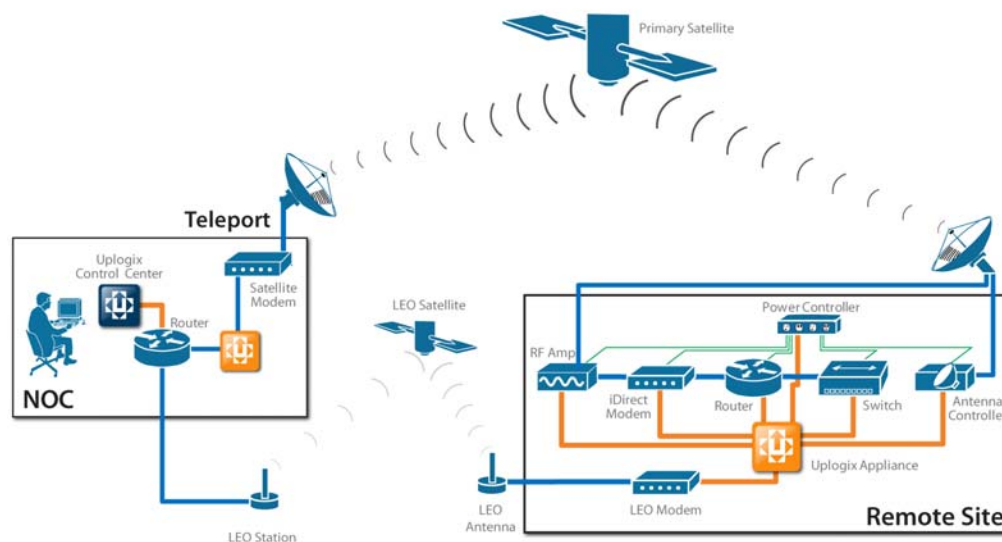




## Feature Guide: Uploading a New OS to an iDirect INFINITI Modem from an Uplogix Appliance



### Assumption

You should already have FileZilla or another tftp/ftp file server installed to copy the OS file to the Uplogix appliance.

1. Log into the Uplogix appliance via PuTTY.
2. Once logged into the Uplogix appliance, go to the port that the iDirect INFINITI modem is configured on by issuing the "port #/#" command, with the appropriate numbers in place of the #. For example, **port 1/2**.
3. To copy from an external location to this port, issue the following command in this format:  
**copy <scp | ftp> userName@IP:file Type Version**  
Type = <os | running-config | startup-config | tech | post>  
Version = <candidate | current | previous | archive #>

Example:

```
[admin@envoy (port1/1)]# copy scp graham@10.10.10.1: remote-6_0_9.pkg os candidate
```

Notice that this command puts the new OS in the **candidate** slot. The option is available to upload the OS to the **current**, **previous**, and **candidate** slot within the specified port. You can verify the file is on the port with **show dir**. **show dir -v** will also show time stamp and file size information.

Example: `[admin@envoy (port1/1)]# show dir -v`

4. Once you have verified that the OS file is now located on the Uplogix appliance as os candidate, terminal into the iDirect modem by issuing the following command:  
`[admin@envoy (port1/1)]# term`
5. After you have been granted access to the iDirect modem, issue the following command:  
`iDirectmodem# (shift)~t`

This will then give you the following option (TFTP)

```
Start the TFTP server? (y/n) [y]: y
TFTP server started.
The TFTP server is currently running on /10.100.0.26:69.
No files are currently available for download
```

No files have been uploaded

```
1) Add file to download list
2) Remove file from download list
3) Save uploaded file
4) Stop TFTP server
5) Return
Please select an option: 1
Select Option 1, Add a file to the download list
```

```
1) OS Image
2) Running Configuration
3) Startup Configuration
4) Cancel
Please select an option: 1
Select Option 1, OS image
```

```
1) Current
2) Candidate
3) Previous
4) Done
Please select an option: 2
Select Option 2, Candidate
```

remote-6\_0\_9.pkg has been made available for download.

```
1) Add file to download list
2) Remove file from download list
3) Save uploaded file
4) Stop TFTP server
5) Return
Please select an option: 5
```

Once the candidate OS has been added to the TFTP server on the Uplogix appliance return to the CLI on the iDirect modem by selecting Option 5.

In the iDirect CLI, return to the Linux prompt of the iNFINITI modem. At the Linux prompt, type the following command, then press enter to stop the iDirect application:

```
service idirect_falcon stop
```

With the application now stopped, type the following command and press enter:

```
tftp_package.sh <ip address of envoy> <package name>
```

For example: **tftp\_package.sh 10.100.0.26 remote-6\_0\_9.pkg**

Installation starts automatically.

Once the installation is complete, now type the following command and press enter:  
**idirect\_falcon restart**

The iNFINITI modem now has a new OS running and is ready to use.

## Receiving technical support

The Ulogix technical support website allows you to open and review support requests, browse the knowledge base and download software updates. You must have a user account to view this site.

To create an account, send an email to [support@uplogix.com](mailto:support@uplogix.com) with the subject line **create account**. Include this information:

- Organization name
- Account user's email address
- User's general contact information

You may request up to 10 accounts.

If you need to contact Ulogix customer support, please provide this information:

- Product model
- Serial number and software version (use the **show version** command from the RMOS command line)

Phone: 512-857-7070

Fax: 512-857-7002

Email: [support@uplogix.com](mailto:support@uplogix.com)

URL: [www.uplogix.com/support](http://www.uplogix.com/support)

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