# **Recover DSL-502T:**

#### Problem:

Modem turning on, with only the Power LED is on, and no other LED is displaying.

#### **Observation:**

Needed for this operation to complete are the ADSL 2 Firmware Upgrade, and possible Internet Connection.

- DLinkAU DSL-502T V2.00B02.AU.exe
  Available from the D-Link Web Site: <u>http://www.dlink.com.au/tech/drivers/files/routers/dsl502t.htm</u>
- Internet Connection.

#### Solution:

Apply a static IP Address on the computer, such as the screenshot below. Please maintain a Class A Subnet. The DNS fields are not required for this operation.

Internet Protocol (TCP/IP) Properti	ies ?X						
General							
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.							
C Obtain an IP address automatically							
• Use the following IP address: —							
IP address:	10 . 1 . 1 . 10						
S <u>u</u> bnet mask:	255.0.0.0						
Default gateway:	10 . 1 . 1 . 1						
C Obtain DNS server address automatically							
Use the following DNS server ad	ddresses:						
Preferred DNS server:							
Alternate DNS server:	· · ·						
Ad <u>v</u> anced							
	OK Cancel						

Execute the ADSL 2 Firmware Application that was downloaded from the D-Link Web Site.

• "DLinkAU DSL-502T V2.00B02.AU.exe"

Let it extract and you will be present with the below Screenshots.

🔅 DSL-502T Firmware Upgrade Utility 📃 🗌 🗙				
This utility will upgrade the firmware of your modem.				
Please enter the device's ip address and its telnet password below, and then click the Next button (if the image was corrupted, please check the Corrupted-image mode).				
Device IP:				
Password:				
Corrupted-image mode				
V2.00B02.AU				

Enter in the following, into the required fields.

Device IP: "10.1.1.1" (without quotes) Password as "admin" (without quotes)

And check the radio button "corrupted-image mode".

Then please click "Next".

You will be present with the below Screenshot.



Turn the power button off on the DSL-502T. Then click the next button.

Next you will see the below Screenshot.



Please turn on the power button...

Then the firmware will begin to load...

📚 DSL-502T Firmware Upgrade Utility	
Upgrading the new firmware	

The first three (3) bars will take a minute or two as its erasing the eeprom...then you will notice the process will speed up.



Once completed, it will display the below Screenshot.



Click finish....and the application will disappear.

Assign DHCP address on computer as the below screenshot illustrates. And you should obtain DHCP from your DSL-502T Modem.

nternet Protocol (TCP/IP) Prop	erties 🤗
General	
You can get IP settings assigned this capability. Otherwise, you nee the appropriate IP settings.	automatically if your network supports ed to ask your network administrator for
Obtain an IP address autom	atically
$\square \bigcirc \mathbb{C}$ Use the following IP address	s:
[P address:	· · · ·
Sybnet mask:	
Default gateway:	· · · ·
G Obuis DNC server address	
Uptain DNS server address     Use the following DNS server	
Preferred DNS server:	
Alternate DNIC convers	
Alternate Divo server:	
	Advanced
	Ad <u>v</u> anced
	OK Cancel

You should not be able to ping the DSL-502T via its IP Address: 10.1.1.1

Try ping the device as Screenshot illustrates below.

```
      Image: C:\WINNT\System32\cmd.exe

      C:\>ping 10.1.1.1

      Pinging 10.1.1.1

      with 32 bytes of data:

      Reply from 10.1.1.1:

      bytes=32 time<10ms TTL=255</td>

      Ping statistics for 10.1.1.1:

      Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),

      Approximate round trip times in milli-seconds:

      Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

Once the ping command is successful, try accessing the device.

Via the DSL-502T Web Interface, please try accessing the device via its IP Address: 10.1.1.1

Please enter in the default Authentication Login. "admin"

The below screenshot should appear of the DSL-502T Interface.



Via the Status Menu, you will see Firmware Version: V2.00B02.AU

Please refer to the below Screenshot.

🚰 http://10.1.1.1/cgi-bin/webcm	- Microsoft Intern	et Explorer				- D ×
Eile Edit View Favorites To	ools <u>H</u> elp					<b>*</b>
] ⇐ Back ▾ ➡ ▾ 🖄 😰 🖓   !	🔇 Search 🛛 🗟 Favo	rites 🎯 History 🛛 🖏 🗸	<b>-</b>			
🛛 Links 🔌 Customize Links 🛛 🖉 Free H	Hotmail 🛛 🙋 Windows	5				
Address 🛃 http://10.1.1.1/cgi-bin/v	vebcm					<b>-</b> ∂⊙
D-Link Building Networks for People			DSI	L-502T		Î
	Home	Advanced	Tools	Status	Help	
Device Info	Device Inforr	nation Firmware	Version : V2.00B(	)2.AU		
E Done					🥝 Internet	11.

## **Programming MAC ADDRRESS.**

Once you have recovered and checked that the firmware has been loaded , you MUST program the MAC Address that is printed on the back of the modem.

#### . Telneting into the modem.

Go to the Start Menu on the bottom left hand corner and left click on your mouse , left click on RUN .

You will need to type in the following command " telnet 10.1.1.1 " , enter your user name and Password (admin / admin ) .



At the command prompt type "setenv maca (followed by the MAC Address on the back of the modem E.G. 00:0f:3d:dd:84:8f)" and press enter .

Note: Without the Quotes.

This has now save the MAC Address to the modem. Please follow the above steps to check in status page that the MAC Address is the same as the modem.

### **Reference Material:**

• No DHCP from the Unit.

If you are getting no DHCP is provided from the DSL-502T to the Computer Network Settings. Please perform the following via a DOS Prompt (Command Prompt):

NOTE: the underscore symbol "\_" represents a space is required (press spacebar on your keyboard).

arp\_-d

Then press Enter Key.

Then perform:

ipconfig\_/release

Then press the Enter Key and type the below:

ipconfig\_/renew

• The above Firmware installed into the device is **BOTH** ADSL 1 and ADSL 2 compatible.

The above reference responds to if an ISP\* is only using the ADSL 1 Standard, the device is still compatible with connecting to their ISP\*.

\* - The star Symbol represents the three letter acronym ISP as Internet Service Provider.

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