HMS Download Tool

User Guide

Notices

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Important Safety Instructions

Read and Retain Instructions

Carefully read all safety and operating instructions before operating this equipment, and retain them for future reference.

Follow Instructions and Heed Warnings

Follow all operating and use instructions. Pay attention to all warnings and cautions in the operating instructions, as well as those that are affixed to this equipment.

Terminology

The terms defined below are used in this document. The definitions given are based on those found in safety standards.

Service Personnel - The term *service personnel* applies to trained and qualified individuals who are allowed to install, replace, or service electrical equipment. The service personnel are expected to use their experience and technical skills to avoid possible injury to themselves and others due to hazards that exist in service and restricted access areas.

User and Operator - The terms *user* and *operator* apply to persons other than service personnel.

Ground(ing) and Earth(ing) - The terms *ground(ing)* and *earth(ing)* are synonymous. This document uses ground(ing) for clarity, but it can be interpreted as having the same meaning as earth(ing).

Electric Shock Hazard

This equipment meets applicable safety standards.

WARNING!

To reduce risk of electric shock, perform only the instructions that are included in the operating instructions. Refer all servicing to qualified service personnel only.

Electric shock can cause personal injury or even death. Avoid direct contact with dangerous voltages at all times. The protective ground connection, where provided, is essential to safe operation and must be verified before connecting the power supply.

Know the following safety warnings and guidelines:

- **Dangerous Voltages**
  - Only qualified service personnel are allowed to perform equipment installation or replacement.
  - Only qualified service personnel are allowed to remove chassis covers and access any of the components inside the chassis.
- **Grounding**
  - Do not violate the protective grounding by using an extension cable, power cable, or autotransformer without a protective ground conductor.
  - Take care to maintain the protective grounding of this equipment during service or repair and to re-establish the protective grounding before putting this equipment back into operation.

Continued on next page

Installation Site

When selecting the installation site, comply with the following:

- **Protective Ground** - The protective ground lead of the building's electrical installation should comply with national and local requirements.
- **Environmental Condition –** The installation site should be dry, clean, and ventilated. Do not use this equipment where it could be at risk of contact with water. Ensure that this equipment is operated in an environment that meets the requirements as stated in this equipment's technical specifications, which may be found on this equipment's data sheet.

Installation Requirements

WARNING:

Allow only qualified service personnel to install this equipment. The installation must conform to all local codes and regulations.

Equipment Placement

WARNING:

Avoid personal injury and damage to this equipment. An unstable mounting surface may cause this equipment to fall.

To protect against equipment damage or injury to personnel, comply with the following:

- Install this equipment in a restricted access location.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other equipment (including amplifiers) that produce heat.
- Place this equipment close enough to a mains AC outlet to accommodate the length of this equipment's power cord.
- Route all power cords so that people cannot walk on, place objects on, or lean objects against them. This may pinch or damage the power cords. Pay particular attention to power cords at plugs, outlets, and the points where the power cords exit this equipment.
- Use only with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with this equipment.
- Make sure the mounting surface or rack is stable and can support the size and weight of this equipment.
- The mounting surface or rack should be appropriately anchored according to manufacturer's specifications. Ensure this equipment is securely fastened to the mounting surface or rack where necessary to protect against damage due to any disturbance and subsequent fall.

Ventilation

This equipment has openings for ventilation to protect it from overheating. To ensure equipment reliability and safe operation, do not block or cover any of the ventilation openings. Install the equipment in accordance with the manufacturer's instructions.

Continued on next page

Rack Mounting Safety Precautions

Mechanical Loading

Make sure that the rack is placed on a stable surface. If the rack has stabilizing devices, install these stabilizing devices before mounting any equipment in the rack.

> ⚠ **WARNING:**
>
> **Avoid personal injury and damage to this equipment. Mounting this equipment in the rack should be such that a hazardous condition is not caused due to uneven mechanical loading.**

Reduced Airflow

When mounting this equipment in the rack, do not obstruct the cooling airflow through the rack. Be sure to mount the blanking plates to cover unused rack space. Additional components such as combiners and net strips should be mounted at the back of the rack, so that the free airflow is not restricted.

> ⚠ **CAUTION:**
>
> **Installation of this equipment in a rack should be such that the amount of airflow required for safe operation of this equipment is not compromised.**

Elevated Operating Ambient Temperature

Only install this equipment in a humidity- and temperature-controlled environment that meets the requirements given in this equipment's technical specifications.

> ⚠ **CAUTION:**
>
> **If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient temperature. Therefore, install this equipment in an environment compatible with the manufacturer's maximum rated ambient temperature**.

Handling Precautions

When moving a cart that contains this equipment, check for any of the following possible hazards:

> ⚠ **WARNING:** **Avoid personal injury and damage to this equipment! Move any equipment and cart combination with care. Quick stops, excessive force, and uneven surfaces may cause this equipment and cart to overturn.**
>
>

- Use caution when moving this equipment/cart combination to avoid injury from tip-over.
- If the cart does not move easily, this condition may indicate obstructions or cables that may need to be disconnected before moving this equipment to another location.
- Avoid quick stops and starts when moving the cart.
- Check for uneven floor surfaces such as cracks or cables and cords.

Continued on next page

Grounding

This section provides instructions for verifying that the equipment is properly grounded.

Safety Plugs (USA Only)

This equipment is equipped with a 3-terminal (grounding-type) safety plug. The wide blade or the third terminal is provided for safety. Do not defeat the safety purpose of the grounding-type or polarized safety plug.

To properly ground this equipment, follow these safety guidelines:

- **Grounding-Type Plug** - For a 3-terminal plug (one terminal on this plug is a protective grounding pin), insert the plug into a grounded mains, 3-terminal outlet.

  Note: This plug fits only one way. If this plug cannot be fully inserted into the outlet, contact an electrician to replace the obsolete 3-terminal outlet.

Grounding Terminal

If this equipment is equipped with an external grounding terminal, attach one end of an 18-gauge wire (or larger) to the grounding terminal; then, attach the other end of the wire to a ground, such as a grounded equipment rack.

Safety Plugs (European Union)

- **Class I Mains Powered Equipment –** Provided with a 3-terminal AC inlet and requires connection to a 3-terminal mains supply outlet via a 3-terminal power cord for proper connection to the protective ground.

  Note: The equipotential bonding terminal provided on some equipment is not designed to function as a protective ground connection.

Equipotential Bonding

If this equipment is equipped with an external chassis terminal marked with the IEC 60417-5020 chassis icon ( ), the installer should refer to CENELEC standard EN 50083-1 or IEC standard IEC 60728-11 for correct equipotential bonding connection instructions.

AC Power

Important: If this equipment is a Class I equipment, it must be grounded.

- If this equipment plugs into an outlet, the outlet must be near this equipment, and must be easily accessible.
- Connect this equipment only to the power sources that are identified on the equipment-rating label normally located close to the power inlet connector(s).
- This equipment may have two power sources. Be sure to disconnect all power sources before working on this equipment.
- If this equipment **does not** have a main power switch, the power cord connector serves as the disconnect device.
- Always pull on the plug or the connector to disconnect a cable. Never pull on the cable itself.
- Unplug this equipment when unused for long periods of time.

Continued on next page

Circuit Overload

Know the effects of circuit overloading before connecting this equipment to the power supply.

> ⚠ **CAUTION:**
>
> **Consider the connection of this equipment to the supply circuit and the effect that overloading of circuits might have on overcurrent protection and supply wiring. Refer to the information on the equipment-rating label when addressing this concern.**

General Servicing Precautions

> ⚠ **WARNING:**
>
> **Avoid electric shock! Opening or removing this equipment's cover may expose you to dangerous voltages.**

Be aware of the following general precautions and guidelines:

- **Servicing** - Refer all servicing to qualified service personnel. Servicing is required when this equipment has been damaged in any way, such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into this equipment, this equipment has been exposed to rain or moisture, does not operate normally, or has been dropped.
- **Wristwatch and Jewelry** - For personal safety and to avoid damage of this equipment during service and repair, do not wear electrically conducting objects such as a wristwatch or jewelry.
- **Lightning -** Do not work on this equipment, or connect or disconnect cables, during periods of lightning.
- **Labels** - Do not remove any warning labels. Replace damaged or illegible warning labels with new ones.
- **Covers -** Do not open the cover of this equipment and attempt service unless instructed to do so in the instructions. Refer all servicing to qualified service personnel only.
- **Moisture** - Do not allow moisture to enter this equipment.
- **Cleaning** - Use a damp cloth for cleaning.
- **Safety Checks** - After service, assemble this equipment and perform safety checks to ensure it is safe to use before putting it back into operation.

Electrostatic Discharge

Electrostatic discharge (ESD) results from the static electricity buildup on the human body and other objects. This static discharge can degrade components and cause failures.

Take the following precautions against electrostatic discharge:

- Use an anti-static bench mat and a wrist strap or ankle strap designed to safely ground ESD potentials through a resistive element.
- Keep components in their anti-static packaging until installed.
- Avoid touching electronic components when installing a module.

Continued on next page

Electromagnetic Compatibility Regulatory Requirements

This equipment meets applicable electromagnetic compatibility (EMC) regulatory requirements. EMC performance is dependent upon the use of correctly shielded cables of good quality for all external connections, except the power source, when installing this equipment.

- Ensure compliance with cable/connector specifications and associated installation instructions where given elsewhere in this guide.

Otherwise, comply with the following good practices:

- Multi-conductor cables should be of single-braided, shielded type and have conductive connector bodies and backshells with cable clamps that are conductively bonded to the backshell and capable of making 360° connection to the cable shielding. Exceptions from this general rule will be clearly stated in the connector description for the excepted connector in question.
- Ethernet cables should be of single-shielded or double-shielded type.
- Coaxial cables should be of the double-braided shielded type.

EMC

Where this equipment is subject to USA FCC and/or Industry Canada rules, the following statements apply:

FCC Statement for Class B Equipment

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Industry Canada – Industrie Canadienne Statement

This apparatus complies with Canadian ICES-003.
Cet appareil est confome à la norme NMB-003 du Canada.

Fuse Replacement

To replace a fuse, comply with the following:

- Disconnect the power before changing fuses.
- Identify and clear the condition that caused the original fuse failure.
- Always use a fuse of the correct type and rating. The correct type and rating are indicated on this equipment.

Continued on next page

Modifications

This equipment has been designed and tested to comply with applicable safety, laser safety, and EMC regulations, codes, and standards to ensure safe operation in its intended environment.

Do not make modifications to this equipment. Any changes or modifications could void the user's authority to operate this equipment.

Modifications have the potential to degrade the level of protection built into this equipment, putting people and property at risk of injury or damage. Those persons making any modifications expose themselves to the penalties arising from proven non-compliance with regulatory requirements and to civil litigation for compensation in respect of consequential damages or injury.

Accessories

Use only attachments or accessories specified by the manufacturer.

Preface

Overview

About This Guide

The HMS Download Tool is used for upgrading the firmware of the HMS transponder in an amplifier or node.

This guide provides the basic introduction, operation instructions, and technical support information for this tool. This guide is subject to **HMS Download Tool Version 1.0.28**.

In This Guide

This User Guide is divided into the following sections:

Chapter 1: Introduction – This chapter provides a brief overview of the HMS Download Tool.

Chapter 2: Operation – This chapter describes how to initiate and set up the HMS Download Tool, such as loading the license and user management.

Chapter 3: Customer Support Information – This chapter contains information on obtaining technical support.

Chapter 1
Introduction

Overview

Introduction

This chapter provides a brief overview of the HMS Download Tool.

In This Chapter

This chapter contains the following topics.

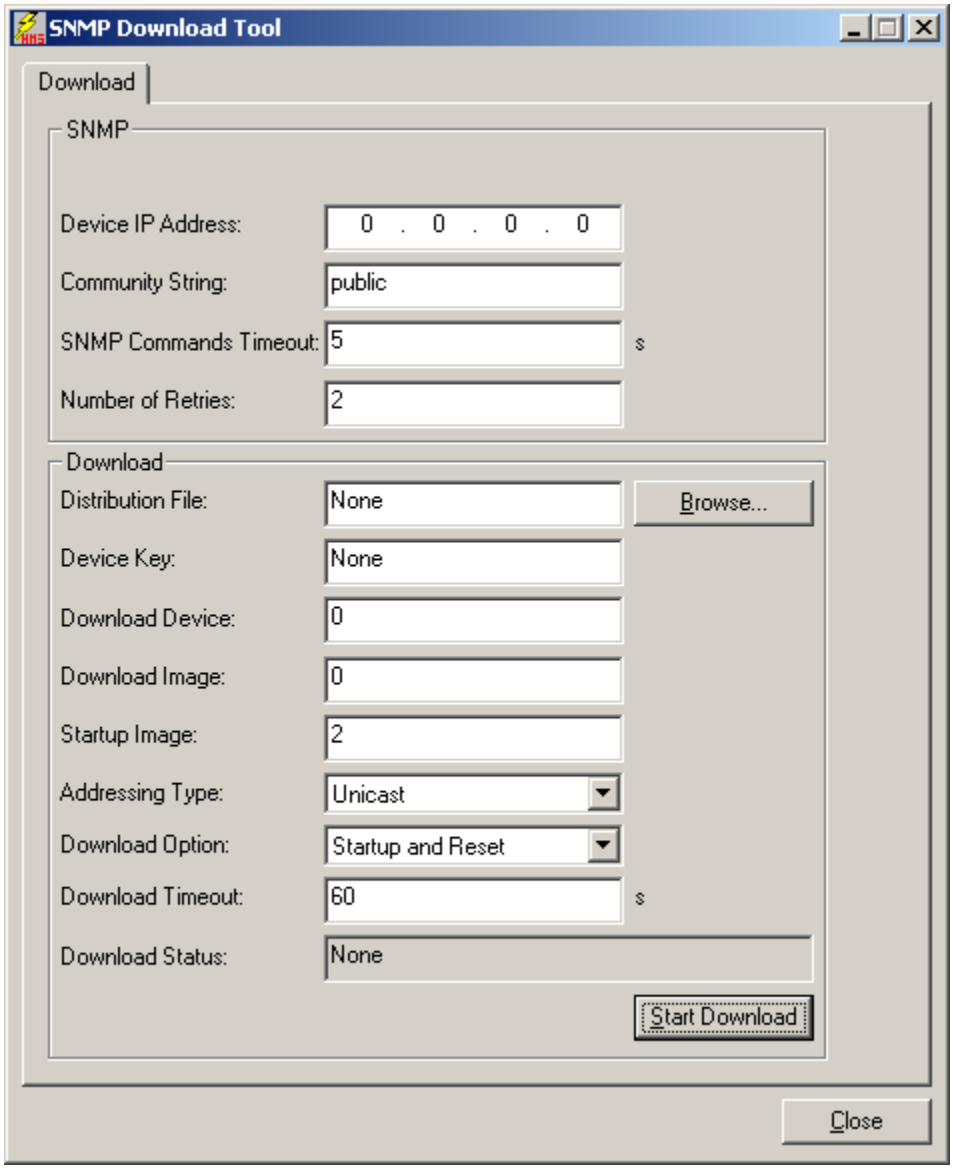
Topic	Page
About HMS Download Tool	1-2
Remote Management Application	1-4

About HMS Download Tool

Introduction

Double click on the execution file to open this tool.

Result: The main window is displayed as shown in the following screen.



To View Version Information

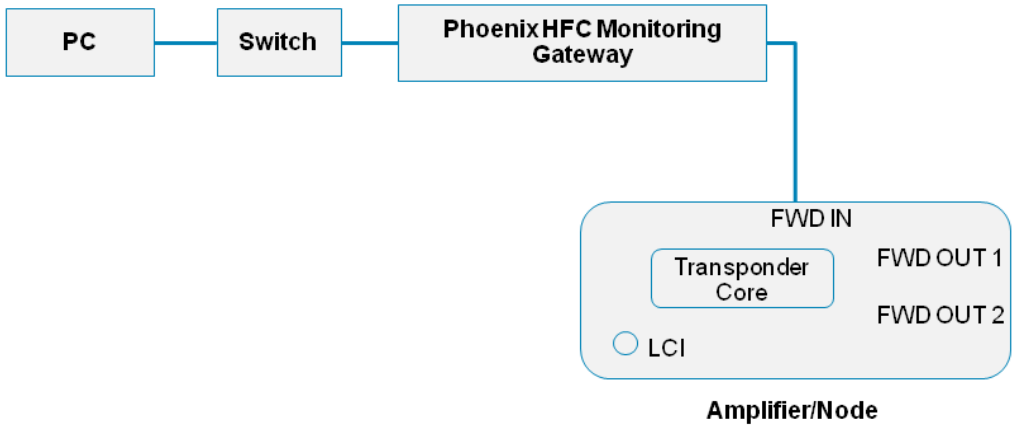
Verify the version before you actually operate on this tool. Right-click on the title bar and choose About **SNMP Download Tool**.

Result: The version information is displayed as shown in the following screen.

Network Connection

The HMS Download Tool is used for upgrading the firmware of the HMS transponder in an amplifier or node.

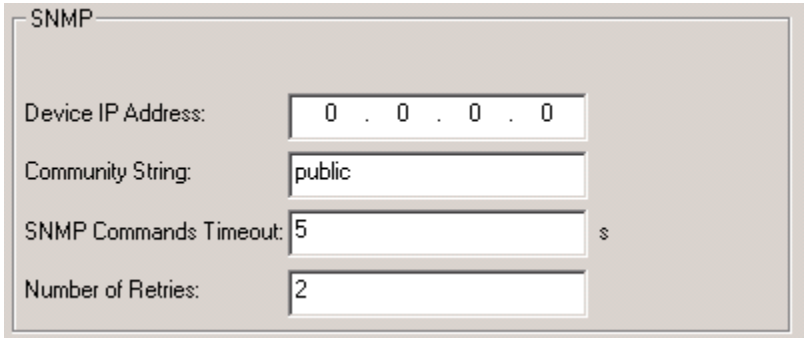
The following diagram shows a typical block diagram for the upgrade network connection.



Note: Phoenix must be set to gateway mode to enable the HMS download.

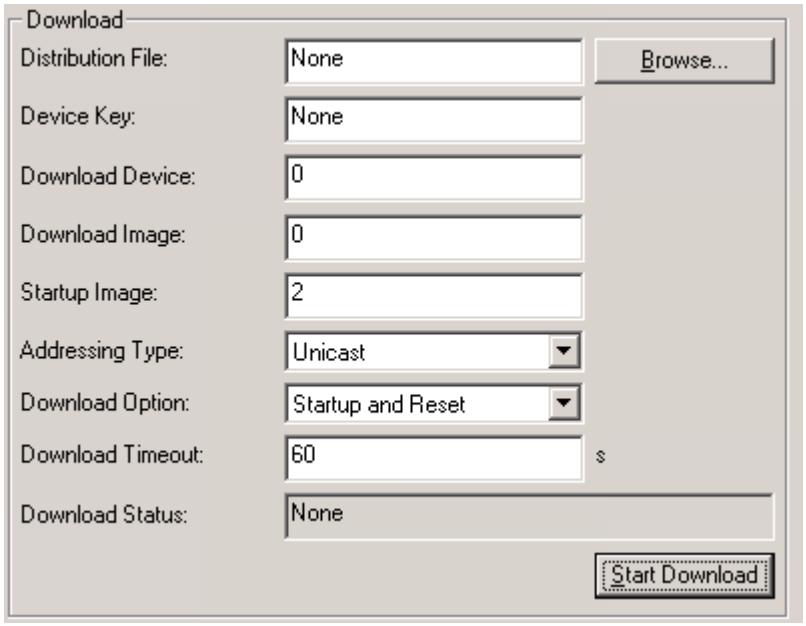
The SNMP Tab

The SNMP tab allows you to set the following parameters: Device IP Address, Community String, SNMP Command Timeout and the Number of Retries.



The Download Tab

The Download tab allows you to set the following parameters: Distribution File, Device Key, Download Device, Download Image, Startup Image, Download Timeout, Addressing Type and Download Option.



Chapter 2
Operation

Overview

Introduction

This chapter contains the information on how to operate this tool.

In This Chapter

This chapter contains the following topics.

Topic	Page
System Requirements	2-2
Operation Steps	2-3

System Requirements

System Requirements

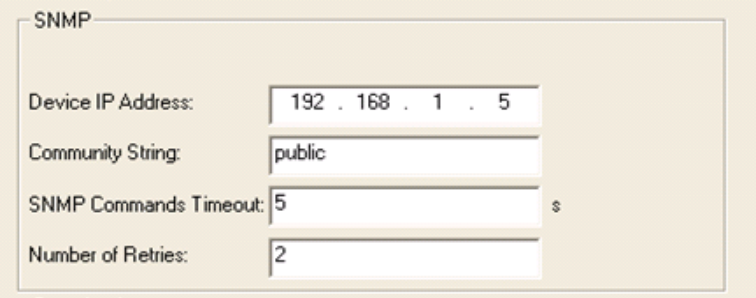
Make sure your computer meets the following requirements to install **HMS Download Tool**.

Item	Requirements
Operating System	Windows XP Service Pack 2/ Windows 2000/ Windows 7
Disk Space	N/A
Display	Minimal: 1024 x 768，16-bit high color

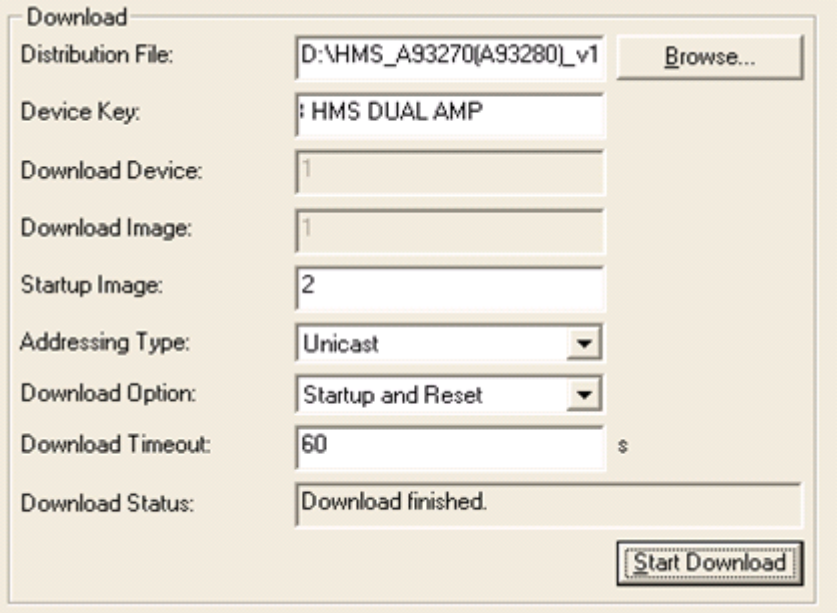
Operation Steps

To perform the firmware download, follow the instructions below.

1. Enter the **Device IP Address**. In the following example, input 192.168.1.5.



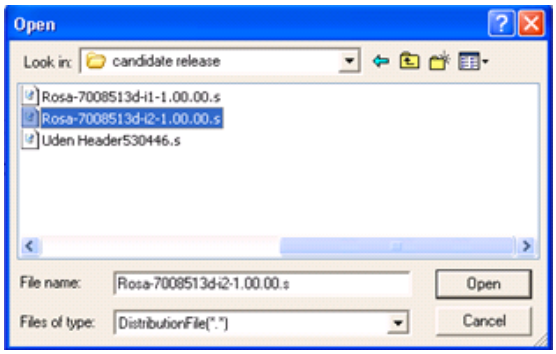
2. Keep the default settings for **Community String**, **SNMP Commands Timeout** and **Number of Retries**.
3. Click the **Browse** button.



Continued on next page

4. Choose the upgrade image, and click **Open**.

Note: The upgrade image may not be the same with the startup image your device is running on. For example, when your device is running on the image **Rosa-7008513d-i2-1.00.00.s**, you may only download the image **Rosa-7008513d-i1-1.00.00.s** for the upgrade.



5. Click the **Addressing Type** drop-down box and choose **Unicast** or **Broadcast**.

Note: The **Unicast** download mode upgrades the intended device in your network. The **Broadcast** download mode upgrades all the devices in your network.

6. Enter the **Startup Image** number (1 for **Rosa-7008513d-i1-1.00.00.s** or 2 for **Rosa-7008513d-i2-1.00.00.s**).

7. Click the **Download Option** drop-down box and choose **Startup and Reset** or **No Action**.

Note: The **Startup and Reset** parameter resets the device and enables the upgrade to take effect immediately. The **No Action** parameter leaves the device with the current setting and the upgrade takes effect after the next reboot.

8. Keep the default setting for **Download Timeout**.

9. Click the **Start Download** button.

Result: When the download is completed, it will be displayed in the **Download Status** window.

Chapter 3
Customer Support Information

Overview

Introduction

This chapter contains information on obtaining technical support.

Obtaining Product Support

IF…	THEN…
you have general questions about this product	Contact your distributor or sales agent for product information or refer to product data sheets on www.cisco.com.
you have technical questions about this product	Call the nearest Technical Service center.
you have customer service questions about this product	Call the nearest Customer Service Center.

In This Chapter

This chapter contains the following topics

Topic	See Page
Support Telephone Numbers	3-2

Support Telephone Numbers

This table lists the Technical Support and Customer Service numbers for your area.

Region	Centers	Telephone and Fax Numbers
North America	Cisco Services Atlanta, Georgia United States	For *Technical Support*, call: ▪ Toll-free: 1-800-722-2009 ▪ Local: 678-277-1120 (Press **2** at the prompt) For *Customer Service*, call: ▪ Toll-free: 1-800-722-2009 ▪ Local: 678-277-1120 (Press **3** at the prompt) ▪ Fax: 770-236-5477 ▪ E-mail: customer-service@cisco.com
Europe, Middle East, Africa	Belgium	For *Technical Support*, call: ▪ Telephone: 32-56-445-197 or 32-56-445-155 ▪ Fax: 32-56-445-061 For *Customer Service*, call: ▪ Telephone: 32-56-445-444 ▪ Fax: 32-56-445-051 ▪ E-mail: service-elc@cisco.com
Japan	Japan	▪ Telephone: 81-3-5908-2153 or +81-3-5908-2154 ▪ Fax: 81-3-5908-2155
Korea	Korea	▪ Telephone: 82-2-3429-8800 ▪ Fax: 82-2-3452-9748 ▪ E-mail: songk@cisco.com
China (mainland)	China	▪ Telephone: 86-21-2401-4433 ▪ Fax: 86-21-2401-4455 ▪ E-mail: repaircentercn@external.cisco.com
All other Asia-Pacific countries & Australia	Hong Kong	▪ Telephone: 852-2588-4746 ▪ Fax: 852-2588-3139 ▪ E-mail: support.apr@sciatl.com
Brazil	Brazil	▪ Telephone: 11-55-08-9999 ▪ Fax: 11-55-08-9998 ▪ E-mail: fattinl@cisco.com or ecavalhe@cisco.com

Continued on next page

Mexico, Central America, Caribbean	Mexico	For *Technical Support*, call: ▪ Telephone: 52-3515152599 ▪ Fax: 52-3515152599 For *Customer Service*, call: ▪ Telephone: 52-55-50-81-8425 ▪ Fax: 52-55-52-61-0893
All other Latin America countries	Argentina	For *Technical Support*, call: ▪ Telephone: 54-23-20-403340 ext 109 ▪ Fax: 54-23-20-403340 ext 103 For *Customer Service*, call: ▪ Telephone: 770-236-5662 ▪ Fax: 770-236-5888 ▪ E-mail: keillov@cisco.com

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