

# Compatibility Problem with Windows XP SP3

Revision 1.0

Date: May 22, 2008

## 1. Problem Description

There is a software compatibility problem of Billion BiPAC 5200 series (that is loaded with specific firmware version, see below) occurred in the past weeks. After end-users upgrade Microsoft Windows XP SP3 (Service Pack 3) release on their PC or Notebook, it will cause BiPAC 5200 series crashed and rebooted constantly.

After detail analysis, we found that Windows XP SP3 sent out the DHCP packet with the Option 43 data (include Microsoft's 'Vendor Specific Information'), but Windows XP SP2 sent out the DHCP packet without the Option 43 data. However, the Option 43 data is not compatible with Billion's original definition, so it will cause this problem. The affected firmware versions of BiPAC 5200 series are 2.9.8.x and 2.11.0.x~2.11.33.x. There is no impact to BiPAC 5200 series if the firmware is 2.10.x.x. Please check Appendix A for checking your current firmware version.

Microsoft released Windows XP SP3 on May 6, 2008, and provided it on their web site only for manual downloading. So there are not many end-users to report this problem to us in this stage. However, Microsoft plans to upgrade all end-users' PC to Windows XP SP3 automatically in June 2008. The affected scope will be expanded.

## 2. Solutions

Billion will release a new firmware version to fix the problem before 1th, June, 2008.

For the end-users who did not upgrade the new firmware yet and already met the problem, they can change as static IP to avoid this problem. Please refer to Appendix B for the detail steps of how to configure static IP. And then follow the Appendix C for details of firmware upgrade.

When end-users change to static IP and bring their laptop to other place, they may not be able to connect to Internet. They can change as dynamic IP, then it can connect to Internet successfully. Please refer to Appendix D for the detail steps of how to configure dynamic IP.

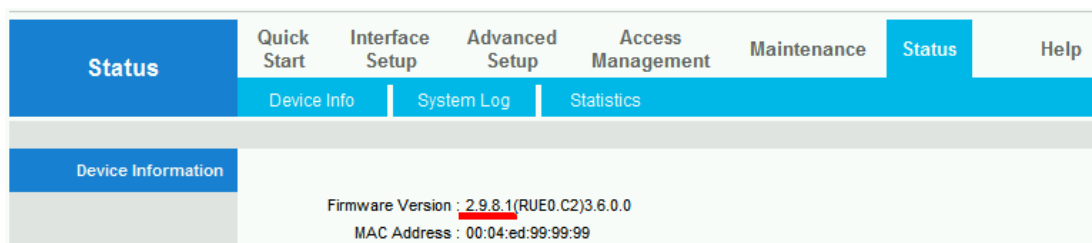
## Appendix A

### How to check your firmware version on device

#### How to do:

1. Log on to WEB GUI.
2. Check Firmware Version on Device Info page. The affected firmware version of BiPAC 5200 series are 2.9.8.x and 2.11.0.x~2.11.33.x.

Example:



## Appendix B

### How to Configure Static IP in Windows XP

If you do not upgrade Windows XP SP3 yet and your firmware version is in the range that we mentioned above, please skip this one and just follow the Appendix C to upgrade your device.

1. From the **Start** menu, choose **Control Panel**.



2. Click the **Network and Internet Connections** icon.

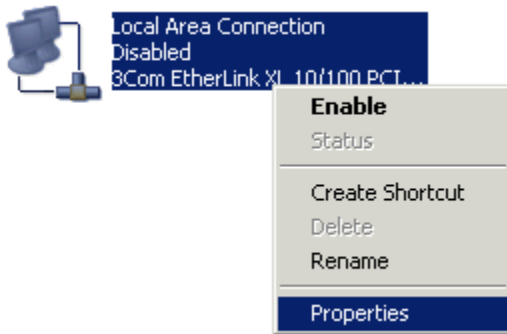


3. Click the **Network Connections** icon.

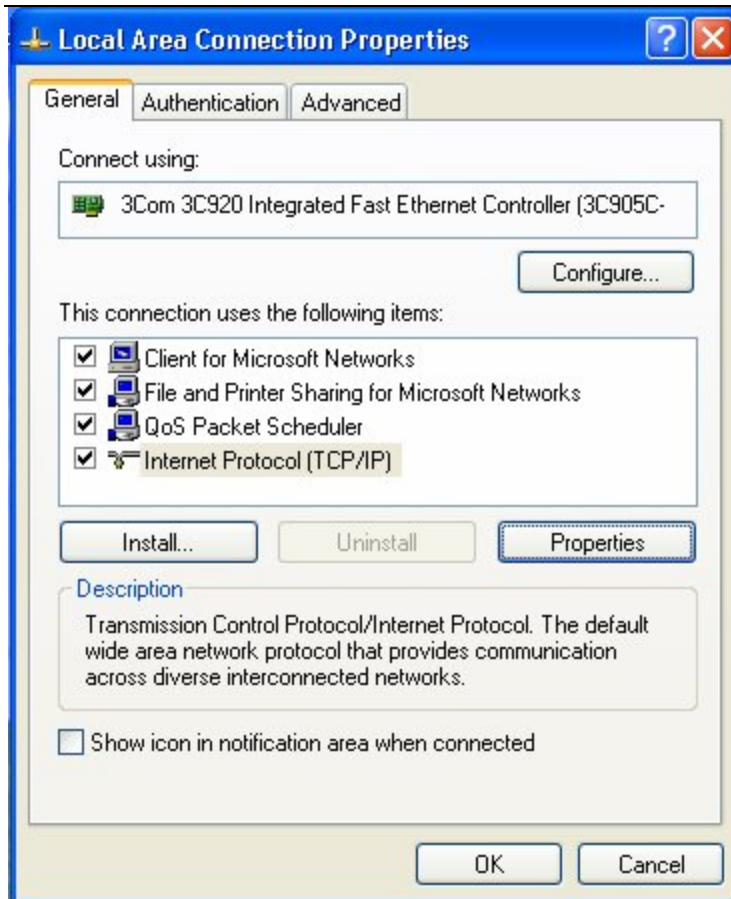


## Network Connections

4. Right-click on the **Local Area Connection** icon and choose **Properties** from the pop-up menu.



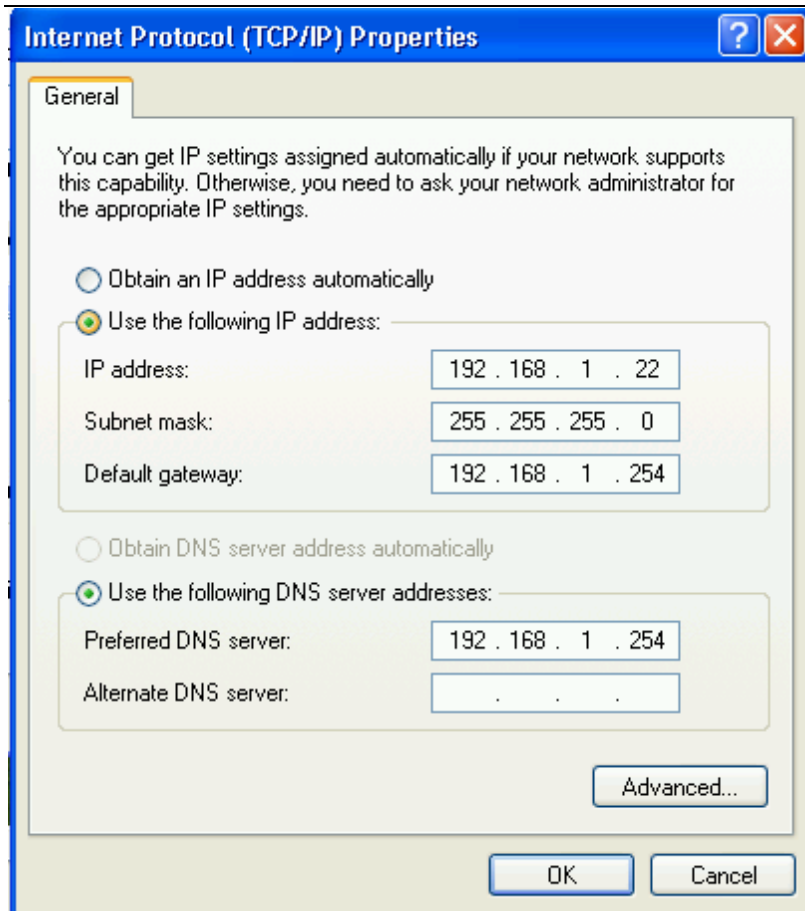
5. Select **Internet Protocol (TCP/IP)** in the **This connection uses the following items** list.
6. Click the **Properties** button.



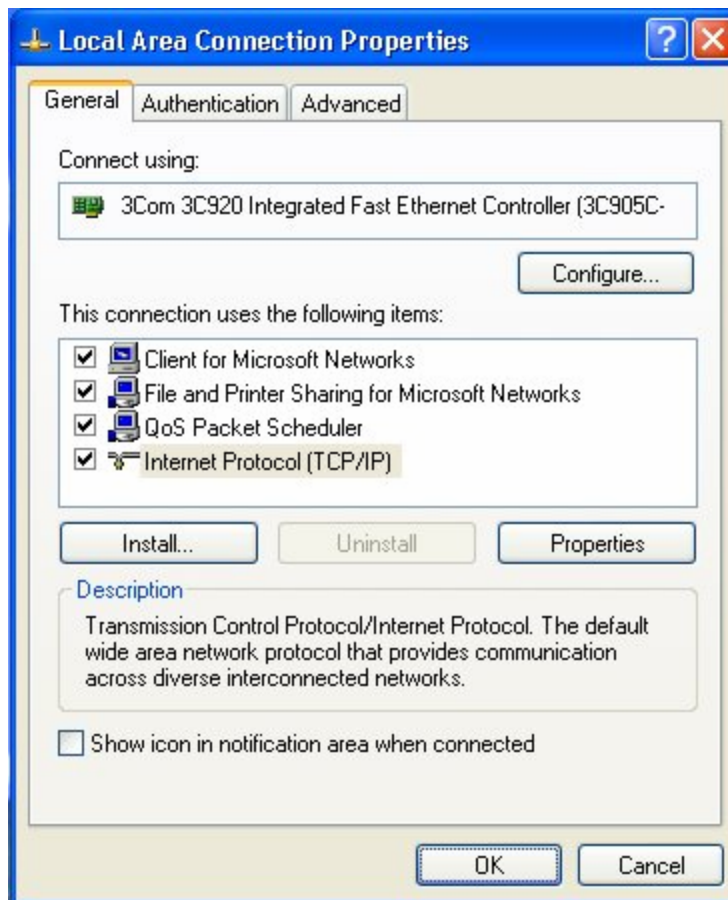
7. Select **Use the following IP address**.

*(Note: For step 8~12, we assume the LAN IP address of CPE is 192.168.1.1. If your LAN IP address is not 192.168.1.1, the input value should be different. )*

8. In the **IP address** field, type the IP address **192.168.1.22**.
9. In the **Subnet mask** field, type **255.255.255.0**.
10. In the **Default gateway** field, type **192.168.1.254**.
11. Select **Use the following DNS server addresses**.
12. In the **Preferred DNS server** field, type **192.168.1.254**.
13. Click the **OK** button.



14. Click the **Ok** button.



## Appendix C

### How to upgrade modem firmware

You will get provided

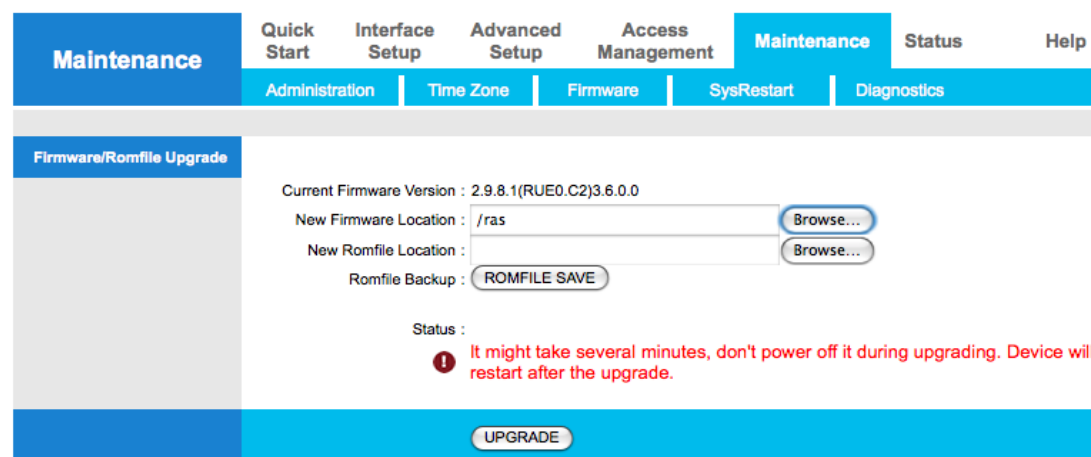
1. Firmware of **ras** file.

#### How to do:

1. Log on to WEB GUI.
2. Go to “Maintenance” => “Firmware”.



3. Click “Browse...” to select the location of **ras** file.



4. Click “UPGRADE” to upload new firmware. The device will reboot after upgrading.

**Firmware/Romfile Upgrade**


Current Firmware Version : 2.9.8.1(RUE0.C2)3.6.0.0

New Firmware Location :

New Romfile Location :

Romfile Backup :

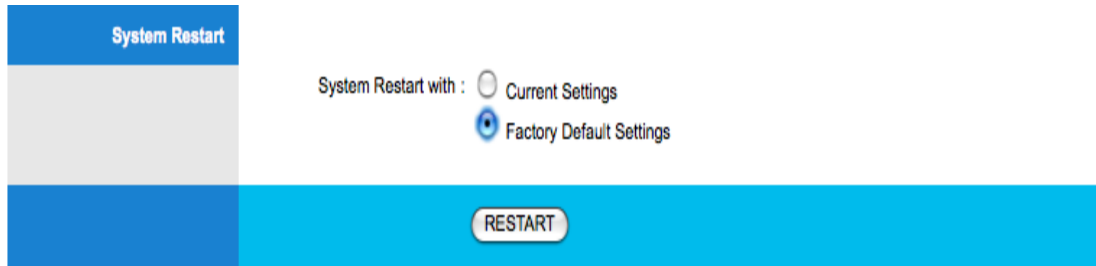
Status :

 It might take several minutes, don't power off it during upgrading. Device will restart after the upgrade.

5. Log on to WEB GUI again and go to “Maintenance” => “SysRestart”.



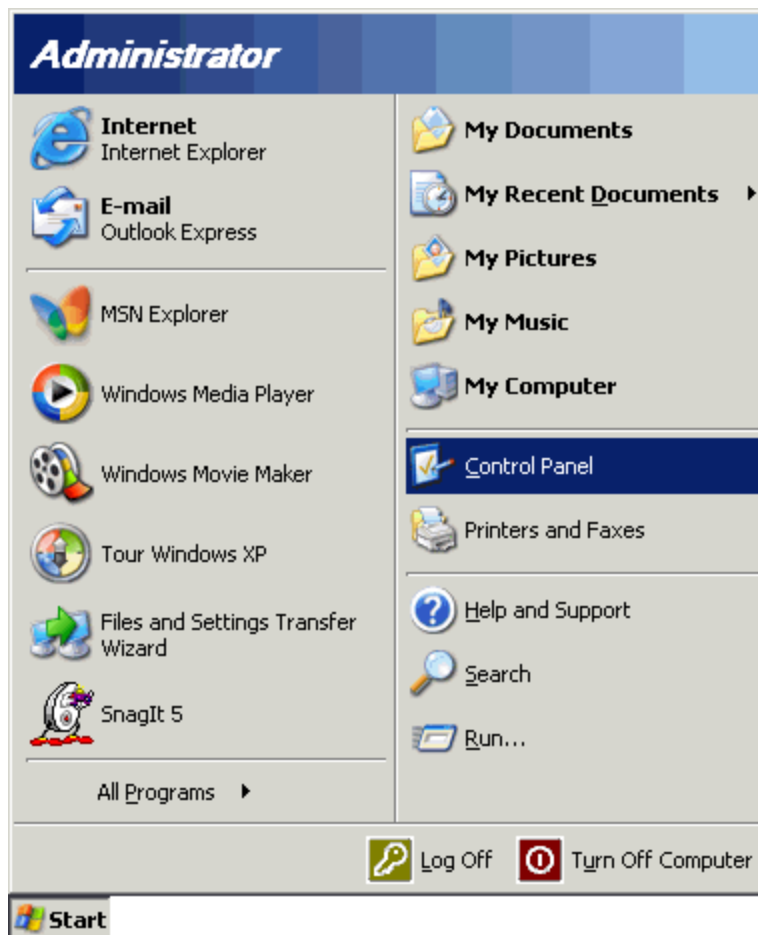
6. Chose **Factory Default Settings** and click “RESTART” to reset to factory default. In order to apply new settings, you must reset to factory default after upgrading. Another easy way is press Reset button on rear panel over 6 seconds.



## Appendix D

### How to Configure Dynamic IP in Windows XP

1. From the **Start** menu, choose **Control Panel**.



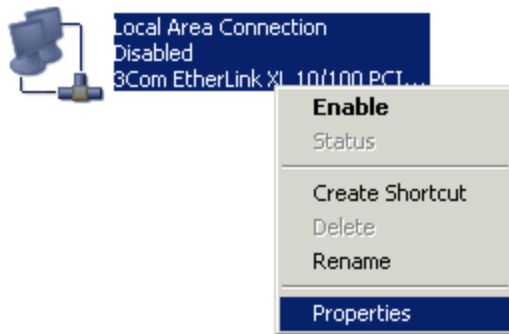
2. Click the **Network and Internet Connections** icon.



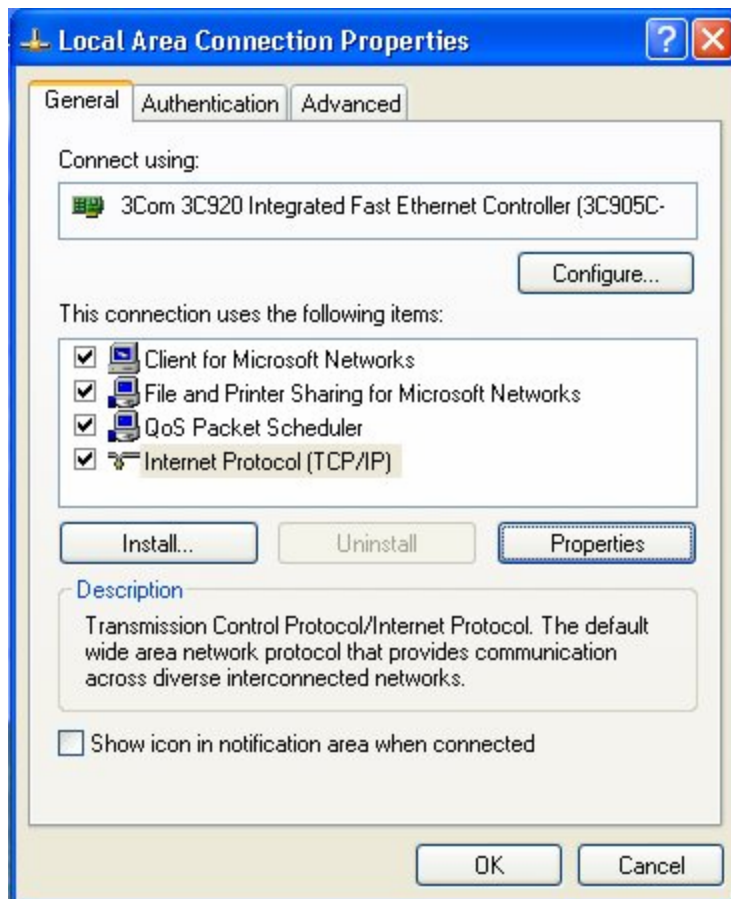
3. Click the **Network Connections** icon.



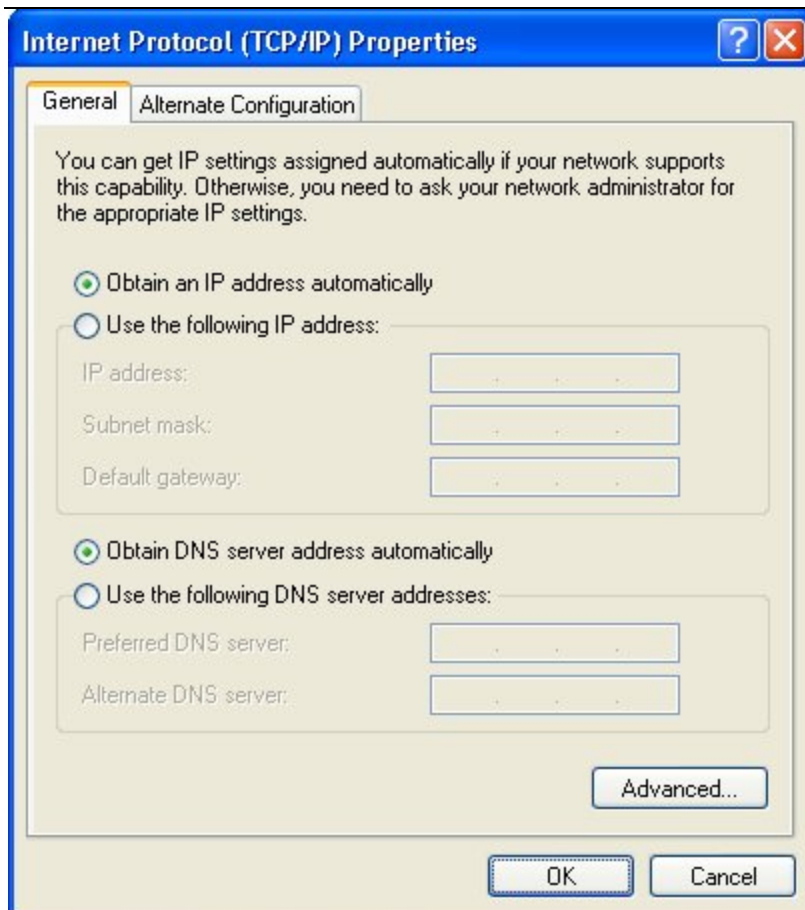
4. Right-click on the **Local Area Connection** icon and choose **Properties** from the pop-up menu.



5. Select **Internet Protocol (TCP/IP)** in the **This connection uses the following items** list.
6. Click the **Properties** button.



7. Select **Obtain an IP address automatically.**
8. Select **Obtain DNS server address automatically.**
9. Click the **OK** button.



10. Click the **Ok** button.

