BLACK BOX®
NETWORK SERVICES

Product Technical Advisory for
Agility KVM IP

Product Code(s): *ACR1000A, ACR1002A, ACR1012A-T, ACR1000A-R2, ACR1020A, Transmitters and Receivers*
Product Name(s): *Agility DVI and USB IP KVM Extender*
Date Advised: *December 6th, 2016*

Technical Advisory: The Agility units listed contain a Flash Memory Device that has a life expectancy of 10 years, however due to a fault in the implementation; the Flash Memory Device could become corrupted after 3 to 4 years. If the system has been upgraded in the past, the clock was reset and the 3-4 year life starts again

Solution: We have developed new firmware code to fix this. In order to correct the implementations, we developed low level software, which once updated cannot be rolled back to previous versions. It will be offered in 2 parts, first is **Stability**, and the second is **Reliability**.

Details: There are no feature changes or bug fixes between the Stability and the Reliability versions. Once the Reliability firmware code (*v3.7 or v4.4*), the system cannot be rolled back. Clients can apply the Stability version and check that this operates to their satisfaction before upgrading to the Reliability version. You must upgrade to the Stability version prior to upgrading to the Reliability version as it is an incremental upgrade. The upgrade image for the Reliability contains the images for the main partition / backup partition and the boot loader, and can be loaded in from either the iPath Manager or the local Transmitter / Receiver device using either the Management Port, or the far right RJ45 Link. Open your favourite browser, and type in the IP address (i.e.: 169.254.1.x) to access the upgrade pages.

Next Steps / Call to Action: To be sure you have a very smooth upgrade, please follow these steps. There are two scenarios outlined below (in red), you should only need to follow one of them unless you have mixed systems.

- **Mixed endpoints running v3.3 to v3.6 firmware**
  Product Codes: *ACR1000A, ACR1000A-R2, ACR1002A, ACR1020A, ACR1012A-T*
  Solution: This will be a 2 step upgrade process. The first firmware upgrade will be for **Stability (v3.6)**, and the second firmware upgrade will be for **Reliability (v3.7)**. The process can take up to an hour for larger systems, but additional time should always be allotted in case you need to speak with the support team during the process. Follow the steps below.

  Step 1 Stability Upgrade: Upgrade all units to v3.6 Firmware. Use the links below to begin the download.

  Downloads Available (*be sure to read release notes*):
  ACR1000A v3.6
  ACR1000A-R2 v3.6
  ACR1002A v3.6
  ACR1012A v3.6
  ACR1020A-T v3.6

Step 2 Reliability Upgrade: Upgrade all units to v3.7 Firmware. Use the links below to begin the download.

> Downloads Available (*be sure to read release notes*):
> ACR1000A v3.7
> ACR1000A-R2 v3.7
> ACR1002A v3.7
> ACR1012A v3.7
> ACR1020A-T v3.7

Step 3 (for systems with a new 1RU iPath Manager): Upgrade all units to v4.0.38156 Firmware. Use the links below to begin the download.

> Downloads Available (*be sure to read release notes*):
> iPath v4.0.38156

- **Newer Systems running v4.x Firmware Code**
  Product Codes: *ACR1000A-R2, ACR1002A, ACR1020A, ACR1012A-T*
  Solution: This will be a 2 step upgrade process. The first firmware upgrade will be for **Stability (v4.3)**, and the second firmware upgrade will be for **Reliability (v4.4)**. The process can take up to an hour for larger systems, but additional time should always be allotted in case you need to speak with the support team during the process. Follow the steps below.

  Step 1 Stability Upgrade: Upgrade all units to v4.3 Firmware. Use the links below to begin the download.

  > Downloads Available (*be sure to read release notes*):
  > ACR1000A-R2 v4.3
  > ACR1002A v4.3
  > ACR1012A-T v4.3
  > ACR1020A-T v4.3

  Step 2 Reliability Upgrade: Upgrade all units to v4.4 Firmware. Use the links below to begin the download.

  > Downloads Available (*be sure to read release notes*):
  > ACR1000A-R2 v4.4
  > ACR1002A v4.4
  > ACR1012A-T v4.4
  > ACR1020A-T v4.4

  Step 3 (for systems with a new 1RU iPath Manager): Upgrade all units to v4.4.40323 Firmware. Use the links below to begin the download.
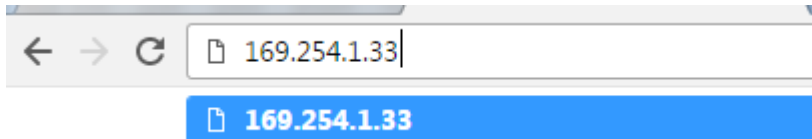
  > Downloads Available (*be sure to read release notes*):

iPath v4.4.40323

Links / References / Notes: Below are some links/references that may offer further guidance
-If you did not change the IP address on your Agility units, you can access their configuration page by plugging your laptop/pc into the "Local" port, via the far right 4J5 connection on the front of the Agility unit. Configure your laptop/pc network settings to (**169.254.1.99, 255.255.0.0, no-gateway**) and open a web browser and type in the following URL / IP Address to access the unit.

Transmitter Access via "169.254.1.33"

← → C 🗋 169.254.1.33

🗋 **169.254.1.33**

Receiver Access via "169.254.1.32"

← → C 🗋 169.254.1.32

🗋 **169.254.1.32**