

Cisco® 675/678 Modem

Installation Troubleshooting Windows®

1. DSL Updater file won't expand.

This situation is often caused when the system's environmental variables "temp" and "tmp" have both been set to directories that don't exist. In this case:

- Attempting to launch the DSL Updater self-extracting ZIP file will cause a dialog box to appear.
- This dialog box is titled "WinZip Self-Extractor" and will state: "Unable to create a temporary folder to extract to. Possible cause: You don't have proper permissions to create files or folders in your temporary folder. See your system administrator."

To resolve this, create a directory based on what environment the variable "temp" (or tmp) has been set to. To determine what this is:

- Open a command prompt (Start, then Run, then command).
- Type **set** and select **Enter**.
- Look for the "temp=" or "(tmp=)" entries, then create a directory with the name that follows the equal sign.

2. DSL Updater software detects modem but doesn't establish communications with the modem.

- Select **Run** from the Start menu.
- Type **winipcfg**. Then, select **OK**.
- Select your Ethernet adapter from the drop-down menu. Select **Release All**. Then, select **Renew All**.
- If you don't see an IP address in the "IP Address" field after selecting **Renew All**, check the Ethernet cable to make sure it's connected properly. Also, confirm that you're a PPP user.
- Rerun the DSL Updater software installation.

3. The modem isn't detected during the upgrade for RFC 1483 bridge users, and no reporting features are available in the Cisco Commander software.

- Confirm your cable is connected from your computer to the modem. The cable is blue or gray.
- Start a HyperTerminal session on your computer. Refer to the Manual Modem Configuration section in your user guide for detailed instructions.
- At the "cbos>" prompt, type **enable**.
- At the password prompt, select **Enter**.
- At the "cbos#" prompt, type **set bridging management enabled**.
- At the "cbos#" prompt, type **write**.
- At the "cbos#" prompt, type **reboot**.
- Rerun the V2.4.6 software update.