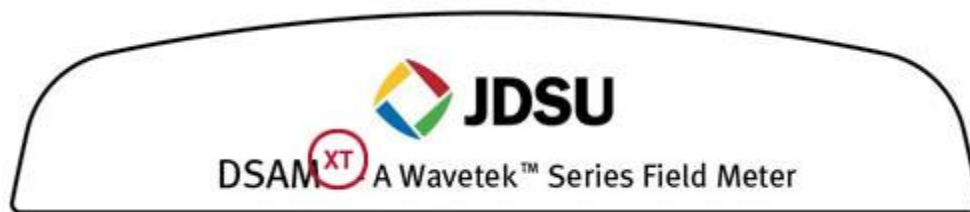


# Firmware Release for non-XT DSAM Models ONLY

## DSAM v3.8.5 Firmware Release Notes and Upgrade Instructions

**Note: V3.8.5 is the firmware release for non-XT DSAM models ONLY.** This firmware update release addresses bug fixes for non-XT DSAM models.

For XT DSAM models, refer to the "Download" tab on the [DSAM Digital Service Activation Meter](#) web page for information about downloading firmware version 4.0 or higher. If your DSAM is an XT version, it will be indicated on the brow label above the DSAM screen (see circled portion of label shown below).



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## Release Notes

Addressed in version 3.8.5:

- Fixed a reporting issue with DSAM cable modems configured to run only IPv6 on non-XT DSAMs which were upgraded to DOCSIS 3.0 hardware

Addressed in version 3.8.4:

- Fixed Home Certification files that could fail when transitioning between Packet Loss and Throughput tests
- Corrected MER and BER settings to enable proper Autotest saving of QAM128 results
- PAL B/G Channel Plan template correctly sets channel 74 to 610MHz
- Modified DSAM DOCSIS 3.0 modem, for certain situations, to correctly advertise its bonding capabilities as 8 channels

- Updated DSAM to be compliant with CableLabs MULPI specification Annex E for 8ch modem RCC encodings
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## Test Productivity Pack (TPP) Upgrade Instructions

### **Critical Note:**

FDM-100 is not compatible for this DSAM firmware release. You must use TPP v4.7 (or higher) AND it is highly recommended that TPP be upgraded to the latest version 4.8 or 5.0 prior to upgrading non-XT DSAM firmware to version 3.8.5.

TPP Administrators: please pay attention to the DSAM upgrade instructions below.

DSAM Firmware upgrade support:

DSAM 3.8.5 for non-XT (original) meters:

- Deployable by TPP 4.8 and higher.
- TPP 4.8 and higher will not list (or allow selection) of any XT meters for deployment.
- This protects user from damaging meter with wrong firmware.
- Only exists as a ZIP file (no separate XML file)
- TPP 4.6 will not allow browsing to the DSAM 3.8.5 firmware, since there is no external XML file to find.
- If the XML file is extracted from the upgrade ZIP file and you attempted to use this for upgrade, you will get an error message and be prevented from deploying the firmware

DSAM Meter Option and BPI+ Certificate deployment support:

If you are using an older version of Test Productivity Pack please refer to the [TechComplete™ Test Productivity Pack \(TPP\)](#) download web page or contact your sales representative or the Technical Assistance Center (TAC) for upgrade information.

To maximize upgrade reliability, please upgrade your DSAM on networks that have reliable connections, minimal network congestion, and no restricting firewalls. In the case where you feel the IP or RF networks have intermittent reliability or you have experienced upgrade failures, we recommend that a direct laptop connection or Ethernet connection be used.

Please read the following instructions and follow them step-by-step.

1. Connect your DSAM to the charger to provide a consistent power supply during the upgrade.

2. Synchronize each DSAM to be upgraded to the Test Productivity Pack via the Ethernet port to verify proper configuration and communications. Firmware upgrades require the DSAM to be connected via the Ethernet port.
3. Avoid upgrading more than 10 meters at a time per TPP server. If your server is connected via a connection less than 10 Mbps, for example to a cable modem with a 384k upstream, you should limit your DSAM upgrades/synchronizations to 4 at a time.
4. Download the upgrade zip file. Save file by right clicking on it and Select "Save Target as..." or "Save Link as..."
  1. Firmware file: [dsamv3\\_8\\_5.zip](#)
5. Launch TPP 4.8 thick client or log in TPP 5.0 web client and go to "manage meter assets" page.
6. Ensure that the DSAM(s) you are upgrading appear in the Meter Assets list, specified by serial number. If they are not on the list, you must add the DSAM(s) and synchronize them before you proceed to the next step.
7. In the "meter management tasks" sidebar on the left of the manage meter assets page, click on "upgrade meters". >
8. On the upgrade meters page, click "browse" and select the downloaded .zip file from the location you saved it to, in step 4 of this list. Then click "open".
9. The list of meter(s) that can be upgraded should now be displayed on this page. If there is no list, please review the previous steps or contact Technical Assistance Center (TAC) at the number below for further assistance. Ensure that only the meter(s) that you wish to upgrade are checked. De-select those meters you do not wish to upgrade.
10. Click the "done" button in the bottom right corner.
11. Synchronize the DSAM(s) with TPP.
12. After the meter has rebooted, verify the upgrade is successful. Check the "manage meter assets" page, sync "Status" column, and ensure the most recent sync is OK, and check the "FW Version" to see that it is v3.8.
13. If the meter reboots to a screen that says "Upgrade was not completed, press soft key 1 to retry the upgrade" you should repeat steps 7 to 10 and re-deploy the upgrade BEFORE pressing the key to re-synchronize.
14. If you have any issues after re-trying to synchronize, please contact TAC at the number below.
15. Congratulations! The latest DSAM firmware has now been installed!

#### Alternate User Interface Language

For user interface languages other than English, Spanish, French and German, after you update your firmware according to the process described above, you may choose to update your meter by repeating the process described above with the appropriate **language** file below:

- Chinese License file: [dsamv3\\_8\\_5\\_cn.zip](#)

- Polish License file: [dsamv3\\_8\\_5\\_pl.zip](#)
- Hungarian License file: [dsamv3\\_8\\_5\\_hu.zip](#)
- Japanese License file: [dsamv3\\_8\\_5\\_ja.zip](#)
- Korean License file: [dsamv3\\_8\\_5\\_kr.zip](#)
- Portuguese License file: [dsamv3\\_8\\_5\\_pt.zip](#)

For DSAM users wishing to use Euro PacketCable™ with the DSAM:

The DSAM is capable of operating on Euro PacketCable VoIP networks; however, the DSAM must be configured with the appropriate PacketCable build and may be configured via a TPP update. The update completes in around 5 to 6 minutes and does require the meter to be setup like a firmware upgrade with TPP and the meter must synchronize over Ethernet and remain plugged into the charger. Upgrade the DSAM to the v3\_3\_x\_Euro files when the **Euro PacketCable standard is required**.

Again moving forward only the .zip file is required for the upgrade between PacketCable standards to complete correctly:

Firmware file: [dsamv3\\_8\\_5\\_euro.zip](#)

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## StrataSync Upgrade Instructions

**Attention DSAM users and StrataSync administrators:** Before you proceed, please ensure that you know which type of DSAM is to be upgraded. This v4.4 firmware upgrade is for DSAM with XT hardware only. If you have a non-XT DSAM, the DSAM must be at v3.8 or higher. If your DSAM is an XT version, please refer to the XT firmware upgrade site [HERE](#). There will be an "XT" superscripted by "DSAM" on the brow label above the display screen (see circled portion of label shown above).

To maximize upgrade reliability, please upgrade your DSAM on networks that have reliable connections, minimal network congestion, and no restricting firewalls. In the case where you feel the IP networks have intermittent reliability or you have experienced upgrade failures, we recommend that a direct internet connection be used.

Please read the following instructions and follow them step-by-step.

1. Connect your DSAM to the charger to provide a consistent power supply during the upgrade.
2. Synchronize each DSAM for upgrade to StrataSync via the Ethernet port to verify proper configuration and communications. Firmware upgrades require connection to the DSAM through the Ethernet port.
3. Avoid upgrading more than 10 meters at a time if your internet connection is less than 10 Mbps. For example to a cable modem with a

384k upstream, you should limit your DSAM upgrades/synchronizations to 4 at a time.

4. Find the upgrade file in the "ASSETS" tab in the "Actions" column under "Firmware update"
5. Ensure the "Select an update method" has "Online updates" selected and press Next
6. Select the 3.8.5 Package and press Next
7. Select the DSAM's units you wish to upgrade then press Next
8. The list of upgradeable meter(s) should now be displayed on this page. If there is no list, please review the previous steps or contact Technical Assistance Center (TAC) at the number below for further assistance. Ensure that only the meter(s) that you wish to upgrade are checked.
9. Press "Update" to set StrataSync to perform the upgrade
10. Synchronize the DSAM(s) with StrataSync.
11. After the meter has rebooted, verify the upgrade is successful. Check the "ASSETS" tab to check the "SW Version" to see that it is 3.8.5.
12. If the meter reboots to a screen that says "Upgrade was not completed" retry the sync to StrataSync
13. If you have any issues after re-trying to synchronize, please contact TAC at the number below.
14. Congratulations! The latest DSAM firmware has now been installed!

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If you have any questions about when or why you would use this upgrade please contact TAC at the number below.

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