfully, you will see a green box for the unit you selected for the update.



**Step 10:** After all units have finished updating, exit the updater.

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