

Web Interface Not Responding After Firmware Upgrade to Version 1.0.01.18 on RV34x Series Router

Summary

The RV34x series router web interface may not respond after upgrading the firmware to version 1.0.01.18 from 1.0.0.33. This document has been developed to highlight this issue, and to define the steps that needs to be followed in order for the router to be upgraded to the latest firmware in order to resolve this issue.

Version (s) Affected

1.0.01.18

Date Identified

May 30, 2018

Date Resolved

N/A

Products Affected

RV34x Series

Bug ID

CSCvk05937

Issue Description

RV34x series routers, when shipped, are loaded in the factory with firmware version 1.0.0.33. Currently, the latest version of firmware for the platform is 1.0.01.18. When the firmware of a RV34x series router is upgraded from version 1.0.0.33 to version 1.0.01.18, the web interface of the router may stop responding. For more details regarding this issue, click [here](#).

NOTE: Testing has determined that this issue is isolated when firmware is upgraded directly to version 1.0.01.18 from version 1.0.0.33. It is not likely to occur during upgrade of firmware from versions 1.0.01.16 or 1.0.01.17 to version 1.0.01.18.

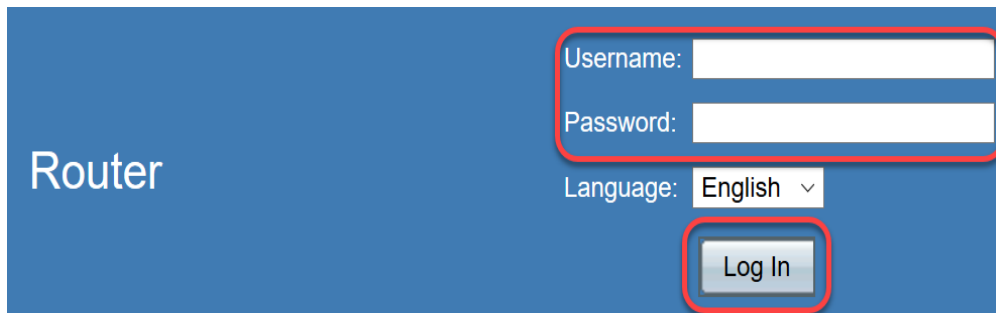
Cause

It is currently believed that a new feature included in version 1.0.01.18 is causing this issue. The feature allows for enabling or disabling device management per virtual local area network (VLAN) that is defined on the router.

Workaround

For successful firmware upgrade from 1.0.0.33, please perform the following steps.

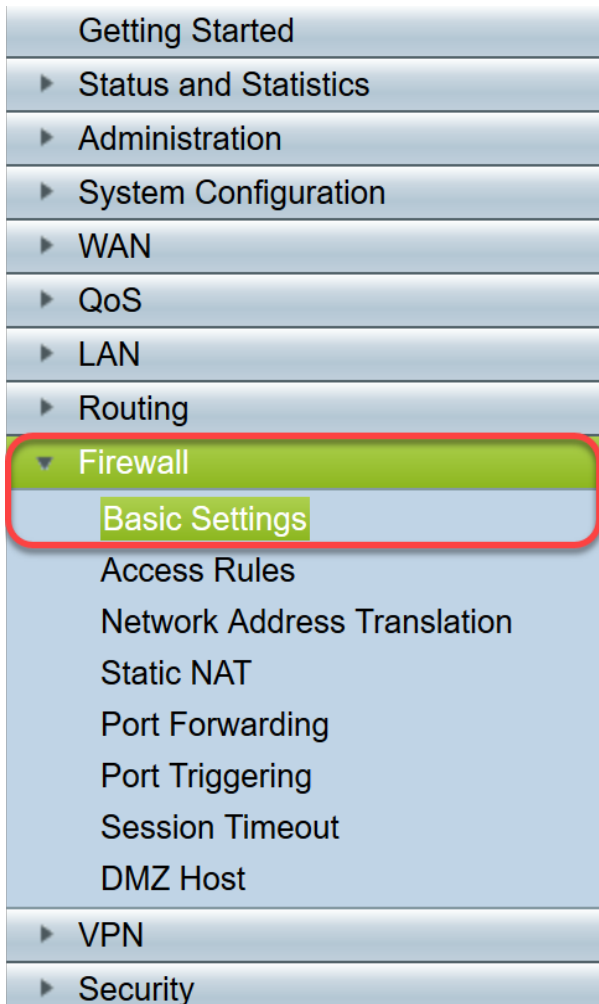
Step 1: Log in to the web-based utility of the router by entering your Username and Password in the fields provided and then click **Log In**.

A screenshot of a web-based utility interface for a router. The background is a solid blue color. On the left side, the word "Router" is written in white. On the right side, there are three input fields and a button. The first field is labeled "Username:" and is empty. The second field is labeled "Password:" and is empty. The third field is labeled "Language:" and contains the text "English" with a small downward arrow indicating a dropdown menu. Below these fields is a button labeled "Log In". Red rectangular boxes are drawn around the Username and Password fields, and another red rectangular box is drawn around the Log In button.

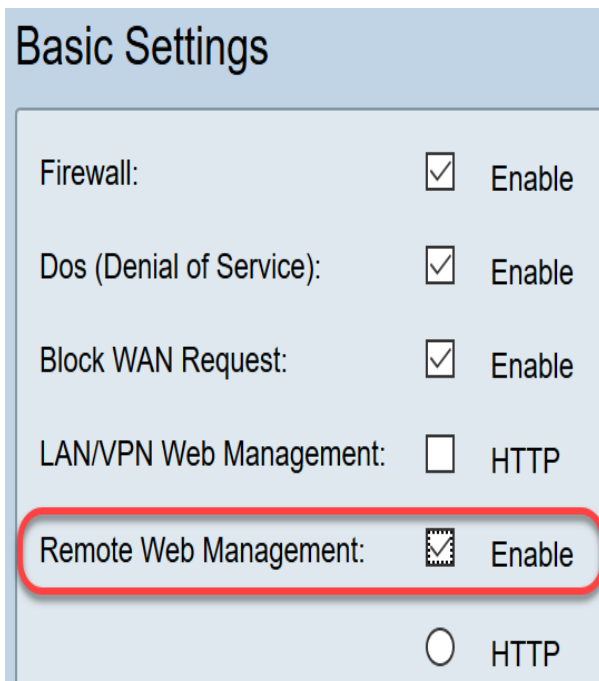
Step 2. Enable remote web access to the router.

NOTE: This step is recommended in case the access to the router from local area network (LAN) fails following firmware upgrade as it has been noticed that VLAN1 "Device Management" is disabled and cannot be edited after successful firmware upgrade from version 1.0.0.33 to 1.0.01.18. Enabling remote web management will provide a temporary option of accessing the router remotely.

To do this, **Choose Firewall > Basic Settings**

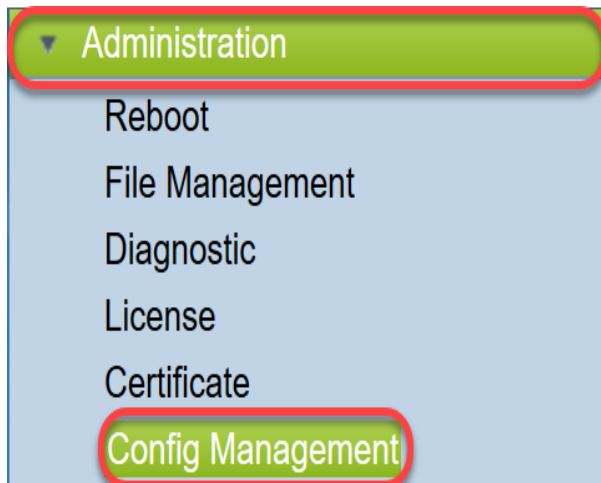


Check the box to enable Remote Web Management

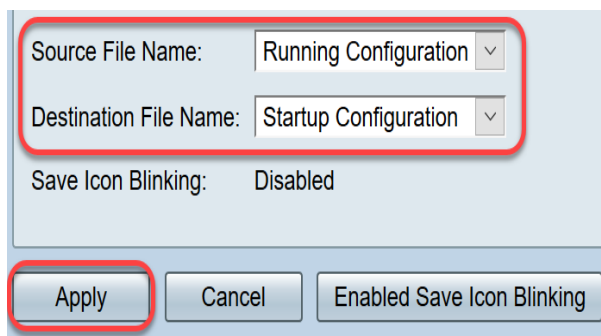


Step 3. Prior to firmware upgrade, it is always best practice to back up the configuration before taking any action.

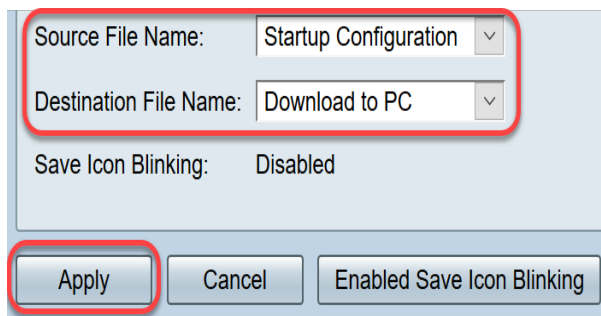
Choose **Administration > Config management**



In the Config Management table, save the running configuration file to the startup configuration by choosing Source File Name as Running Configuration and Destination File Name as Startup Configuration. Click **Apply**.



Copy the startup configuration to your personal computer (PC) by choosing Source File Name as Startup Configuration and Destination File Name as Download to PC.



NOTE: Assuming that the running and startup configuration are the same, you can choose to download either the running configuration or startup configuration to your PC.

In this example, the startup configuration is saved to the PC.

Step 4. Upgrade the firmware of the router to version 1.0.01.17.

NOTE: For more detailed information regarding upgrading firmware on RV34X series routers, click [here](#).

Step 5. Access the router from the graphical user interface (GUI) as in Step 1.

Step 6. Save the Running Configuration to Startup Configuration to save your configuration with the firmware version 1.0.01.17 and click **Apply**.

The image shows a configuration dialog box with a light blue background. It contains three main sections. The first section has two dropdown menus: 'Source File Name:' with 'Running Configuration' selected, and 'Destination File Name:' with 'Startup Configuration' selected. The second section is labeled 'Save Icon Blinking:' and is set to 'Disabled'. The third section contains three buttons: 'Apply', 'Cancel', and 'Enabled Save Icon Blinking'. Red rectangular boxes highlight the 'Source File Name' and 'Destination File Name' dropdowns, and the 'Apply' button.

Step 7. Upgrade the firmware of the router to version 1.0.01.18.

Step 8. Access the router from the LAN.

You should now have upgraded the firmware of the router from version 1.0.0.33 to version 1.0.01.18 and access it successfully.

This Field Notice is to make you aware of this issue and to offer the best possible solution to fix it. If you need any further assistance, please contact Cisco Technical Support.