

Upgrading Toshiba RemotEye II – step by step instructions

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- 1) On the RemotEye II web pages go to RemotEye II Management → RemotEye II Control.
- 2) Verify Network Upgrade Control is Enabled and while there verify Boot/DHCP Control is disabled, assuming the RemotEye II is a static address, not dynamic. The Set Values button is to submit the changes if any are made. (If you don't see Set Values and need to make a change, then you have to first become an administrator. Select Become Administrator. Account will be your user name and password is the current password. Toshiba default is user name TOSHIBA, password public. (If they have been changed, then see if you can find what they are. Otherwise need local hyperterminal session.) They are case sensitive. Then hit OK button.)
- 3) Go to: http://www.toshiba.com/ind/group_display.jsp?id1=14
- 4) Under UPS in left navigation bar, select Options/Accessories
- 5) Click on RemotEyell picture box
- 6) On table in main area of page (may need to scroll down), select Setup Software Tab
- 7) Select [RemotEyell-III Firmware Upgrade Utility Ver 5.20](#). You'll need to enter an email address to register having gotten the software, then hit select
- 8) Save the file keeping the name as is
- 9) Return to the table and select [Ver 4.07 RMTI-EXT-R4, RMTI-INT-R4](#)
- 10) Save the file keeping the name as is
- 11) You can close out web browser
- 12) Go to the file named RemotEyell-III_Firmware_Upgrade_Utility_Ver_5.20 which was saved in #6 above. Open the application which will be titled Tupgrade once opened. Select Run.
- 13) In the Tupgrade application a window opens, select Discover Tab. If Tupgrade can find RemotEyell (or Remote-D controllable CPDUs) they will be listed in the Device List.
- 14) If none found,
 - a) You can try selecting the Add button and then adding the IP address of the RemotEye II you are upgrading with a user name and password. Account will be your user name and password is the current password. Toshiba default is user name TOSHIBA, password public. (If they have been changed, see if you can find what they are. Otherwise need local hyperterminal session.) They are case sensitive. Then hit OK button
 - b) OR
 - c) The upgrade process may have to run on a computer that is on same network as the RemotEyell to be upgraded which means redo from #1 above on a computer on the same network as RemotEye II is.
- 15) For the RemotEye II to be upgraded, the Device List entries must contain the correct Account (user name) and Password. Password doesn't actually show the text. If not correct, highlight that RemotEye II's IP address and then select Modify button. Toshiba default is user name TOSHIBA, password public. (If they have been changed, then see if you can find what they are. Otherwise need local hyperterminal session.) They are case sensitive. Then hit OK button.
- 16) In the Image Information window in the Tupgrade application select the Open button.
- 17) Navigate to the file location for the file saved in #8 above, which is Ver_4.07_RMTI-EXT-R4__RMTI-INT-R4_4921, a binary file.
- 18) Select it into the File name window, then select the Open button.
- 19) Back in Tupgrade Image Information window, highlight the RemotEye II to be upgraded select Upgrade button. (If multiple RemotEye II's to be upgraded, use Ctrl Shift to highlight multiple units.)
- 20) Next screen will notify you which IP addresses will be upgraded.

- 21) Assuming it is correct, select ok.
- 22) RemotEye II will be upgraded and when done will report OK, select OK button.
- 23) Quit the Upgrade application by selecting Quit button.
- 24) On the RemotEye II web pages go to RemotEye II Management → RemotEye II Control.
- 25) Set Restart RemotEye II to restart and press set values, or if at RemotEye II unplug power for 30 seconds and repower.