Reimage process for CellAdvisor 5G

This document provides instructions on reimaging your software/firmware as an emergency recovery for VIAVI CellAdvisor 5G. Topics covered in this document include the following:

Notice

Every effort was made to ensure that the information in this manual was accurate at the time of printing. However, information is subject to change without notice, and VIAVI reserves the right to provide an addendum to this manual with information not available at the time that this manual was created.

Purpose and scope

The purpose of this guide is to provide you with instructions that describe how to perform emergency recovery or reimage on your CellAdvisor 5G with the firmware 5.001.022r and later.

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Reimage your instrument from emergency

There may be times that you encounter a failure in the middle of updating the firmware and you cannot get your CellAdvisor instrument restarted with a normal boot-up procedure. In any case, if you experience a problem with starting up your system, you can follow steps described in this guide to recover your instrument from such an emergency.

Preparing for reimage

Before getting started, you need to have the AC/DC power adapter for your CellAdvisor 5G and a USB memory drive with at least 1 GB of free space handy:

To download reimage software using a USB memory stick

1   Go to the following site using a browser: http://celladvisor.updatemyunit.net/

    This will bring you to a landing page where you can download the latest self-extracting software upgrade file. You can find the Download Recovery FW of CellAdvisor 5G in the landing page.

2   Unzip the downloaded file and check that there is `.exe` file extracted.

3   Click the `CellAdvisor5G-5.XXX.xxxx.xxxxxxxx-reimage.exe` link for the software release that you want to download.

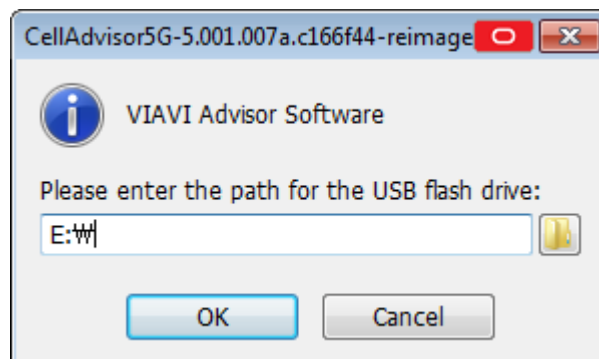4   Save the file to the desktop of your personal computer (PC).

To extract reimage software using a USB memory stick

After downloading the software to your PC, it must be extracted to a USB memory stick.

1   Insert the USB memory stick into your PC.

2   Double-click the downloaded self-extracting file you saved to your desktop, then click **Run** as prompted.
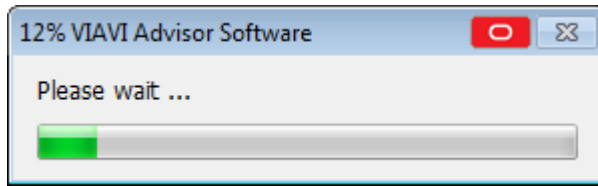
    A dialog box appears asking for the location to extract the files.

3   Click **Browse** to navigate to and select the drive with the USB memory stick.

4   Click **OK**.

    The files are extracted to the USB memory stick. Do not remove the USB memory stick.

5   Using Windows Explorer, navigate to the drive with the USB stick, right-click on the drive, and then select **Eject**.

6   Remove the USB memory stick from the PC.

To reimage software using a USB memory stick

1   To ensure an uninterrupted supply of power during the installation, connect the AC power adapter to the CellAdvisor 5G.

⚠️ **WARNING: ELECTRICAL SHOCK**
Electrical shock may result in serious injury or death. Be sure the AC power adapter is connected to the correct voltage mains. Do not use the adapter outdoors or in wet locations. Use only the AC power adapter supplied with the instrument.

2   Connect the USB memory drive with the extracted software into the USB Host port, A or B on the top panel of the instrument.

3   Use the **POWER** button to turn off the instrument.

4   Use the **POWER** button to turn on the instrument.

The instrument automatically enters the recovery mode and starts recovering the instrument.

5   Once completed, a message to remove USB memory stick prompts.

6   Remove the USB memory stick.

7   The instrument automatically reboots once the USB memory stick is removed.

Technical assistance

If you require technical assistance, call 1-844-GO-VIAVI or send an email to TAC@viavisolutions.com. For the latest TAC information, go to http://www.viavisolutions.com/en/services-and-support/support/technical-assistance.