

Firmware and hardware compatibility

Please refer to the table below for hardware and software compatibility.

*******MRD-405 Rev 1 CANNOT be updated to Ver 1.9.x.x firmware. There is insufficient memory on the device to successfully update to Ver 1.9.x.x.*******

DO NOT use firmware version earlier than 1.9.7.1 to any device. There is a small risk that the update process will fail, and the device will be left in a nonoperational state when updating to older versions.

It is ****IMPORTANT**** **NOT to power cycle the device** when updating the firmware before it has completed the update. Allow up to **15 minutes** for the update to be completed. The LED will alternately flash during the procedure, once the update process is complete the device will reboot, and LEDs will return to their normal state. Prematurely power cycling will almost certainly result in a bricked unit that will require a return to factory to rectify. Power cycling before the upgrade has completed is not covered by the warranty.

Model	Serial Number	Hardware revision	1.8.8.9	>1.9.9.x
BRD-355A/B	≤03424	1.0 & 2.0	✓	✓
	≥03425	3.0	✗	✓
MRD-405	100-1999	1.0	✓	✗
	2000-11324	2.0	✓	✓
	≥11325	3.0	✗	✓
MRD-415	≤00949	1.0	✓	✓
	≥00950	3.0	✗	✓
MRD-455	≤23424	1.0 & 2.0	✓	✓
	≥23425	3.0	✗	✓

Firmware versions from branches 1.8.0.0 and 1.9.0.0 are both available for download. To avoid issues during the upgrade procedure, make sure to use the correct version. There are multiple ways to identify which HW revision your device is, see FAQ below. For any questions regarding the applicable



firmware versions, please refer to the FAQ below. If that fails, your local Westermo team is always ready to help.

Note:

- Due to hardware limitations MRD-405 Rev1 Serial number 100-1999 has a specific version MRD-405-1.8.8.9 Rev1.
- Due to hardware limitations MRD-405 Rev1 Serial number 100-1999 is not compatible with 1.9.x.x software.

FAQ

How do I know what hardware revision I have?

- On the product label on the side or back of your product there is both the serial number and model name. The serial number can be used together with the matrix above to identify



hardware revision. Model name includes a hardware revision for revision 2.0 and 3.0 units. Rev 1 devices do not have a revision level.

- In the Web-interface, browse to System → Information. On screen you can see information about your device, including the hardware revision and serial number that can be referenced with the matrix above.

MRD-455 Information	
Hardware Revision	3
Serial Number	26304
Application Version	1.9.3.3
Bootloader Version	5.10

Hardware Addresses	
LAN MAC	
Wireless IMEI	
SIM 1 IMSI	
Wireless Software Version	

What happens if I use the wrong firmware?

- The upgrade process is split into two parts, first you upload the firmware image file to the unit, then you execute the upgrade. If an incorrect image file is used, the upgrade cannot be

executed, and an error message as below will appear.

Navigation menu: Status, System, Wireless, Network, Routing, Firewall, VPN, Serial Server, Management
Administration, Backup & Upgrade, Information, Syslog, Power, Location, Support, Certificates

Default password is currently set
Logged in as admin Host: MRD-455 [Logout](#)

Backup & Upgrade

08:51:04 18/01/2023

Backup current configuration
[MRD-455_085104.ccd \(click here to save\)](#)

Restore a saved configuration
Select configuration file: No file selected.

Upgrade firmware
Upload of file: Failed: Unable to downgrade firmware version

I have an older model, which firmware version can I use?

- The MRD-3x5 and ADSL-350 models are not supported on the 1.9.0.0 firmware branch. Use firmware from the 1.8.0.0 branch.