

/ SOFTWARE RELEASE NOTES

Release: **2.6.2.4**

March 2020

Relevant Models:

SR360n

SR501

SR505n

SR506n

SR515ac

SR516ac

SR555ac

Notice of Document Integrity

The contents of this document are current as of the date of publication. SmartRG Inc. reserves the right to change the contents without prior notice. In no event will SmartRG be liable for any damages or for commercial losses resulting from information contained in this document.

Table of Contents

Software Revision Summary.....	2
Release 2.6.2.4.....	6
<i>New Features</i>	6
<i>Improvements</i>	6
<i>Changes and Fixes</i>	6
Release 2.6.2.3.....	7
<i>New Features</i>	7
<i>Improvements</i>	7
<i>Changes and Fixes</i>	7
Release 2.6.2.2.....	8
<i>Improvements</i>	8
<i>Changes and Fixes</i>	8
Release 2.6.2.1.....	9
<i>New Features</i>	9
<i>Improvements</i>	9
<i>Changes and Fixes</i>	9
Release 2.6.1.9.....	11
<i>Changes and Fixes</i>	11
Release 2.6.1.8.....	11
<i>Improvements</i>	11
<i>Changes and Fixes</i>	11
Release 2.6.1.7.....	12
<i>New Features</i>	12
<i>Improvements</i>	12
<i>Changes and Fixes</i>	12
Compatibility/System Notes	13
<i>Prior FW Releases</i>	13
Firmware Upgrade Procedure.....	14
<i>Upgrade Firmware</i>	14
<i>Verify Version</i>	14
<i>Restore Defaults</i>	14
<i>Custom Defaults</i>	14
Technical Support	15
<i>CPE Issues</i>	15
<i>RMA</i> s	15
<i>Firmware</i>	15
<i>Additional Contact Info</i>	15
Revision History	16

Software Revision Summary

Version 2.6.2.4 is released in support for the gateway models listed on the title page.

SW Revision	DSP PHY/XDSL Line Driver	CFE Bootloader	Wireless Driver Version	Date
2.6.2.4	A2pG039s.d26u - SR360n A2pvI042r.d26u - SR501 and SR506n A2pv6F039x5.d26u - SR515ac and SR700ac A2pvfbH043r.d26u - SR555ac and SR570ac	1.0.38-118.3	7.14.164.23	03/20/20
2.6.2.3	A2pG039s.d26u - SR360n A2pvI042r.d26u - SR501 and SR506n A2pv6F039x5.d26u - SR515ac and SR700ac A2pvfbH043r.d26u - SR555ac and SR570ac	1.0.38-118.3	7.14.164.23	09/30/19
2.6.2.2	A2pG039s.d26u - SR360n A2pvI042r.d26u - SR501 and SR506n A2pv6F039x5.d26u - SR515ac and SR700ac A2pvfbH043r.d26u - SR555ac and SR570ac	1.0.38-118.3	7.14.164.23	06/28/19
2.6.2.1	A2pG039s.d26u - SR360n A2pvI042r.d26u - SR501 and SR506n A2pv6F039x5.d26u - SR515ac and SR700ac A2pvfbH043r.d26u - SR555ac and SR570ac	1.0.38-118.3	7.14.164.23	04/09/19
2.6.1.9	A2pG039s.d26u - SR360n A2pvI042r.d26u - SR501 and SR506n A2pv6F039x5.d26u - SR505n, SR510n, SR512nm, SR515ac, SR516ac, SR552n, and SR700ac A2pvfbH043r.d26u - SR555ac and SR570ac	1.0.38-118.3	7.14.164.23	11/13/18
2.6.1.8	A2pG039s.d26u - SR320n and SR360n A2pvI042r.d26u - SR501 and SR506n A2pv6F039x5.d26u - SR505n, SR510n, SR512nm, SR515ac, SR516ac, SR552n, and SR700ac A2pvfbH043r.d26u - SR555ac and SR570ac	1.0.38-118.3	7.14.164.23	10/15/18
2.6.1.7	A2pG039s.d26u - SR320n and SR360n A2pvI042r.d26u - SR501 and SR506n A2pv6F039x5.d26u - SR505n, SR510n, SR512nm, SR515ac, SR516ac, SR552n, and SR700ac A2pvfbH043o.d26u - SR555ac and SR570ac	1.0.38-118.3	7.14.164.23	9/28/18
2.6.1.6	A2pG039s.d26u - SR320n and SR360n A2pvI042r.d26u - SR501 and SR506n A2pv6F039x5.d26u - SR505n, SR510n, SR512nm, SR515ac, SR516ac, SR552n, and SR700ac A2pvfbH043o.d26u - SR555ac and SR570ac	1.0.38-118.3	7.14.164.23	6/29/18

SW Revision	DSP PHY/XDSL Line Driver	CFE Bootloader	Wireless Driver Version	Date
2.6.1.5	A2pv6F039v.d26n (SR505n/SR510n/SR512nm/SR515ac/SR552n/SR700ac) A2pvl042j1.d26n (SR501/SR506n) A2pG039s.d26n (SR360n)	1.0.38-118.3	7.14.164.23	3/22/18
2.6.1.4	A2pv6F039v.d26n (SR505n/SR510n/SR512nm/SR515ac/SR552n/SR700ac) A2pvl042j1.d26n (SR501/SR506n) A2pG039s.d26n (SR360n)	1.0.38-118.3	7.14.164.19	9/29/17
2.6.1.3	A2pv6F039v.d26n (SR512nm/SR515ac/SR700ac) A2pvl042j1.d26n (SR501/SR506n)	1.0.38-118.3	7.14.131.1608	3/31/17
2.6.1.2	A2pv6F039v.d26k1	1.0.38-118.3	7.14.131.1608	12/9/16
2.6.1.1	A2pv6F039v.d26k1	1.0.38-118.3	7.14.131.1608	6/27/16
2.5.0.11	A2pG038i.d25d (SR360n) A2pD038f.d25d (SR350N) A2pv6C039b.d25d (SR500N) A2pv6F039j.d25d (SR505n/SR510n) A2pvbF039j.d25d (SR550n/SR552n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	5/25/16
2.5.0.10	A2pG038i.d25d (SR360n) A2pD038f.d25d (SR350N) A2pv6C039b.d25d (SR500N) A2pv6F039j.d25d (SR505n/SR510n) A2pvbF039j.d25d (SR550n/SR552n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	12/22/15
2.5.0.9	A2pG038i.d25d (SR360n) A2pD038f.d25d (SR350N) A2pv6C039b.d25d (SR500N) A2pv6F039j.d25d (SR505n/SR510n) A2pvbF039j.d25d (SR550n/SR552n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	10/1/15
2.5.0.8	A2pG038i.d25d (SR360n) A2pD038f.d25d (SR350N) A2pv6C039b.d25d (SR500N) A2pv6F039j.d25d (SR505n/SR510n) A2pvbF039j.d25d (SR550n/SR552n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	6/26/15
2.5.0.7	A2pG038i.d25d (SR360n) A2pD038f.d25d (SR350N) A2pv6C039b.d25d (SR500N) A2pv6F039j.d25d (SR505n/SR510n) A2pvbF039j.d25d (SR550n/SR552n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	5/19/15

SW Revision	DSP PHY/XDSL Line Driver	CFE Bootloader	Wireless Driver Version	Date
2.5.0.6	A2pG038i.d25d (SR360n) A2pD038f.d25d (SR350N) A2pv6C039b.d25d (SR500N) A2pv6F039j.d25d (SR505n/SR510n) A2pvbF039j.d25d (SR550n/SR552n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	12/30/14
2.5.0.5	A2pG038i.d25d (SR360n) A2pD038f.d25d (SR350N) A2pv6C039b.d25d (SR500N) A2pv6F039j.d25d (SR505n/SR510n) A2pvbF039j.d25d (SR550n/SR552n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	10/10/14
2.5.0.4	A2pG038i.d25d (SR360n) A2pD038f.d25d (SR350N) A2pv6C039b.d25d (SR500N) A2pv6F039j.d25d (SR505n/SR510n) A2pvbF039j.d25d (SR550n/SR552n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	7/7/14
2.5.0.3	A2pG038i.d25d (SR360n) A2pD038f.d25d (SR350N) A2pv6C039b.d25d (SR500N) A2pv6F039j.d25d (SR505n/SR510n) A2pvbF039j.d25d (SR550n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	6/6/14
2.5.0.2	A2pG038i.d25 (SR360n) A2pD038f.d25 (SR350N) A2pv6C039b.d25 (SR500N) A2pv6F039b.d25 (SR505n/SR510n) A2pvbF038n.d25 (SR550n)	1.0.38-114.185	6.30.163.23.cpe4.12L0 8.1	4/18/14
2.5.0.1	A2pD038f.d24m (SR350N) A2pG038i.d24m (SR360n) A2pv6C039b.d24m (SR500N) A2pv6F039b.d24m (SR505n/SR510n) A2pvbF038n.d24m (SR550n)	1.0.38-114.70	6.30.102.7.cpe4.12L08. 0	12/19/13
2.4.4.6	A2pD035j.d24a (SR350N) A2pv6C035j.d24a (SR500N) A2pv6F037a.d24a (SR505n)	1.0.38-112.70	5.100.138.2001.cpe4.1 2L04.3	8/26/2013
2.4.4.5	A2pD035j.d24a (SR350N) A2pv6C035j.d24a (SR500N) A2pv6F037a.d24a (SR505n)	1.0.38-112.70	5.100.138.2001.cpe4.1 2L04.3	6/5/2013
2.4.4.4	A2pD035j.d24a (SR350N) A2pv6C035j.d24a (SR500N)	1.0.37-106.24	5.100.138.2001.cpe4.1 2L04.3	11/12/201 2

SW Revision	DSP PHY/XDSL Line Driver	CFE Bootloader	Wireless Driver Version	Date
2.4.4.3	A2pD035j.d24a (SR350N) A2pv6C035j.d24a (SR500N)	1.0.37-106.24	5.100.138.2001.cpe4.1 2L04.3	10/11/2012
2.4.4.2	A2pD035j.d24a (SR350N) A2pv6C035j.d24a (SR500N)	1.0.37-106.24	5.100.138.2001.cpe4.1 2L04.3	7/30/2012
2.4.3.7	A2pD030n.d23c (SR350N) A2pv6C032a.d23c (SR500N)	1.0.37-106.24	5.60.120.11.cpe4.06L.0 3.8	5/31/2012
2.4.3.6	A2pD030n.d23c (SR350N) A2pv6C032a.d23c (SR500N)	1.0.37-106.24	5.60.120.11.cpe4.06L.0 3.8	4/26/2012

Release 2.6.2.4

The following new features, improvements, changes and fixes are included in the 2.6.2.4 release.

New Features

Ref #	Description
-------	-------------

Improvements

Ref #	Description
-------	-------------

Changes and Fixes

Ref #	Description
RB-3288	Address issue prohibiting loading the GUI from operating over an IPv6 WAN interface.
RB-2171	Address issue causing crashes when invalid PPPoA Username/Password used.
RB-3438	Address issue with CPE devices authenticating after power cycle with TR-069 server
RB-3362	Address issue causing IGMP Snooping to enable on LAN when a WAN service was created by default.
RB-3359	Address issue requiring a CPE reboot to re-establish PPP session after a DSL line bounce.
RB-3337	Address issue restricting TR-069 Connection Request URL from populating in IPv6 mode.
RB-3264	Address issue with both 2.4GHz and 5GHz radios not excepting commands from the ACS properly.
RB-3116	Address issue causing DNS resolution to fail on LAN side
RB-2338	Address issue limiting access to CP with admin within interface grouping for HTTP/HTTP(S)

Release 2.6.2.3

The following new features, improvements, changes and fixes are included in the 2.6.2.3 release.

New Features

Ref #	Description
RB-3137	Added the capability for configure bandwidth and Channel TLV's to the Wi-Fi radio report.

Improvements

Ref #	Description
RB-3177	Improvement to configure Buffer Management pool size within the configuration file instead of just at build time.
RB-3188	Improvement providing the option to set the LAN hosts DNS information within the CPE.
RB-3183	Improvement to automatically generate TCPACK queue for IPoE interfaces in addition to PPPoE interfaces to help address performance issues with low rate connections.

Changes and Fixes

Ref #	Description
RB-1833	Addressed Error checking for entering invalid Subnet mask for secondary IP addresses.
RB-2237	Addressed issue with CLI command "dns config" without parameters crashing the console.
RB-3132	Addressed issues with incoming IP Filtering with Port Forwards not restricting access.
RB-3161	Addressed issue with the TR069 - InternetGatewayDevice.X_BROADCOM_COM_AppCfg.IcmpCfg entry missing from datamodel.
RB-3162	Addressed issue with the SR555ac that caused slow speeds resulting from upload latency issues.
RB-3197	Address issue allowing customers to utilize apostrophe's within SSID names, when communicating with the ACS.

Release 2.6.2.2

The following improvements, changes and fixes are included in the 2.6.2.2 release.

Improvements

Ref #	Description
RB-3145	Informing interval for NPT test results is now configurable from the ACS.
RB-3073	Username and password can now be specified when running TR-143 FTP speedtests.

Changes and Fixes

Ref #	Description
RB-3098	Fixed a DNS proxy crash when doing DNS over TCP lookups on the SR555ac and SR570ac.
RB-3105	Fixed an issue where the SHA agent gets multiple WAN up messages with dual stack configurations.
RB-3111	Fixed an issue in the SHA agent where Wi-Fi stats were not getting updated correctly for all LAN devices.
RB-3118	Fixed an issue where the SHA agent is reporting incorrect bandwidth and channel information in Site Survey reports.
RB-3136	Fixed an issue where the TR-069 client was not sending a Diagnostics Complete inform at the end of a TR-143 speed test.
RB-3139	Fixes an issue where the gateway does not inform to the ACS after a PPP credentials change.
RB-3141	Informing interval for NPT test results is now configurable from the ACS.
RB-3142	Added ICMP echo support to NPT.
RB-3143	Fixed an issue where if a service's WAN port number was changed, the LAN would have to use the same custom port number.
RB-3144	Fixes an issue where selecting PTM over ADSL was causing a reboot.
RB-3149	Added ICMP echo support to NPT.
RB-3156	Fixed an issue where the NPT daemon was reporting results for a deferred ICMP echo test.

Release 2.6.2.1

The following changes and fixes are included in the 2.6.2.1 release.

New Features

Ref #	Description
RB-1368	Added full TR-143 support.
RB-3036	Added capability to invoke iperf from TR-143 using a URL.
RB-3037	Addressed issue with xBox's causing many log messages when they go into sleep mode.
RB-3040	Enhancement to Serial Number format and length for specific customer needs.
RB-3043	Enhancement to the TR-143 data model to match TR-143-1-1-0.xml, which is issue 1, amendment 1.
RB-3054	Enhancements to DownloadDiagnostics and UploadDiagnostics to schedule CAF tests and report results.
RB-3058	Added support for time-based measurements to TR-143 upload and download diagnostics.
RB-3060	Added additional support access user with configurable controls from the WAN side.
RB-3070	Added UDP Echo client daemon required for UDPDiagnostics per TR-143.

Improvements

Ref #	Description
RB-3010	Enhancement to complete full support for TR-143 to the SRG DSL modems.
RB-3053	Enhancements to add all data model objects, scripts, daemons, times, etc., to support remote configuration for CAF testing.
RB-3063	Incorporated latest BRCM UPNP patches.

Changes and Fixes

Ref #	Description
RB-2106	Addressed issue with Service Name not populating properly for the WAN setup summary.
RB-1458	Addressed issue with the RG getting both IPv4 and IPv6 addresses when configured for PPPoE IPv6 mode only.
RB-1717	Addressed issue with Port forward entries not being added for UPnP device after deleting and creating a new WAN service.
RB-1927	Addressed issue that allowed access to the CPE using WAN IP with admin/admin credentials from guest network.
RB-2033	Addressed issue with Non-Privileged URLs being accessible with user accounts.
RB-2182	Addressed issue with PPPoE WAN interface flapping utilizing IPTV multicast traffic.

Ref #	Description
RB-2326	Addressed issue with XDSL statistics displaying Upstream Attenuation as “Null” for PTM VDSL connections only.
RB-2495	Addressed issue with TR-143 maxing out processor impacting the capability to provide line rate throughput. Still may see some impacts on lower end SKU’.
RB-2620	Addressed issue with Broadcast SSID being empty after enabling wireless guest networks.
RB-2622	Added G.INP option to the GUI to help determine the proper state and address some interop issues with certain DSLAMs.
RB-2906	Addressed issue with SR555ac WiFi Insight survey not collecting nearby 5 GHz SSID’s properly.
RB-2915	Addressed 5 GHz Site Survey not functioning properly on the SR555ac.
RB-2926	Addressed issue of being able to access RG from WAN with Standard and non-standard ports when RG WAN service control is configured with non-standard ports.
RB-2961	Addressed issue causing stray ICMP port unreachable messages being forwarded to WAN host.
RB2985	Addressed issue were the GUI was not accessible if the GUI was set to https access and LAN side firewall was also enabled.
RB2987	Enhancements to QuickSetup to auto-reboot if PPP credentials are changed, which is required.
RB-3011	Addressed some issues with the Internet WAN LED observation not adhering to requirements.
RB-3028	Addressed issue to reboot RG after changing PPP credentials and applying the changes to address customer call generation.
RB-3029	Addressed issue with connecting, but no surf leaving unit with Red LED on without a default route setup properly.
RB-3052	Address Downgraded error message to “Notice” on the SR555ac and SR516ac products.
RB-3059	Addressed a one-time fix to help with migration from SR555ac units running very old code “1.0.x.x” to our latest SmartRG code 2.6.x.x.
RB-3064	Addressed issue when creating accounts, the “Check-all” option was broken.
RB-3083	Addressed DNS issue caused by prior feature of supporting DNS over TCP. DNS over TCP feature was removed until further investigation can be performed on the root cause.
RB-3099	Addressed issue with Service Control breaks down and not responding to GUI changes once ACL’s have been added.
RB-3101	Addressed level of errors occurring due to CDM issues.
RB-3103	Addressed issue with caCDM not able to find instDesc, which causing errors in logs.
RB-3107	Addressed issue with ICMP not working properly from LAN - WAN.

Release 2.6.1.9

The following changes and fixes are included in the 2.6.1.9 release.

Changes and Fixes

Ref #	Description
RB-3026	SR501 only - Addressed issue where ADSL WAN service cannot be established on SR501.
RB-2977	Addressed issue with dual WAN where secondary WAN uses Primary WAN's IP address.
RB-3016	Addressed Flowstats for Analytics not working for some PPP WAN interfaces.
RB-3018	Addressed issue with high CPU load in firmware 2.6.1.x.
RB-2992	SR515ac only - Addressed issue where WPS button was not working with 2.6.1.6 firmware.
RB-3008	SR555ac only - Addressed issue when device is in bonded mode, one bonding peer has a physical status of "Unavailable".

Release 2.6.1.8

The following new improvements and fixes are included in the 2.6.1.8 release.

Improvements

Ref #	Description
RB-3004	Updated DSL Phy drivers to latest Broadcom release for the SR555ac and SR570ac.

Changes and Fixes

The following changes and fixes were included in the 2.6.1.8 release.

Ref #	Description
RB-2978	Addressed issue with the SR555ac reset button functionality.
RB-3009	Addressed issue with L2TP packets causing the modem to panic and reboot.

Release 2.6.1.7

The following new improvements and fixes are included in the 2.6.1.7 release.

New Features

Ref #	Description
RB-2720	Added support for DNS over TCP proxy.
RB-2933	Added capability for Bi-Directional client infrastructure for future Analytic features.
RB-2952	Added read-only status fields to the SHA data model for future enhancements to Analytics.
RB-2981	Added bi-directional client command to allow server to change radio channel and bandwidth for future SHA capabilities.

Improvements

Ref #	Description
RB-2989	Added capability to view Serial Number and Vendor SW Version from SHA via DM.

Changes and Fixes

The following changes and fixes were included in the 2.6.1.7 release.

Ref #	Description
RB-2727	Addressed issue with DMZ not functioning for primary WAN after migration from 2.5.0.14.
RB-2879	Addressed issue with some Analytics data not displaying properly when a modem is configured with two WAN services.
RB-2882	Addressed issue Dual WAN access issue when PPPoE is the Primary WAN service.
RB-2900	Addressed issue with MTU size not saving while editing WAN Service.
RB-2908	Addressed issue with WAN service displaying MAC address without SmartRG OUI.
RB-2930	Addressed issue with Incoming Filter is not working on the SR555ac and the SR570ac.
RB-2941	Addressed issue with PPP connection not re-connecting on the SR570ac.
RB-2942	Enhanced default settings by enabling DSL modulations for our default configuration.
RB-2949	Addressed issue with WiFi button not working on the SR360n.
RB-2963	Addressed issue with the SR55ac incrementing MAC values within the vendor portion rather than the last octet.
RB-2980	Addressed issue with SHA failing to re-connect if connection was dropped.
RB-2994	Addressed issue with error getting WAN type during startup.
RB-3003	Addressed issue with Syslog error messages accumulating due to the number of IPv6 addresses.

Compatibility/System Notes

IGMP Snooping Definitions:

- **Standard Mode** - in standard mode, if multicast traffic is present on a LAN port but no membership report (join) was received, the traffic will flood to all ports. If a membership report was received, multicast traffic will be forwarded only to the LAN ports on which the IGMP membership reports arrived.
- **Blocking Mode** - in blocking mode, multicast traffic will be blocked from all ports until such time a report is received.

If IGMP snooping is disabled, the CPE floods multicast packets to all its ports. IGMP Snooping is disabled by default.

This software supports Physical Layer Retransmission (PhyR) which operates at layer 1 and uses a mechanism similar to TCP where retransmits occur if errors are detected. This results in high effective INP with minimal interleave delay. Sync rate increases from 2 to 4Mbps have been reported in addition to the line being more robust and resistant to noise/interference generated from treadmills, ceiling fans, etc. PhyR is disabled by default but can be enabled in the DSL menu.

Wireless is enabled by default with SSID = SmartRGxxxx (x = last four characters of base MAC). Wireless security is Mixed WPA2/WPA-PSK, a randomized 10-digit hexadecimal passphrase, Group Rekey interval = 0 and encryption = AES.

Included PBCA Features:

- Control Panel
- Content Filtering
- Time Blocking
- Captive Portal
- Connect and Surf
- STUN and UDP Connection Request
- Advanced Connected Device Monitor
- Bandwidth Monitor
- WiFi Performance Monitor
- Dynamic Content Filtering

Prior FW Releases

Contact SmartRG support for the release notes for prior firmware releases.

Firmware Upgrade Procedure

For detailed information about migrating gateway firmware through multiple releases, see the Migration Best Path documents for your gateway model available from the Customer Portal:

- [Migration Best Practices for SR3xx Series Gateways](#)
- [Migration Best Practices for SR5xx Series Gateways](#)

Upgrade Firmware

1. Open a web browser, connect to 192.168.1.1/admin, and login with username admin and the password assigned to your device.
2. Click **Management** > **Update Software** and click the **Browse** button.
3. Locate and select the appropriate firmware image.
4. Click the **Update Software Button**. The image will be uploaded to the device and the device will automatically reboot upon completion.

Verify Version

1. Press the **F5** Key to refresh your browser and reconnect to 192.168.1.1/admin to log back into the device. The Device Info > Summary page appears.
2. Verify the version information in the **Software Version** field.

Restore Defaults

1. In the left menu, click **Management**.
2. Click **Settings** > **Restore Default**.
3. Follow the instructions on the page.

Custom Defaults

The Custom Defaults feature allows the importation of a set of defaults to the gateway that will be restored when the Restore Default Settings is activated. This set of defaults can be defined and updated via the GUI, CLI or CWMP support of the gateway.

To create a set of Custom Default settings:

1. Configure the gateway as required.
2. On the Backup page, click the **Backup Running Configuration** button to upload a configuration file from the gateway.
3. After the file is uploaded, go to the Update Software page, select the file, and click the **Update Working Settings** button to download the file to the gateway. The gateway will use the downloaded settings as the custom default whenever the Restore Default operation is invoked.

Technical Support

CPE Issues

Submit a ticket using our Customer Portal at <https://smartrg.atlassian.net>.

RMAs

Open a Customer Portal ticket with description “RMA” and attach the RMA Device spreadsheet which includes Model, MAC address, Issue, and Firmware version. You can find the spreadsheet in the Customer Portal on the RMA instructions page.

Firmware

Login to the Customer Portal to download firmware.

Additional Contact Info

Phone: +1 360 859 1780 and press Option 4.

Hours: 5am -5pm PST (UTC-0800)

Email: support@smartrg.com

Revision History

VERSION	DATE	AUTHOR	DESCRIPTION
2.1	09/30/2019	Kurt Diekemper	Updated with 2.6.2.3 information.
2.0	06/21/2019	Kurt Diekemper	Updated with 2.6.2.2 information.
1.9	04/08/2019	Kurt Diekemper	Updated with 2.6.2.1 information.
1.8	11/09/2018	Kurt Diekemper; James Wemette	Updated with 2.6.1.9 information.
1.7	10/15/2018	Kurt Diekemper	Updated with 2.6.1.8 information.
1.6	09/28/2018	Kurt Diekemper	Updated with 2.6.1.7 information.
1.5	06/29/2018	Kurt Diekemper	Updated with 2.6.1.6 information.
1.4	03/29/2018	Kurt Diekemper	Updated with 2.6.1.5 information.
1.3	09/29/2017	Kurt Diekemper	Updated with 2.6.1.4 information.
1.2	03/31/2017	Kurt Diekemper	Updated to include LTE feature and other changes.
1.1	05/26/2014	David La Cagnina	Layout modified
1.0	12/30/2014	Adam Fox	Initial document