

Network VirusWall™ Enforcer 1200 Upgrade Guide



To perform the following procedure you will need the Trend Micro Network VirusWall Enforcer 1200 Solutions CD. To rollback the device after upgrading, perform this process using the `NVW_image_downgrade_2.0.1000.en.us.b` file in place of the boot image file (.B file) and the previous version of the program image in place of the program image (.R file).

To upgrade Network VirusWall Enforcer 1200:

1. Connect to the device using the Console port and Port 1.
2. Specify the IP address of your computer to the same segment as the Network VirusWall Enforcer 1200 device:
 - a. Click **Start > Control Panel > Network and Internet Connections > Network Connections**. The **Network Connections** window appears.
 - b. Right click the network connection you will use to connect to the Network VirusWall 1200 device. A pop up menu appears.
 - c. Select **Properties**. The **Connection Properties** dialog box appears.
 - d. Select **Internet Protocol (TCP/IP)** from the **This connection uses the following items** list. Internet Protocol (TCP/IP) highlights in the list.
 - e. Click **Properties**. The **Internet Protocol (TCP/IP) Properties** dialog box appears.
 - f. Configure the computer to use a static IP address in the range 192.168.252.2 to 192.168.252.254 with a subnet mask 255.255.255.0.
 - g. Click **OK** to close the **Internet Protocol (TCP/IP) Properties** dialog box.
 - h. Click **Close** to close the **Connection Properties** dialog box.
3. Prepare the Preconfiguration console.
 - a. Open HyperTerminal. Click **Start > Programs > Accessories > Communications > HyperTerminal**. HyperTerminal prompts you for location information.
 - b. Click **Cancel** when prompted for dial-up location information.
 - c. Close the **Connect to** dialog box.
 - d. On the HyperTerminal window, click **File > Properties**.
 - e. Select a COM port from the **Connect using** list in the **Connect to** tab.
 - f. Click **Configure**. The **COM Properties** dialog box appears.
 - g. Specify the following:
 - Bits per second: 115200
 - Data Bits: 8
 - Parity: None
 - Stop bits: 1
 - Flow control: None
 - h. Click **OK**.

i. Click the **Settings** tab, then specify the following:

- Under Backspace key sends, select **Del**.
- Emulation: VT100

Tip: Trend Micro recommends configuring HyperTerminal properties so that the backspace key is set to delete.

- j. Connect to the Preconfiguration console.
- k. Press **Enter**. The User name logon prompt displays.
4. Reset the device by pressing the **Reset** button on the front panel of the device.
5. After the device reboots, type `r` in the HyperTerminal console before the Rescue Mode countdown completes.
6. Insert the *Trend Micro Network VirusWall Enforcer 1200 Solutions CD*.
7. Locate and execute the `nvwrescue.exe` file on the Solutions CD (<CD Drive>:\Programs\NVW_Rescue\). The Trend Micro Network VirusWall Rescue Utility dialog box appears.
8. Click **Browse** and import the device boot image (.B file) from the Solutions CD.
9. Click **Update** in the Trend Micro Network VirusWall Rescue Utility dialog box. The device uploads the boot image and reboots automatically.
10. Click **Finish**. When the device reboots a message appears in the HyperTerminal console prompting you to enter rescue mode.
11. Type `r` in the HyperTerminal console before the Rescue Mode countdown completes.
12. Locate and execute the `nvwrescue.exe` file on the Solutions CD. The Trend Micro Network VirusWall Rescue Utility dialog box appears.
13. Click **Browse** and import the device program image (.R file) from the Solutions CD.
14. Click **Update** in the Trend Micro Network VirusWall Rescue Utility dialog box. The device uploads the program image and reboots automatically.
15. Click **Finish**. When the device reboots a message appears in the HyperTerminal console prompting you to enter rescue mode. The device has successfully been upgraded.
16. Do not enter rescue mode. Wait until the rescue mode countdown elapses. The Preconfiguration console Login screen appears.

Note: If uploading the boot image (.B file) or program image (.R) file on multiple devices is unsuccessful, type `C: />arp -a`

- If there are no entries in the list, check your network settings.
- If there is an entry with an IP address that matches the NVW Rescue Mode (192.168.252.1) type `C: />arp -d` to delete all entries in the list and try again.