

Cannot upgrade SwOS

Problem

The automatic SwOS upgrade does not work. After refreshing the web page, nothing happens. The device is not accessible after the upgrade.

Solution

There are two types of devices that can run SwOS - devices that run only with SwOS (e.g. CSS106 and CSS326 switches) and devices with dual-boot option (e.g. CRS3xx series switches).

For SwOS only devices, follow these steps:

1. try to use a manual upgrade by uploading the firmware file on the "Upgrade" menu. Make sure you have chosen the correct file for the SwOS device. See the download page - <https://mikrotik.com/download>;
2. if the manual upgrade does not work, try to boot your device into primary software by holding a reset button for few seconds while applying the power. Note that previously used configuration will be removed, so you might want to save a configuration backup before using the reset button;
3. after loading the primary software, the default configuration is loaded and it should be possible to connect to the device either by default IP address (192.168.88.1) or by address issued from a DHCP server. Now, try to use a manual upgrade again.

For dual-boot devices, follow these steps:

1. try to use a manual upgrade by uploading the firmware file on the "Upgrade" menu. Make sure you have chosen the correct file for the SwOS device. See the download page - <https://mikrotik.com/download>;
2. if the manual upgrade does not work, try to connect to the switch through a serial console (baud rate - 115200, data bits - 8, stop bits - 1, parity - none, flow control - none) and boot your device into primary software by selecting "p - boot primary SwOS". See the manual page - https://wiki.mikrotik.com/wiki/SwOS/CRS3xx#Reset_and_Reinstall;
3. after loading the primary software, try to use a manual upgrade again.
4. if a device does not have a console port or console cable is not available, you can boot your device into RouterOS by holding a reset button until a user LED light starts flashing (around 5 seconds). This will reset the RouterOS configuration and the device will now boot into RouterOS. Make sure you have created a configuration backup;
5. after loading the RouterOS, try to upgrade SwOS using the "/system swos upgrade" command. The upgrade command will automatically install the latest available SwOS version, make sure that your device has access to the Internet in order for the upgrade process to work properly. See the manual page - https://wiki.mikrotik.com/wiki/Manual:CRS3xx_series_switches#Configuring_SwOS_using_RouterOS
6. after successfully updating SwOS from RouterOS, you can change back to SwOS by using the "/system routerboard settings set boot-os=swos" command and rebooting your device.

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