



Article ID: 5031

# Firmware Upgrade on the WAP 371

## Objective

New firmware releases have advanced features and can also fix the bugs that were present previously on the network devices. The performance of a network device can be enhanced with the latest firmware. Firmware upgrades can be done through either a TFTP or HTTP/HTTPS client. When using the TFTP client, the file will be downloaded from a TFTP server on your network. When using the HTTP/HTTPS client, the WAP will download the update file directly from your computer through the web browser.

The objective of this document is to explain how to upgrade the firmware for the WAP371 access points through a HTTP/HTTPS client or TFTP server.

## Applicable Devices

- WAP371

## Software Download URL

- [WAP371](#)

## Firmware Upgrade

Step 1. Log in to the web configuration utility and choose **Administration > Manage Firmware**. The *Manage Firmware* page opens:

The screenshot shows the 'Manage Firmware' interface. At the top, it displays 'PID VID: WAP371-A-K9 V01', 'Active Firmware Version: 1.0.0.10', and 'Inactive Firmware Version: 1.0.0.10' with a 'Swap Active Image' button. Below this, the 'Transfer Method' section has two radio buttons: 'HTTP/HTTPS' (selected) and 'TFTP'. A 'Source File Name' field contains a 'Browse...' button and the text 'No file selected.'. A note at the bottom states: 'Note: Uploading the new software may take several minutes. Please do not refresh the page or navigate to another page while uploading the new software, or the software upload will be aborted. When the process is complete the access point will restart and resume normal operation.' An 'Upgrade' button is located at the bottom left.

The top of the page shows relevant information about the device.

- PID VID — Displays the product ID and vendor ID of the access point.
- Active Firmware Version — Displays the current active firmware version.
- Inactive Firmware Version — Displays the current inactive firmware version.

Step 2. Click the radio button of the desired firmware transfer method in the *Transfer Method* field.

This screenshot is identical to the one above, but a red rectangular box highlights the 'Transfer Method' section, specifically the 'HTTP/HTTPS' radio button which is selected.

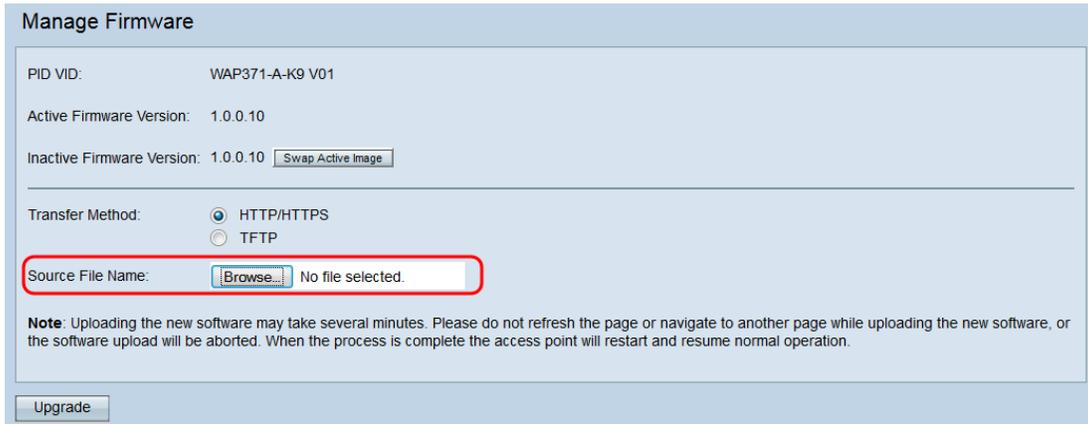
The available options are defined as follows:

- HTTP/HTTPS — Uses the web browser to transfer the firmware file. For this type of firmware upgrade, refer to the section [Firmware Upgrade with HTTP/HTTPS](#).
- TFTP — Requires a Trivial File Transfer Protocol (TFTP) server for the WAP device to access. The WAP upgrades its firmware from the file located on this server. In order to use this method, a TFTP server should be downloaded on the computer. A popular TFTP server, TFTPd32 or TFTPd64, can be downloaded [here](#). Make sure that the latest firmware of the access point is saved

on the TFTP server. For this type of firmware upgrade, refer to the section [Firmware Upgrade with TFTP](#).

## Firmware Upgrade with HTTP/HTTPS

Step 1. Click **Browse** to open the image file downloaded earlier.



The screenshot shows the 'Manage Firmware' web interface. It displays the following information:

- PID VID: WAP371-A-K9 V01
- Active Firmware Version: 1.0.0.10
- Inactive Firmware Version: 1.0.0.10 with a 'Swap Active Image' button.
- Transfer Method:  HTTP/HTTPS and  TFTP.
- Source File Name: A text box containing 'No file selected.' with a 'Browse...' button next to it. This entire area is highlighted with a red rectangle.
- A note: 'Note: Uploading the new software may take several minutes. Please do not refresh the page or navigate to another page while uploading the new software, or the software upload will be aborted. When the process is complete the access point will restart and resume normal operation.'
- An 'Upgrade' button at the bottom.

**Note:** The firmware upgrade file supplied must be a .tar file. Other types of file formats do not work.

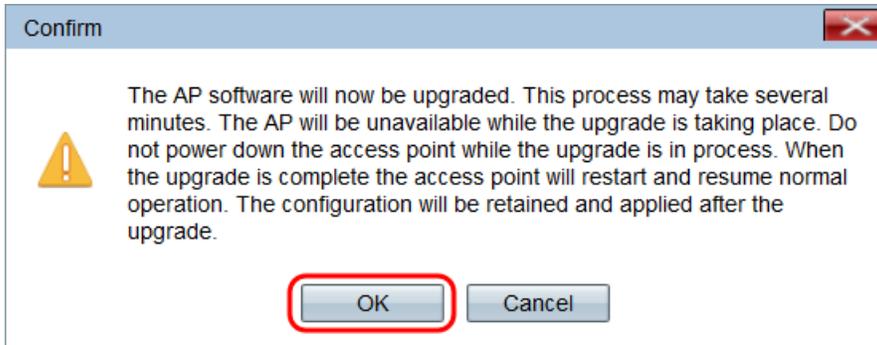
Step 2. Click **Upgrade** to begin the upgrade process.



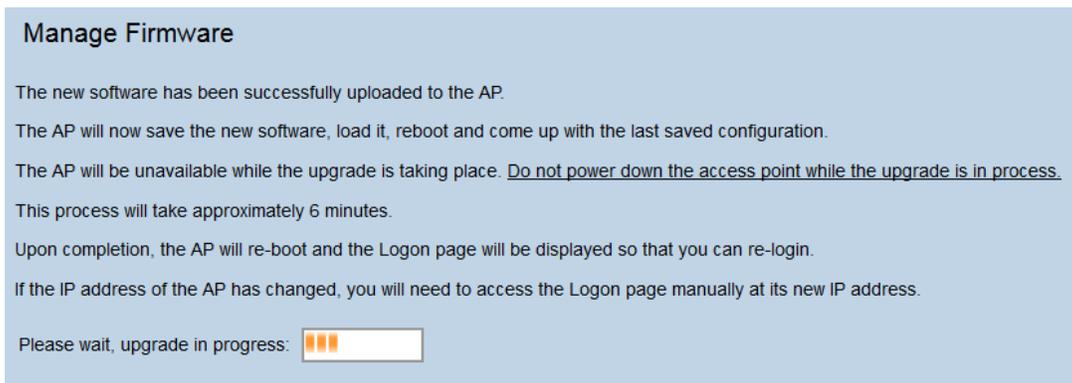
This screenshot shows the 'Manage Firmware' interface after a file has been selected. The 'Source File Name' field now contains 'WAP371\_1.0.1.5.tar' and the 'Upgrade' button at the bottom is highlighted with a red rectangle.

- PID VID: WAP371-A-K9 V01
- Active Firmware Version: 1.0.0.10
- Inactive Firmware Version: 1.0.0.10 with a 'Swap Active Image' button.
- Transfer Method:  HTTP/HTTPS and  TFTP.
- Source File Name: A text box containing 'WAP371\_1.0.1.5.tar' with a 'Browse...' button next to it.
- The same note as in the previous screenshot.
- The 'Upgrade' button is highlighted with a red rectangle.

Step 3. A confirmation window appears. Click **OK** to continue.



The *Upgrade in Progress* page appears:



**Note:** The upgrade takes a few minutes. Please do not refresh until the process is completed. Once the operation is done the access point reboots and resumes to the normal operation. All clients connected to the WAP may temporarily lose connectivity while the device upgrades. In certain cases, you will need to manually refresh the page after the upgrade is complete. If the login page does not appear after 6 minutes, refresh your web browser.

## Firmware Upgrade with TFTP

Step 1. Enter the name of the firmware file in the *Source File Name* field.

### Manage Firmware

PID VID: WAP371-A-K9 V01

Active Firmware Version: 1.0.0.10

Inactive Firmware Version: 1.0.1.5

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Transfer Method:  HTTP/HTTPS  
 TFTP

Source File Name:  (Range: 1 - 128 Characters)

TFTP Server IPv4 Address:  (xxx.xxx.xxx.xxx)

**Note:** Uploading the new software may take several minutes. Please do not refresh the page or navigate to another page while uploading the new software, or the software upload will be aborted. When the process is complete the access point will restart and resume normal operation.

**Note:** The firmware upgrade file supplied must be a .tar file. Other types of file formats do not work.

Step 2. Enter the IP address of the TFTP server in the *TFTP Server IPv4 Address* field.

### Manage Firmware

PID VID: WAP371-A-K9 V01

Active Firmware Version: 1.0.0.10

Inactive Firmware Version: 1.0.1.5

---

Transfer Method:  HTTP/HTTPS  
 TFTP

Source File Name:  (Range: 1 - 128 Characters)

TFTP Server IPv4 Address:  (xxx.xxx.xxx.xxx)

**Note:** Uploading the new software may take several minutes. Please do not refresh the page or navigate to another page while uploading the new software, or the software upload will be aborted. When the process is complete the access point will restart and resume normal operation.

Step 3. Click **Upgrade** to apply the new firmware.

### Manage Firmware

PID VID: WAP371-A-K9 V01

Active Firmware Version: 1.0.0.10

Inactive Firmware Version: 1.0.1.5

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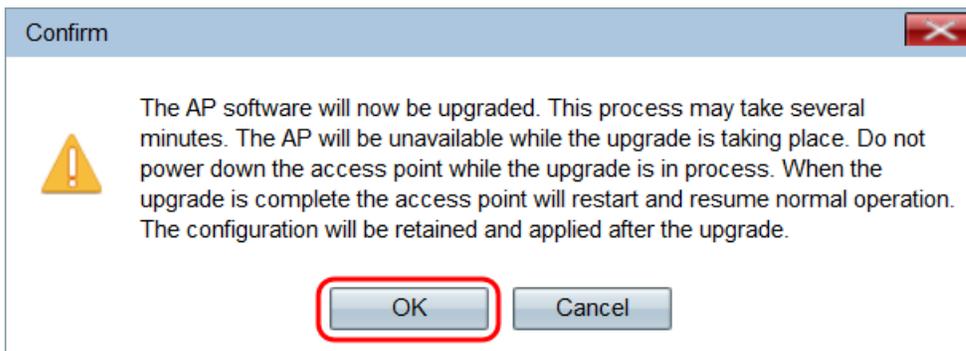
Transfer Method:  HTTP/HTTPS  
 TFTP

Source File Name:  (Range: 1 - 128 Characters)

TFTP Server IPv4 Address:  (xxx.xxx.xxx.xxx)

**Note:** Uploading the new software may take several minutes. Please do not refresh the page or navigate to another page while uploading the new software, or the software upload will be aborted. When the process is complete the access point will restart and resume normal operation.

Step 3. A confirmation window appears. Click **OK** to continue.



The *Upgrade in Progress* page appears:

### Manage Firmware

The new software has been successfully uploaded to the AP.

The AP will now save the new software, load it, reboot and come up with the last saved configuration.

The AP will be unavailable while the upgrade is taking place. Do not power down the access point while the upgrade is in process.

This process will take approximately 6 minutes.

Upon completion, the AP will re-boot and the Logon page will be displayed so that you can re-login.

If the IP address of the AP has changed, you will need to access the Logon page manually at its new IP address.

Please wait, upgrade in progress:

**Note:** The upgrade takes a few minutes. Please do not refresh until the process is completed. Once the operation is done the access point reboots and resumes to the normal operation. All clients connected to the WAP may temporarily lose connectivity while the device upgrades. In certain cases, you will need to manually

refresh the page after the upgrade is complete. If the login page does not appear after 6 minutes, refresh your web browser.

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