

Access Controller v3.13

Briefing note 2.12.2010

Livewire Connections Ltd is pleased to announce the release of the Access Controller version 3.13. This firmware upgrade is available to all Access Controllers via a firmware upgrade.

Recommendations for installation

Livewire Connections recommends that all customers install this firmware upgrade. The patch is marked as “recommended” as it resolves an important bug and adds several new features.

Access Controllers Supported

This firmware version is for Access Controllers listed below with firmware version 3.00 or higher:

- Access Controller FB-10 Standard
- Access Controller FB-10 Pro
- Access Controller FB-10 Pro Rack Mount

Installing the firmware

You must have a PC running Windows XP, Windows Vista or Windows 7 with the Access Controller software installed before you can install this firmware upgrade. Users running firmware version 1.xx will need to first upgrade to 2.00 and then upgrade to 3.00 before applying this patch. Users running firmware version 2.xx will also need to upgrade to 3.00 before applying this patch.

To apply the upgrade:

1. Open up the Access Controller software and login to the “Admin GUI” section.
2. Open the “Advanced” tab and click the Support button.
3. Click the “Upload Firmware” button and select the upgrade patch that came with this release note (default filename is AC_patch-v3.13.tar.gz).
4. Wait for the upgrade procedure to finish, the Access Controller will automatically restart once the upgrade procedure completes.
5. After the restart the user software will most likely have to be reinstalled onto each PC which has it already installed. To do this,
 - a. Open the Access Controller software again and login to the Admin GUI.
 - b. If an upgrade is needed a message will appear explaining this.
 - c. Click OK to go to the web interface.
 - d. Click the link which says “Click here for the Access Controller software”.

- e. Choose to open the file and then run the Setup.exe file.
- f. Follow the onscreen instructions to complete the installation wizard.

New features in this release

- Added new Switch Back feature to allow users to specify a Primary Service (typically VSAT) which they want to switch back to automatically once it becomes available again. For example, if a connection is lost on the VSAT you can choose to use one of your Switching Services, such as Fleet Broadband. Whilst using the Switching Service your Access Controller will attempt to ping the public IP of your Primary Service. Having received 12 positive responses to its ping attempts the Access Controller will automatically switch service back to your Primary Service.

Please Note: as the Access Controller automatically switches back to your primary service we only recommend specifying a primary service with a fixed cost (ie VSAT) so switching back will not incur additional airtime charges!

- Added overheat protection which warns the user and then automatically shuts down the Access Controller should internal temperatures exceed those specified under the manufacturers recommendations. The temperatures monitored are CPU (max 70°C), System (max 70°C) and Hard Drive (max 60°C).
- Added a “Current Temperature” facility to return the current temperatures of the CPU, System and Hard Drive.
- Added ability to specify two DNS servers.

Fixed in this release

- Resolved issue with data counters triggered under certain firewall applications.
- Resolved issues with Fleet Broadband profiles affecting Furuno, Satlink and Wide-Eye terminals when dialing.
- Resolved issue with Static Routes not being correctly applied on certain older hardware.
- Resolved issue adding cost control rules under certain conditions.
- Resolved issue with saved configuration uploads retaining settings where saved values were blank.
- Several smaller bug fixes.

Known issues with this release

1. DNS can be selected as a protocol under Port Forwarding even though it does not do anything.
2. All values cannot be retrieved using DAC RemP, however new values can be entered.

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