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	DP8000 v2 Software Reload Issue	14-Jul-11	Rev A

This document contains instructions on how identify a firmware incompatibility flaw in DP8000s with a manufacturing date of **APRIL 1, 2011 to June 30, 2011** that may cause software updates on the DP8000 to fail.

DP8000s with a manufacturing date of APRIL 1, 2011 to June 30, 2011 may contain an improperly programmed component causing the DP8000 to fail software updates, potentially leaving the unit in an un-usable state.

How to identify if your DP8000 contains incompatible firmware:

1. Disconnect the Ethernet network cable from your DP8000.
2. Power on the DP8000 and allow it to fully boot until it is scanning port or initializing network (if your DP8000 will not fully boot to one of these screens then refer to the notes below).
3. Press and hold the middle and right front panel buttons on the DP8000 for five seconds and release.
4. If the DP8000 menu disappears and the display changes to all text with “I/O disconnected” at the bottom, then the DP8000 has the proper firmware and software updates can proceed as normal.
5. **If the DP8000 front panel display does not change with this procedure please contact support for further assistance in resolving the matter. Do not attempt any software updates on a DP that exhibits this behavior.**

Notes:

If you are performing step two of the above procedure and the DP8000 won't fully boot to the normal running state, then please wait until it is booted to a point where it is no longer scrolling text for approximately three minutes. Then hold down the middle and right hand front panel buttons on the DP8000. If this is not followed by an I/O Board Disconnected message then the DP8000 has improper firmware and you will need to contact support for further assistance in resolving this matter. If the DP8000 does display I/O Board disconnected then please refer to the “DP8000 Software Reload Guide” on pages 2 and 3 of this document for further instructions on how to perform a software reload to get DP8000 booting properly again.

Support Contacts

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DP8000 Software Reload Guide

The flexibility of the Wholehog Operating System allows for several network configurations used for show operation, however the DP8000s software re-load procedure (sometimes referred to as network booting) requires a certain set of network conditions in order to work correctly. On the next page is a set of specific proven methods for successfully reloading software on a DP8000.

FULL BOAR

1. Connect the DP8000 Hog-Net port directly to the Full Boar's Hog-Net port using a single CAT5 network cable (cable does not have to be a crossover cable).
2. Under the networking tab of the control panel on the console check the option to "USE DEFAULT IP" and "Enable DHCP and Boot Server".
3. Ensure the "Use custom address range" option is not checked.
4. Launch into a new show or any existing show on your Full Boar.
5. Press and hold all three front panel buttons of the DP8000 and apply power.
6. The DP8000 will read "forcing software reload" on its display and you can release the front panel buttons.
7. The DP8000 will proceed to network boot, which will take about 1 minute to complete.

WHOLEHOG 3 CONSOLE

1. Connect the DP8000 Hog-Net port directly to the Wholehog 3 console's network port using a single CAT5 network cable (cable does not have to be a crossover cable).
2. Under the networking tab of the control panel on the console check the option to "USE DEFAULT IP" and "Enable DHCP and Boot Server".
3. Ensure the "Use custom address range" option is not checked.
4. Launch into a new show or any existing show on your console.
5. Press and hold all three front panel buttons of the DP8000 and apply power.
6. The DP8000 will read "forcing software reload" on its display and you can release the front panel buttons.
7. The DP8000 will proceed to network boot, which will take about 1 minute to complete.

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Hog 3PC

1. Connect your DP8000's Hog-Net port directly to your PC's network port using a standard CAT5 network cable (cable does not have to be a crossover cable).
2. Ensure that all Firewall and virus protection software on your Windows computer is disabled.
3. Under the networking tab of the control panel on the console make sure you have chosen the correct network adapter from the Hog-Net adapter drop down menu that correlates with the network card you are using to connect to the DP8000.
4. Now check the option to "USE DEFAULT IP" and "Enable DHCP and Boot Server" (note the control panel will automatically switch the default IP option to a custom IP address of 172.31.0.1 when you hit apply; this is expected).
5. Ensure the "Use custom address range" option is not checked.
6. Launch into a new show or any existing show on your console.
7. Press and hold all three front panel buttons of the DP8000 and apply power.
8. The DP8000 will read "forcing software reload" on its display and you can release the front panel buttons.
9. The DP8000 will proceed to network boot, which will take about 1 minute to complete.