

Product Alert:

Spirent TestCenter Software Release 4.57 and Above

Please note important information below regarding your Spirent TestCenter software release 4.57 and higher. This product alert applies to the chassis control modules and Spirent TestCenter C1 and C50 appliances.

You must use the 4.57 or higher GUI to upgrade the system to Spirent TestCenter release 4.57 or higher

Spirent TestCenter release 4.57 introduced significant changes to the underlying Spirent TestCenter infrastructure software. Because of these changes there are important considerations associated with release 4.57 or higher.

- You must use the 4.57 or higher GUI to upgrade from a previous release to 4.57 or higher. If you do not use the 4.57 or higher GUI your chassis or appliance will not boot correctly and you will have to recover manually.
- You also must use the 4.57 or higher GUI to downgrade from 4.57 or higher to a release before 4.57 (4.56 or lower). If you don't use the 4.57 or higher GUI you will put your system into a state where you cannot connect to it from your PC. You will have to recover manually.
- After you upgrade to release 4.57 or higher you can only downgrade to Spirent TestCenter version 4.47 or higher. Downgrading to a version older than 4.47 is a two-step process. First, you should downgrade to version 4.50. From version 4.50 use the manual process described below to go to an earlier release.

Manual Upgrade Process

The manual upgrade/downgrade process is described in the Spirent Knowledge Base (KB) articles below. To access the Knowledge Base you need to log into the Spirent Customer Service Center at www.spirentcom.com.

For chassis control modules please read KB article KNI14172.

For the C1 and C50 appliances please read KB article KNI14173

How to Contact Us

To obtain technical support for any Spirent Communications product, please contact our Support Services department using any of the following methods:

Americas

E-mail: support@spirent.com
Web: <http://support.spirent.com>
Toll Free: +1 800-SPIRENT (+1 800-774-7368) (North America)
Phone: +1 818-676-2616
Hours: Monday through Friday, 05:30 to 18:00 Pacific Time

Europe, Africa, Middle East

E-mail: support@spirent.com
Web: <http://support.spirent.com>
Phone: +33 (1) 6137 2270 (France)
Phone: +44 1803 546333 (UK)
Hours: Monday through Thursday, 09:00 to 18:00, 9:00 to 17:00 Friday, Paris Time

Asia Pacific

E-mail: support@spirent.com
Web: <http://support.spirent.com>
Phone: +86 (400) 810-9529 (toll-free mainland China only)
Phone: +86 (10) 8233 0033 (China)
Operating Hours: Monday through Friday, 09:00 to 18:00 Beijing Time

The Spirent Knowledge Base (<http://support.spirent.com>) is designed to serve your technical information needs. The Knowledge Base gives you access to tens of thousands of documents that help answer your network analysis and measurement questions. New content is added daily by Spirent's communications and networking experts. Sign in with your user ID and password to gain access to additional content that is available only to customers – user manuals, Help files, release notes, Tech Bulletins, and more. When you sign in, you can also use the Knowledge Base to download software and firmware, and to manage your SRs.

Information about Spirent Communications and its products and services can be found on the main company website at <http://www.spirent.com>.

Company Address

Spirent Communications, Inc.
27349 Agoura Road
Calabasas, CA 91301
USA