

# Update to 4.1.0.102 is failing

If you have an error Message during update to the Software Version 4.1.0.102 or higher please read this Wiki Page

Exiting with code 3 Unsupported Model or Family

The software version 4.1.0.102 requires on some router models a minimum software version installed to update from.

Therefore the Update will fail if you don't have the correct software installed.

Previous software version will recognize this software Images as not meant to be installed on this router model.

These steps are necessary as some improvements in the system need some preparation.

## Affected Router Models

This Wiki Page is only mentioned for following Router Models that need this specific process:

- NB1600
- NB2700
- NB2710
- NB3700
- NB3710

## Required Software Version

To install the software version 4.1.0.102 or higher following minimum version need to be installed.

Please use the newest Software depending on your currently installed major software version (3.7, 3.8, 4.0, 4.0.1)

There is no need to make every intermediate update step. You can go directly to Version 4.1.0.102 after you have the newest Software of your major Software release installed (3.7, 3.8, 4.0, 4.0.1)

You can use the direct link to our ftp server:

- [4.0.1.111](#)
- [4.0.0.109](#)
- [3.8.0.112](#)
- [3.7.0.114](#)

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## Technical Background

With 4.1.0.102 we introduced an enhanced handling of the internal flash memory in the router models mentioned above.

As this also requires some changes in the bootloader and in the partition management, we need to have a specific starting point to maintain a fail-safe update process.

For even more details please refer to the [Release Note NRSW 4.1.0.100](#) Chapter 6

Therefore we decided to set the software version mentioned above as the minimum installed.

Also a very rare issue found in case 48005 updating the spl will be avoided with this preparation

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