MAINTENANCE GUIDE / KB19009

# Update managed-switch firmware

Use the firmware release notes for the exact model, hardware revision and installed version. Plan for a service interruption.

## Prepare

1. Record model, hardware revision, current image and boot image. Obtain the approved package and check the required upgrade sequence, supported file format, checksum if provided and rollback procedure. Similar model names do not imply image compatibility.
2. Export configuration backups and record the management IP, VLAN and credentials through your approved process. Arrange local recovery access and stable power. Use a wired management connection.

## Install and verify

3. On the documented NRS interface, use Maintenance > Firmware > Upload. Some legacy NGSM interfaces use Maintenance > Software > Upload. Select the image specified in the release notes. Wait for completion and the documented restart behavior without removing power or resetting the switch.
4. Confirm that the expected image is running. Check management, VLANs, trunks, PoE, multicast, timing and endpoint traffic before returning to service. If supported and the release notes permit it, use the image selection or rollback process when required.
5. Perform a factory reset only when the exact model's release notes explicitly require it and you have a recovery plan. Use the documented reset procedure in a maintenance window. A port-to-port loop is not a general firmware update step.

## References

Niveo NRS managed-switch manual, rev. 3.1

Niveo NGSME8H/16/24 managed-switch manual

Documentation review. Validate with the exact firmware and endpoints before deployment.