Updating TP-Link TD-W8968 Firmware

Cerberus recommends that owners of the TP-Link TD-W8968 ensure that they are running the latest version of firmware as supplied by the manufacturer.

Updating firmware can fix bugs, provide new features, improve performance and security.

There are 3 versions of the hardware for this router. Although the versions are equivalent in terms of capabilities there are different firmwares for each version and use of the wrong firmware can damage your device. You can see the hardware version that you have by turning your router over and looking at the Serial Number Barcode sticker, on the right hand side of which you will see either "Ver1.0" , "Ver2.0" or "Ver3.0".

You can also check the hardware version and the current firmware version by logging into the routers web interface. On the main page (the first page you see after logging in to your web interface) you will see information like this:

We recommend that you download the latest firmware version for your equipment. At the time of writing (May 2015) these are:

TD-W8968_V1_131226 (Build Number 131226) for routers with hardware version 1
TD-W8968_V2_140514 (Build Number 140514) for routers with hardware version 2
TD-W8968_V3_150205 (Build Number 150205) for routers with hardware version 3

Please login to your routers web Interface and check that the Build number for your hardware is at least as new as that in the current list above.

If you find that you are running an older version of firmware then we recommend that you upgrade as soon as possible.

The latest firmware for this router can be downloaded at

http://www.tp-link.com/en/download/TD-W8968_V1.html for routers with hardware version 1

http://www.tp-link.com/en/download/TD-W8968_V2.html for routers with hardware version 2

http://www.tp-link.com/en/download/TD-W8968_V3.html for routers with hardware version 3

Click on the tab labelled "Firmware" and then chose the most recent file in the table. This will likely be at the top of the table.

This will download a .zip archive containing the new firmware (a .bin file) and TP-LINK's instructions for applying the new firmware. Modern versions of Microsoft Windows or MacOS will unpack .zip files without any extra software, if you are running an older version then we recommend 7Zip for Windows or Stuffit Expander for MacOS (both free) to unpack the .zip file into the firmware and instructions.

Before you start upgrading the firmware please be aware that this upgrade will reset your router back to factory defaults. Although the router interface provides options to backup and restore settings using a file this feature does not work between different firmware versions. Therefore we strongly recommend that you make a note or screenshot of your router settings before you begin.

In particular we suggest that you note:

- Operation mode. This will most likely be set to "Wireless Router Mode" if you have fibre broadband or "ADSL Modem Router Mode" if you have ADSL or ADSL2+ broadband.

- Network: WAN Settings: All the settings here should be noted and duplicated post upgrade. You do not need to note the advanced settings unless you have changed these after we have supplied you with the router. The WAN Settings are what allow you to connect to the Internet.

- Network LAN Settings: We do not usually change these from the defaults, however if your network uses something other than the default 192.168.1.x range then you should note down these values.

- Network: ALG Settings: We do not usually change these from the default (all ALGs enabled) but if you have disabled any ALGs for instance while troubleshooting as VOIP application you may wish to note and restore these settings afterwards.

- Wireless: Basic Settings: Please note the SSID, mode and channel shown. These dictate what wireless network name and mode your wifi will use. You will need to enter the same settings again after the update to avoid needing to reconfigure your wireless devices.

- Wireless: Wireless Security: note the Authentication Type, Encryption and Password. You will need to re-enter these later to avoid needing to reconfigure your wireless devices.

- System Tools: Manage Control: Notes the Service Configuration settings, these are what allow remote access to the router management interface.

- Finally make a note of the password that you used to get into the router's web interface, as this will also be reset. Although it is not displated in System Tools: Manage Control, it is in this section (in "Account Management") that you will re-enter it after the update.

Please follow the instructions included with the firmware to apply the new firmware.

If you have any questions about the upgrade you may contact the Cerberus Support Team on 0345 257 1335, or support@cerberusnetworks.co.uk or you may contact TP-Link on 0845 147 0017 or support.uk@tp-link.com .

Please note, unless you have a support agreement with Cerberus Networks for your router, if there is any malfunction with your router during this process, you should contact TP-Link about any replacement of the router under warranty.