



Updating Firmware

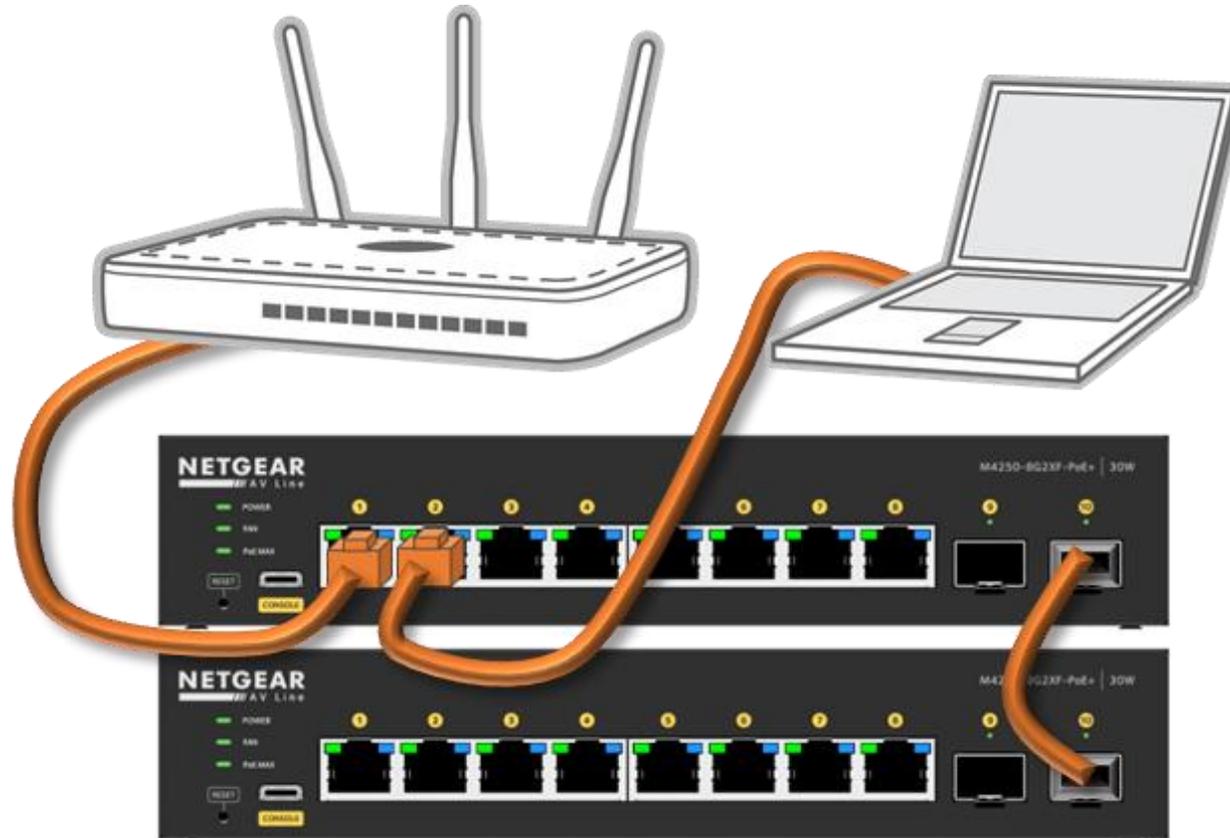
How to update the firmware on a ProAV switch.

Upgrading the Firmware

This guide will go over how to upgrade the firmware on a ProAV switch.

For this setup we will have two switches one connecting to a router that will provide the DHCP for the devices and a laptop running the Engage controller.

We will update the firmware on one using the engage controller onboarding process and the other using the AV UI.



Managed Devices

[Add Device](#)

Switch Model	System Name	Serial Number	IP Address	FW Version	AV Version	Status
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You do not have any device

Total 0

10/page



1



Go to

1

Here we have two switches that are not on the current firmware.

Discovered Devices

Switch Model	System Name	Serial Number	MAC Address	IP Address	FW Version	AV Version	
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M4250-8G2XF-PoE+
GSM4210PX

M4250-8G2XF-PoE+-7D5D25

6YX32A5FA00F7

94:18:65:7D:5D:28

192.168.6.13

13.0.4.12

2.2.2.16

Onboard

M4250-8G2XF-PoE+
GSM4210PX

M4250-8G2XF-PoE+-7D5D6D

6YX32A5NA0109

94:18:65:7D:5D:70

192.168.6.14

13.0.4.12

2.2.2.16

Onboard

Click on "Onboard."

NOTE: you can find the latest firmware for any NETGEAR device at "support.netgear.com."

Managed Devices

Add Device

Switch Model System Name

AV Version Status

Dismiss

Continue

You do not have any device

DANGER! IF YOU'RE IN PRODUCTION!

Engage will upgrade device firmware and reboot the device for compatibility. Click "Continue" to proceed with firmware upgrade and onboarding.

If you are onboarding a switch that is not on the latest firmware the switch will have to reboot as the latest firmware is installed on the device.

A pop-up will come up to let you know. Click "Continue."

Discovered Devices

Switch Model System Name Serial Number MAC Address IP Address FW Version AV Version

M4250-8G2XF-PoE+
GSM4210PX

M4250-8G2XF-PoE+-7D5D25

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192.168.6.13

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Onboard

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6YX32A5NA0109

94:18:65:7D:5D:70

192.168.6.14

13.0.4.12

2.2.2.16

Onboard

Total 2

10/page



1



Go to

1

Managed Devices

Switch Model System N

Add Device

Onboard devices to Engage. Note: Login into the switch to have the Engage manage the device. Once logged into the switch, the Engage will apply the site's password onto the device. Engage automatically upgrades device firmware for compatibility as needed.

Device Admin User
admin

Device Password
.....

Type in the password for the device.

Device IP Address
192.168.6.13

Use device default password

Use controller site password

Apply

Click on "Apply."

Discovered Devices

Switch Model	System Name	Serial Number	IP Address	FW Version	AV Version	
M4250-8G2XF-PoE+ GSM4210PX	M4250-8G2XF-PoE+-7D5D25	6YX32A5FA00F7	94:18:65:7D:5D:28 192.168.6.13	13.0.4.12	2.2.2.16	Onboard
M4250-8G2XF-PoE+ GSM4210PX	M4250-8G2XF-PoE+-7D5D6D	6YX32A5NA0109	94:18:65:7D:5D:70 192.168.6.14	13.0.4.12	2.2.2.16	Onboard

Total 2 10/page 1 Go to 1

Message

⚠ Do not power down during a firmware upgrade. You can refresh the page in a few minutes

OK

Click on "OK."

Managed Devices

Add Device

Switch Model System Name

AV Version Status

You do not have any device

Total 0 10/page < 1 > Go to 1

Discovered Devices

Switch Model System Name Serial Number MAC Address IP Address FW Version AV Version

M4250-8G2XF-PoE+ GSM4210PX M4250-8G2XF-PoE+-7D5D25 6YX32A5FA00F7 94:18:65:7D:5D:28 192.168.6.13 13.0.4.12 2.2.2.16

M4250-8G2XF-PoE+ GSM4210PX M4250-8G2XF-PoE+-7D5D6D 6YX32A5NA0109 94:18:65:7D:5D:70 192.168.6.14 13.0.4.12 2.2.2.16

Total 2 10/page < 1 > Go to 1

Managed Devices

[Add Device](#)

Switch Model	System Name	Serial Number	IP Address	FW Version	AV Version	Status	
M4250-8G2XF-PoE+ GSM4210PX		6YX32A5FA00F7	192.168.6.13	13.0.4.13	2.2.3.16	Online	Configure

Total 1 10/page < 1 > Go to 1

We can now see that the switch has been added to the Engage controller and the firmware is up to date.

Discovered Devices

Switch Model	System Name	Serial Number	MAC Address	IP Address	FW Version	AV Version	
M4250-8G2XF-PoE+ GSM4210PX	M4250-8G2XF-PoE+-7D5D6D	6YX32A5NA0109	94:18:65:7D:5D:70	192.168.6.14	13.0.4.12	2.2.2.16	Onboard

Total 1 10/page < 1 > Go to 1

For the second switch we will open a browser and go to the IP address of the switch.



Login using the "AV UI Login" and go to "Maintenance."

Configure

Overview

Network Profiles

Link Aggregation

Multicast

Neighbor

Power over Ethernet

Port configuration

Security

Maintenance

AVB License

Diagnostics

Maintenance

Configure | Maintenance

Firmware Update

13.0.4.12 Active 13.0.4.7

Browse File



Upload

Click on "Browse File."

Configuration Management

Download

Download the configuration file to your local drive for backup.

Download configuration

Restore

The configuration will restore to the running-config and startup-config.

Browse File



Upload

- Configure
- Overview
- Network Profiles
- Link Aggregation
- Multicast
- Neighbor
- Power over Ethernet
- Port configuration
- Security
- Maintenance
- AVB License

Open

This PC > Downloads > GSM421xxx_MSM4214_XSM4216F_V13.0.4.13

Search GSM421xxx_MSM421...

Organize New folder

Name	Date modified	Type	Size
GSM421xxx_MSM4214_XSM4216F_V13.0....	5/2/2023 3:14 PM	Chrome HTML Do...	3 KB
M4250L-v13.0.4.13.stk	5/2/2023 3:14 PM	STK File	40,435 KB

File name: M4250L-v13.0.4.13.stk All Files

Open Cancel

Navigate to the location of the firmware and select it.

Open

NOTE: you can find the latest firmware for any NETGEAR device at "support.netgear.com."

Upload

Click on "Open."

The configuration will restore to the running-config and startup-config.

Maintenance

Configure | Maintenance

Firmware Update

13.0.4.12 ✓ Active 13.0.4.7

Browse File

📁 M4250L-v13.0.4.13.stk

Upload

Click on "Upload."

Configuration Management

Download

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📄 Download configuration

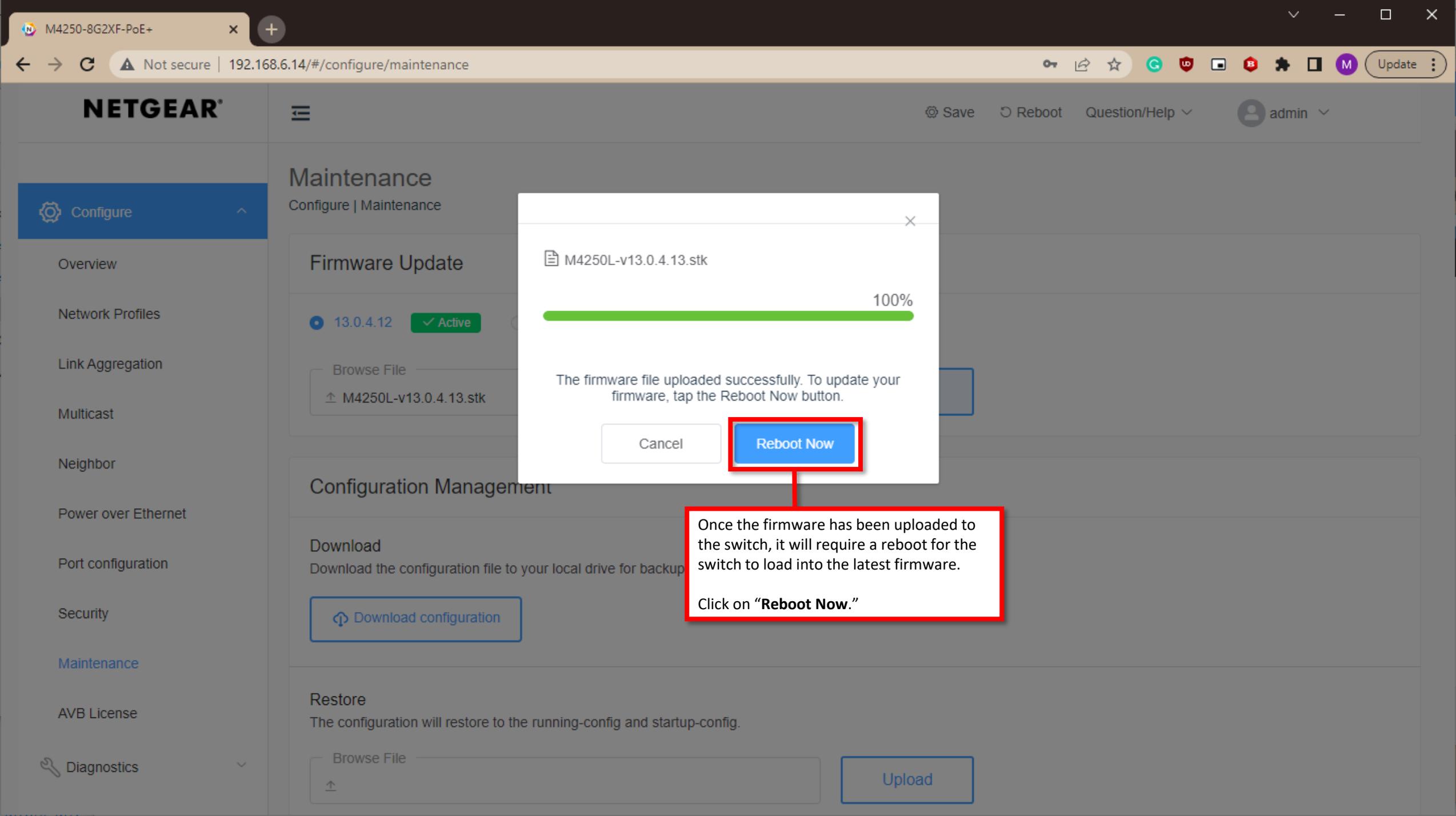
Restore

The configuration will restore to the running-config and startup-config.

Browse File

📁

Upload



Maintenance

Configure | Maintenance

Firmware Update

13.0.4.12 Active

Browse File
M4250L-v13.0.4.13.stk

M4250L-v13.0.4.13.stk

100%

The firmware file uploaded successfully. To update your firmware, tap the Reboot Now button.

Cancel **Reboot Now**

Once the firmware has been uploaded to the switch, it will require a reboot for the switch to load into the latest firmware.

Click on "Reboot Now."

Configuration Management

Download
Download the configuration file to your local drive for backup

Download configuration

Restore
The configuration will restore to the running-config and startup-config.

Browse File
Upload

Configure

- Overview
- Network Profiles
- Link Aggregation
- Multicast
- Neighbor
- Power over Ethernet
- Port configuration
- Security
- Maintenance
- AVB License
- Diagnostics

Overview

Configure | Overview

M4250-8G2XF-PoE+

Show Legends



- Connected
- Available
- Force-Authorized
- LAG
- PoE Disabled
- Shure Device Connected
- Connected & Powered
- Blocked
- Force-Unauthorized
- VLAN Trunk
- Force Multicast
- Error
- Admin Down
- Authorized
- Auto Trunk
- 1G SFP Fiber Port
- Disabled
- Warning
- Unauthorized
- PoE
- 10G SFP+ Fiber Port

After the switch reboots, you may need to log back into the switch.

Under the "Device Details" we can see that it is now on the latest firmware.

Device Details

Product Name M4250	Serial Number 6YX32A5NA0109	Model M4250-8G2XF-PoE+	Date & Time 2023-05-02 22:26:10	Country/Region N/A
Base MAC Address 94:18:65:7D:5D:6D	System Name Link	Firmware Version 13.0.4.13	AV UI Version 2.2.3.16	Boot Version 1.0.0.11
System Uptime	OOB IP Address	Management IP Address	STP Network Redundancy	

Managed Devices

[Add Device](#)

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Total 1 **1** Go to

Discovered Devices

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Total 1 **1** Go to

If we look at the Engage controller, we can also see that it is showing the latest firmware.

