

SIB Fix for 4G Modem

Ewon Cosy 131 and Ewon Flexy

APPLICATION NOTE

AUG-0077-00 1.0 en-US ENGLISH



Important User Information

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1 Preface

1.1 About This Document

This document explains how to update the modem firmware of your Ewon Cosy 131 or Ewon Flexy if this one embeds a 4G modem and is impacted by the 4G modem – SIB issue.

For additional related documentation and file downloads, please visit <u>www.ewon.biz/support</u>.

1.2 Document history

Version	Date	Description
1.0	20190-06-07	First release

1.3 Related Documents

Document	Author	Document ID

1.4 Trademark Information

Ewon^{*} is a registered trademark of HMS Industrial Networks SA. All other trademarks mentioned in this document are the property of their respective holders.

2 Introduction

This document explains how to perform a modem firmware update on an Ewon Cosy 131 or Ewon Flexy extension cards with 4G capabilities.

This modem firmware update is necessary because of the update planned and performed by the MNO — Mobile Network Operators — to their antennas providing the 4G network.

Once the update operated by the MNO on their infrastructure, there will be an incompatibility in the software stack provided by Intel^{*} that may affect how products decode the *System Information Block* — a.k.a. *SIB* — which result in the inability to register on the 4G network.

All devices on the market embedding this Intel^{*} chipset — the Intel XMM71xx or XMM72xx — are unable to connect to this updated 4G network. The Ewon Cosy 131 or Ewon Flexy extension cards are part of those devices.

However, devices with a fallback mechanism will still be able to connect to the Internet as they can fallback to the 2G or 3G networks. The Ewon Cosy 131 or Ewon Flexy extension cards are part of those devices.

3 Update for Specific Ewons

All 4G modem-based Ewons are not impacted by this update. Hereunder, we describe how to detect the affectedEwons.

3.1 Serial Numbers

You can check if your Ewon needs a modem firmware update by verifying its serial number.

The serial number that are involved are the following ones:

- Cosy 131 4G EU: **EC6133G**
 - SN below 1829-0231-22
 - SN from 1903-0941-22 to 1903-0980-22
 - SN from 1903-1061-22 to 1903-1080-22
- Cosy 131 4G US: EC6133H
 - SN below 1851-0029-22
- Flexy extension card 4G EU: FLB 3204
 - SN below 0967-1911-0002-23
- Flexy extension card 4G NA: FLB 3205
 - SN below 0968-1907-0001-24

3.2 Modem Firmware Version

The modem firmware verification is a step complementary to the serial number verification which remains the primary method to know if your Ewon is concerned.

The modem firmware version that are involved are the following ones:

- 4G EU
 - FW20.00.**402**
 - FW20.00.403
- 4G NA
 - FW20.00.**502**
 - FW20.00.504

3.3 Retrieve the Serial Number or Modem Firmware Version

3.3.1 Serial Number

You can retrieve the serial number of a Cosy 131 through two different methods:

- Check the right-sided label on the Cosy itself.
- Look at the bottom of the screen when browsing the dashboard of the Cosy web interface.



Fig. 1 Serial number on Cosy 131

You can verify the serial number of a Flexy extension card through two different methods:

- Check the white label on the Flexy extension card itself.
- Go to *Ewon web interface* ► *Status* ► *System Info* ► *System* when browsing the web interface of the Flexy.



Fig. 2

Serial number on Flexy extension card

3.3.2 Modem Firmware Version

You can verify the current modem firmware version of your Cosy 131 or Flexy extension card by browsing the web interface of your Ewon and going to *Ewon web interface* \succ *Status* \succ *System Info* \vdash *Info*.

Q. Filter tree			Info			
Home		System Info 💿	Name	Description		alue
Ø Summary			SerNum	Serial number		1533-1864
Tags			PwrVersion	Firmware version		19
Values			CodeName	Code name		19
Alarms	•		PwrDnlDate	Firmware download date	01/	01/1970 00.
= 10 Servers			ModernExtInfo	Modem extended information	[USB] MFR: Telit , MODEL: LE910-EU V	2 , VER: 20.00.4
Disessetia			SIFMacAddrL	MAC address	(0:03:27:02:dd:
Diagnostic			SIFMacAddrW	MAC address WAN		00:03:27:02:5a
O Logs	•		SIFMacAddrWifi	MAC address WIFI		00:00:00:00:00:
🎨 Status			<			
System Counter	s 🕨					
100 5 5	store b					

Fig. 3 Modem firmware version on the Ewon web interface

4 Upgrade the Modem Firmware

To upgrade the modem firmware, you can choose between 3 different methods:

- Use the Ewon SIB Fix Tool.
- Use the SD card commissioning.
- Use the FTP server of your Ewon.

4.1 Ewon SIB Fix Tool

The Ewon SIB Fix Tool is the easiest solution to update the modem firmware if your Ewon is currently active on the same network you are connected to or on a remote site.

Make sure you quit eBuddy before using the Ewon SIB Fix Tool as both Ewon software cannot be used simultaneously.

You can download the tool on our CDN platform.

The Ewon SIB Fix Tool scans your network, looking for Ewon to fix.

As long as you are physically connected to the same network, the tool is able to list all concerned Ewons connected to this network. If you are connected to an Ewon through Talk2M using eCatcher, the tool is also able to scan it.

This tool displays ssue. Ewons disp	your Ewons and layed in gray do	helps you update the not require an update	ir modem firmwa 2.	are to	fix the SIB		
IOTE: The Fix bu ime to check if th	DTE: The Fix button first checks if an update is necessary. Feel free to use it a second to check if the patch was correctly applied.						
elect the unit to	fix and click Fix:						
· · · · · ·	Device Type	IP Address		^		1	
Serial Number	Defice Type						
Serial Number 1305-0002-20	Flexy 10x	10.0.100.145					
Serial Number 1305-0002-20 1305-0003-20	Flexy 10x Flexy 10x	10.0.100.145 10.0.100.146			Fix		
Serial Number 1305-0002-20 1305-0003-20 1305-0017-21	Flexy 10x Flexy 10x Flexy 20x	10.0.100.145 10.0.100.146 10.11.12.13			Fix		

Fig. 4 SIB Fix Tool overview

4.1.1 Unaffected Units

You can decide to hide or show unaffected devices by checking the box at the bottom of the window.

By default, the tool displays <u>all the affected Cosy 131</u> but also <u>all the Flexy devices</u>. The tool is incapable to sort the affected Flexy extension cards from the unaffected until you connect to the Flexy.

If you decide to display the unaffected devices, those unaffected devices (such as some Cosy 131, Cosy 141 and CD) appear in gray in the list.

By displaying the unaffected devices, you are able to see <u>all</u> devices connected and reachable on your network by the SIB Fix Tool.

won 4G Modem S	SIB Fix Tool - 1.	0 Build 28455			×	
This tool displays your Ewons and helps you update their modem firmware to fix the SIB ssue. Ewons displayed in gray do not require an update.						
NOTE: The Fix button first checks if an update is necessary. Feel free to use it a second time to check if the patch was correctly applied.						
Select the unit to fi	x and click Fix:					
Serial Number	Device Type	IP Address	^			
1128-0001-55	Other	10.0.100.243				
1246-0001-91	Other	10.0.100.246		Fix		
1711-0001-24	Flexy 205	10.0.101.15				
1533-0200-21	Flexy 20x	10.0.101.16	~			
Hide unaffected	l units			Rescan netw	<u>ork</u>	

Fig. 5 Display unaffected devices

4.1.2 Remote Units

If your Ewon is located on a remote site, follow this procedure to display your Ewon in the tool's list:

- 1. Open eCatcher.
- 2. Log in to your Talk2M account.
- 3. Connect to your Ewon.

[Optional] If your Ewon is configured to be triggered, wake it up as the Ewon must be online for you to connect to it.

- 4. Refresh the list within the SIB Fix tool using the *Rescan Network* link.
 - \rightarrow Once connected, you can now see your Ewon in the tool's list.

🙎 eCat	cher (6.3.7 build 27686)			This	is Ludo [ltn] ewo	on_support[ref:(018
e	Active connection	ı					
eWONs		flexy 10.231.128.	31 (LAN: 192. 16 SIB Fix Tool - 1.	8. 120. 232) 0 Build 28455	_	×	
Users	st.	This tool displays y issue. Ewons display NOTE: The Fix but time to check if the Select the unit to fi	rour Ewons and ayed in gray do ton first checks patch was corr a and click Fix:	helps you update their moo not require an update. if an update is necessary. ectly applied.	dem firmware to Feel free to use	fix the SIB it a second	ma a d
Groups	My eWONs Add Propert	Serial Number 1608-0175-21 1305-0017-21 1533-0186-21 1729-0011-24	Device Type Flexy 20x Flexy 20x Flexy 20x Flexy 205	IP Address 10.7.100.25 10.11.12.13 10.231.128.31 192.168.120.92	2	Fix	
Account	Connected It	Hide unaffected	d units auto cre	ated on 2018-12-12 14:58	R:09	escan network	

Fig. 6 Display a remote connected Ewon

If you are connected remotely to the Ewon, the tool displays the Ewon under its VPN IP address and not its LAN IP address.

4.1.3 Update Process

Update the modem firmware through the SIB Fix Tool

1. Once the tool open, the tool lists all potentially affected Ewons on the network.

von 46 Modem S	SIB Fix Tool - 1.	0 Build 28455			Х
This tool displays y ssue. Ewons displa	our Ewons and ayed in gray do	helps you update their m not require an update.	odem firmware to	fix the SIB	
NOTE: The Fix but ime to check if the	ton first checks patch was corr	if an update is necessary ectly applied.	. Feel free to use	it a second	
elect the unit to fi	x and click Fix:				
Serial Number	Device Type	IP Address			
1834-1003-22	COSY 131	192.168.120.234			
1533-0186-21	Flexy 20x	192.168.120.232		Fix	
1319-0002-21	Flexy 20x	192.168.120.97			
Zuide une ffereter	lunita				

Fig. 7 Ewon SIB Fix Tool — Main window

2. Select the Ewon you wish to update.

You can click on the column name — Serial Number, Device Type and IP Address — to sort the Ewon(s).

- 3. [Optional] If your Ewon is located on a remote site, please refer to *Remote Units, p. 9* before proceeding any further.
- 4. Hit the *Fix* button.
- 5. Enter the *password* of the *Adm* user of your Ewon.

Configuration Update Wiz Ewon Identification Select the Ewon (IP	ard address) to be updated	×
S/N or IP Address Administrator L	: 1533-0186-21	
Username: Password:	Adm	
	<u>FTP Settings</u>	
	< Back Next > Cancel	

Fig. 8 FTP settings

6. Click Next.

7. The tool displays a summary of the current Ewon situation that needs the update.

⊂Cu	rrent Device Ir	formation	
IP	Address:	10.29.132.51	
Se	erial Number:	1810-0747-22	
Pr	oduct Type:	COSY 131	
Fi	rmware:	13.2s1	
м	odem:	Telit LE910-EU V2 20.00 <mark>.402</mark>	
Ur	nit connected t	hrough Talk2M	
Click	Next to upda	te the configuration of your Ewon.	

Fig. 9 Ewon status prior to update

- 8. Click *Next*.
- 9. The tool sends the update file to the Ewon.

Configuration Update Wizard	×	
Modem Update This page displays the update process		
🤣 Uploading firmware (1353/8456 KB)	J	
< Back Next >	Cancel	

Fig. 10 Upload of the update file

10. Once the Ewon has received the update file, the Ewon applies the update file.

Configuration Updat	Wizard	\times	
Modem Update This page displa	rs the update process		
⊘ Mod ⇒ Plea	em firmware successfully uploaded. We wait while the modem is updated, reboots and		
1	DO NOT unplug the power supply while the Ewon is rebooting.		
	< Back Next >	Cancel	

Fig. 11 Ewon performing the modem update

11. Your Ewon is updated and is able to connect to the updated 4G network.

Configuration Update Wizard	×	
Modem Update This page displays the update process		
🧭 Modem firmware successfully uploaded.		
Ewon 1834-1003-22 modem updated successfully.		
< Back Finish		

Fig. 12 Modem update successful

4.1.4 Verification Process

The verification process using the SIB Fix Tool is similar to the update process.

Verify the successfulness of the modem firmware update through the SIB Fix Tool

• Select the Ewon you wish to confirm the update.

You can click on the column name — Serial Number, Device Type and IP Address — to sort the Ewon(s).

- [Optional] If your Ewon is located on a remote site, please refer to *Remote Units, p. 9* before proceeding any further.
- Hit the *Fix* button.
- Enter the *password* of the *Adm* user of your Ewon.
- Click Next.

The tool displays a success message if your Ewon has been successfully updated or is unaffected.

Configuration Updat	e Wizard		\times
Ewon Identificat Select the Ewo	ion n (IP address) to be update	d	
S/N or			
Adm	n SIB Fix Tool	×	
Use	This Ewon is safe (N	lo fix needed).	
Fas		ОК	
	< Back	Next >	Cancel
	K DUCK	TOLAC /	

Fig. 13 Ewon unaffected or updated

4.2 SD Card Commissioning

The SD card solution is the easiest solution to update the modem firmware if you have a physical access to your Ewon

To perform the modem firmware update through the SD card commissioning, you need the following items:

- An SD card of FAT32 format with a recommendation that its capacity does not exceed 8GB.
- The modem update file represented as an .edf file:
 - For EU models (Cosy 131 and Flexy extension cards): cdn.ewon.biz/firmware/telit-4g-modem/ewonfwr-fixsib-eu-404.edf
 - For NA models (Cosy 131 and Flexy extension cards): cdn.ewon.biz/firmware/telit-4g-modem/ewonfwr-fixsib-na-505.edf

We recommend performing the following procedure while the Ewon is already powered on.

Update the modem firmware through SD card

1. Rename the *.edf* file you just downloaded so it matches "ewonfwr.edf".

File Home Share View					
- → × ↑ 🕹 > This PC → D	Downloads				
		Name	Date modified	Туре	Size
Cuick access		SupportAssistAgent	27/05/2019 13:45	File folder	
Desktop	Я	temp	05/06/2019 23:12	File folder	
Downloads	A.	ewonfwr-fixsib-EU.edf	31/05/2019 17:51	EDF File	8.557 KB
Documents	*				
E Pictures	*				
🗏 🛃 🤤 🛛 Downloads					
ile Home Share View					
> -> 🛧 🕂 > This PC > D)ownloads →				
1 Oritheren		Name	Date modified	Туре	Size
Y Quick access		Sup, AssistAgent	27/05/2019 13:45	File folder	
	*		05 (06 (2010 22:12	The Astron	
Desktop		temp	03/00/2019 25:12	File tolder	

Fig. 14 Rename the .edf file.

- 2. Copy the "ewonfwr.edf" file on the SD card.
- 3. Insert the SD card into the Ewon.
 - → First, the USR LED blinks quickly orange (ON/OFF each 200ms). This phase indicates the Ewon is checking the validity of the SD card (e.g. proper format and valid files).
 - → Second, the USR LED blinks slowly orange (ON/OFF each second). This phase indicates the Ewon is copying the file from the SD card to its internal memory.
 - \rightarrow Last, the USR LED turns steady green. The Ewon is ready to continue the procedure.
- 4. Remove the SD card from the Ewon.
- 5. The USR LED switches colors every second, between red and green. This phase can last from 5 to 15 minutes.
 - \rightarrow This phase indicates the Ewon is processing the update file.

- → If the reboot occurs quickly after removing the SD card \blacktriangleright it is highly probable that the update did not occur (failed or update already performed previously).
- → If the reboot occurs a while after the SD card removal ► it is highly probable that the update succeeded.

4.2.1 Successfulness Verification

To verify that the update has successfully occurred, you must verify the modem firmware version.

To do so, please refer to Modem Firmware Version, p. 7.

If the update was a success, the Ewon should display the following modem firmware version:

- For EU models (Cosy 131 and Flexy extension cards): FW20.00.404 (instead of FW20.00.402 or FW20.00.403)
- For NA models (Cosy 131 and Flexy extension cards): FW20.00.505 (instead of FW20.00.502 or FW20.00.504)

4.3 FTP Server

To perform the modem firmware update by using the FTP server of the Ewon, you need the following items:

- The modem update file represented as an .edf file:
 - For EU models (Cosy 131 and Flexy extension cards):
 <u>cdn.ewon.biz/firmware/telit-4g-modem/ewonfwr-fixsib-eu-404.edf</u>
 - For NA models (Cosy 131 and Flexy extension cards): cdn.ewon.biz/firmware/telit-4g-modem/ewonfwr-fixsib-na-505.edf
- A connection to your Ewon using an FTP client software.

The Ewon can be reachable:

- because you are connected to the same physical network your Ewon is connected to;
- because you are connected to your Ewon through a VPN tunnel established by eCatcher.

Update the modem firmware through Ewon FTP server

1. Rename the .edf file you just downloaded so it matches "ewonfwr.edf".

🕨 🔽 🚽 🗸 🛛 Downloads					
File Home Share View	N				
← → × ↑ 🕹 > This PC >	Downloads				
1.0.11		Name	Date modified	Туре	Size
Culck access		SupportAssistAgent	27/05/2019 13:45	File folder	
Desktop	Я	temp	05/06/2019 23:12	File folder	
🕂 Downloads	Å	ewonfwr-fixsib-EU.edf	31/05/2019 17:51	EDF File	8.557 KB
Documents	Ŕ	-			
E Pictures	*				
🖌 🛛 🛃 🤿 🗍 Downloads					
File Home Share View	N				
\rightarrow \checkmark \uparrow \blacklozenge \rightarrow This PC \rightarrow	Downloads →				
		Name	Date modified	Туре	Size
		Sup AssistAgent	27/05/2019 13:45	File folder	
Quick access			05 (05 (2010 22 12	Eile felder	
Desktop	*	temp	05/06/2019 23:12	File folder	
Desktop Downloads	A A	temp ewonfwr.edf	31/05/2019 23:12	EDF File	8.557 KB

Fig. 15 Rename the .edf file.

2. Open your FTP client.

In our case, we use the FileZIIIa[®] software.

- 3. Establish a connection to your Ewon with the "Adm" username and password. You can use:
 - its LAN IP address if you are connected to the same network your Ewon is connected to.
 - its LAN IP or VPN address if you are connected to your Ewon through eCatcher.

左 adm@192.168.120.232 - FileZilla				- 0	×
File Edit View Transfer Server Bookmarks Help					
표 - 🖹 🎞 🗮 😋 🏙 😂 誌 🗊 🏛 🍳 🌢	•				
Host: 192.168.120.232 Username: adm Password:	••• <u>P</u> ort: <u>Q</u> u	ickconnect ,	-		
Status: Connection established, waiting for welcome message					^
Status: Insecure server, it does not support FTP over TLS. Status: Server does not support non-ASCII characters.					
Status: Logged in					
status: Retrieving directory listing Status: Directory listing of "/" successful					
Local site: C:\Users\luth\Downloads\	Remote site: /				
Desktop					
Documents	? usr				
Downloads					
E					
Filename Fileniae Fileniae Last and Mind					
ritesize ritetype Last modified	Filename	Filesize	Filetype	Last modified	Pern '
	comcfa.txt	0	Text Docu	06/05/19 23:19:	-rw-
SupportAssistAg File folder 05/27/19 13:45:28	config.bin	0	BIN File	06/05/19 23:19:	-rw-
desktop.ini 282 Configuration 05/27/19 09:40:05	config.txt	0	Text Docu	06/05/19 23:19:	-rw-
ewonfwr.edf 8.761.672 EDF File 05/31/19 17:51:23	🛄 data.tar	0	tar Archive	06/05/19 23:19:	-rw-
	dewonfwr.edf	0	EDF File	06/05/19 23:19:	-rw-
	dm_cmd.txt	0	Text Docu	06/05/19 23:19:	-rw-
	dump.ppp	0	PPP File	06/05/19 23:19:	-rr
	events.txt	0	Text Docu	06/05/19 23:19:	-rr
	ewonfwr.edf	0	EDF File	06/05/19 23:19:	-rw-
	hst_alm.txt	0	Text Docu	06/05/19 23:19:	-rr
	inst_val.bin	0	BIN File	06/05/19 23:19:	-rw-
	inst_val.txt	0	Text Docu	06/05/19 23:19:	-rw-i v
< >>	<				>
2 files and 2 directories. Total size: 8.761.954 bytes	19 files and 1 directory. Total size: 0 bytes				
Server/Local file Direction Remote file	Size Priority Status				
Queued files Failed transfers Successful transfers					
			🔅 🕜 Que	ue: empty	99

Fig. 16 FTP connection to the Ewon

4. Transfer the "ewonfwr.edf" file from your computer to the Ewon.

🔁 adm@192.168.120.232 - FileZill							- 0	×
File Edit View Transfer Ser	/er Bookmarks H	elp						
	🖹 😣 🍡 🗒	/ III 🔍 🤗 🕷	•					
Host: 192.168.120.232 User	ame: adm	Pass <u>w</u> ord:	•••	Port: Qui	ickconnect 🔹	•		
Status: Connection established,	vaiting for welcome	message						^
Status: Insecure server, it does no Status: Server does not support r	t support FTP over T	LS.						- 1
Status: Logged in								
Status: Retrieving directory listin	J							
status: Directory listing of 7 su	cessiui							~
Local site: C:\Users\luth\Downlo	ads\	~	Remote site: /					~
⊕- <mark></mark> Desktop		^						
⊕ ⊟ Docume	nts		····· ? usr					
	as							
IntelGrav	hiceDrofiles	~						
Filename Filesi	ze Filetype	Last modified						
.			Filename	^	Filesize	Filetype	Last modified	Pern ^
temp	File folder	06/05/19 23:12:20	comcfg.txt		0	Text Docu	06/05/19 23:19:	-rw-
SupportAssistAg	File folder	05/27/19 13:45:28	📄 config.bin		0	BIN File	06/05/19 23:19:	-rw-
desktop.ini 2	32 Configuration	05/27/19 09:40:05	config.txt		0	Text Docu	06/05/19 23:19:	-rw-
ewonfwr.edf 8.761.6	72 EDF File	05/31 /10 17.51.20	data.tar		0	tar Archive	06/05/19 23:19:	-rw-
			dewonfwr.edf		0	EDF File	06/05/19 23:19:	-rw-
			dm_cmd.txt		0	Text Docu	06/05/19 23:19:	-rw-
			dump.ppp		0	PPP File	06/05/19 23:19:	-rr
			events.txt		0	Text Docu	06/05/19 23:19:	-rr
			ewontwr.edf		0	EUF File	06/05/19 23:19:	-rw-
			🛛 🔄 nst_alm.txt		0	Text Docu	00/05/19/23:19:	-rr



5. Close the FTP connection.

🔁 adm@192.168.120.232 - Fil	eZilla			
File Edit View Transfer	Server	Bookmarks	Help	
	С	ancel current o	peration	Ctrl+.
Host: 192.168.120.232	R	econnect		Ctrl+R
Status: Connection establish	D	isconnect		Ctrl+D
Status: Insecure server, it do	Se	earch remote fil	les	F3

Fig. 18 FTP disconnection

- 6. The USR LED switches colors every second, between red and green. This phase can last from 5 to 15 minutes.
 - \rightarrow This phase indicates the Ewon is processing the update file.
- 7. Wait for the Ewon to reboot.
 - → If the reboot occurs quickly after closing the FTP connection it is highly probable that the update did not occur (failed or update already performed previously).
 - → If the reboot occurs a while after after closing the FTP connection ► it is highly probable that the update succeeded.

4.3.1 Successfulness Verification

To verify that the update has successfully occurred, you must verify the modem firmware version.

To do so, please refer to Modem Firmware Version, p. 7.

If the update was a success, the Ewon should display the following modem firmware version:

 For EU models (Cosy 131 and Flexy extension cards): FW20.00.404 (instead of FW20.00.402 or FW20.00.403) • For NA models (Cosy 131 and Flexy extension cards): FW20.00.505 (instead of FW20.00.502 or FW20.00.504)

5 Troubleshooting

Error: The Ewon does not reply anymore

Configuration Update Wizard	×
Modem Update This page displays the update process	
Ø Modem firmware successfully uploaded.	
Error: The Ewon does not reply anymore.	

Fig. 19 Ewon Timeout

The Ewon can take up to 15 minutes to perform the update. It may happen that the Ewon takes longer than expected to apply the update, reboot and be reachable again.

This doesn't necessarily mean the update failed:

- There is no need to push the *Back* button. Instead, click the *Finish* button, wait for 10 more minutes and check if the Ewon is online/reachable again.
- If your Ewon is on a remote site and is configured to use a triggered connection, you need to send a wake-up sms again to switch the Ewon back online.

The maximum timeout you can experienced is an hour. After an hour, the Ewon automatically reboots regardless of the successfulness of the modem update.

Error: Modem not found or still initializing

IP Address: 192, 168, 120, 125	
1 Add(C33, 19112012201220	
Serial Number: 1729-0019-24	
Product Type: Flexy 205	
Firmware: 13.2s0	
Modem: Modem not found or still initializing.	

Fig. 20 Modem not ready

The Ewon takes a little bit of time to initiate its modem and display the modem information.

Make sure you wait at least 5 minutes before browsing to the *System Info* web page of the Ewon or before launching the SIB Fix Tool to verify the modem firmware version.

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