

Scheduled Maintenance: DC13-DH4-N540-2 firmware upgrade

As part of our commitment to quality and continual improvement, iomart plans to conduct maintenance on the 21/05/2026. The work specifically will be to upgrade DC13-DH4-N540-2 router's firmware to version 7.7.21. We are writing to inform you of our intention to schedule this maintenance.

What will happen?

iomart Network team will upgrade the CiscoN540 router firmware. During the maintenance window there might be impact as we are going to reload the device.

When will the work be carried out?

The maintenance work will begin at 23:00 (UK Time) on Thu 21/05/2026 and last until 01:00 (UK Time) on Fri 22/05/2026.

Who will be completing the work?

All tasks will be carried out by our iomart engineer.

Will I experience downtime?

During the maintenance window probably, some customers should not experience downtime as the router has a redundant pair, the traffic should continue to pass via a second device during the maintenance window. But for the others who are running single connection they will experience downtime

If you have any further questions or concerns regarding this work, please contact your Account Manager.

Regards,

iomart Communications Team.