

eWON recovery and major firmware upgrade

Besides the classical firmware update through .edf format file, eWON Flexy and eWON Cosy 131 also integrate a recovery feature which completely flashes the firmware and the operating system : the .ebu format file.

The eWON recovery concerns the eWON Flexy and Cosy 131 only. If an upgrade needs to be applied on an eWON CD or eWON Cosy 141, the process is always the same: a normal firmware upgrade via eBuddy. Check our [Support website](#) for more info.

A recovery can be used for :

- the recovering of a faulty eWON device.
- An upgrade to a major firmware.

- Note -

*Recovery can be used for major firmware upgrade. But since firmware v12, major upgrade can also be done with classical firmware update (.edf) using what is called **pivot firmware** which doesn't imply recovery process, erasure of eWON configuration and is possible to perform remotely. For more information, please refer to [eWON support website](#).*

If you are using the eWON recovery to upgrade to a new major firmware release, make sure to backup the eWON before beginning the recovery process.

As part of the eWON recovery, all of your eWON's settings will be erased. You will need to restore your backup once the eWON recovery process is completed.

Use eBuddy to perform the eWON recovery.

- Caution -

It is essential to have the latest software version of eBuddy before performing any maintenance on an eWON unit.

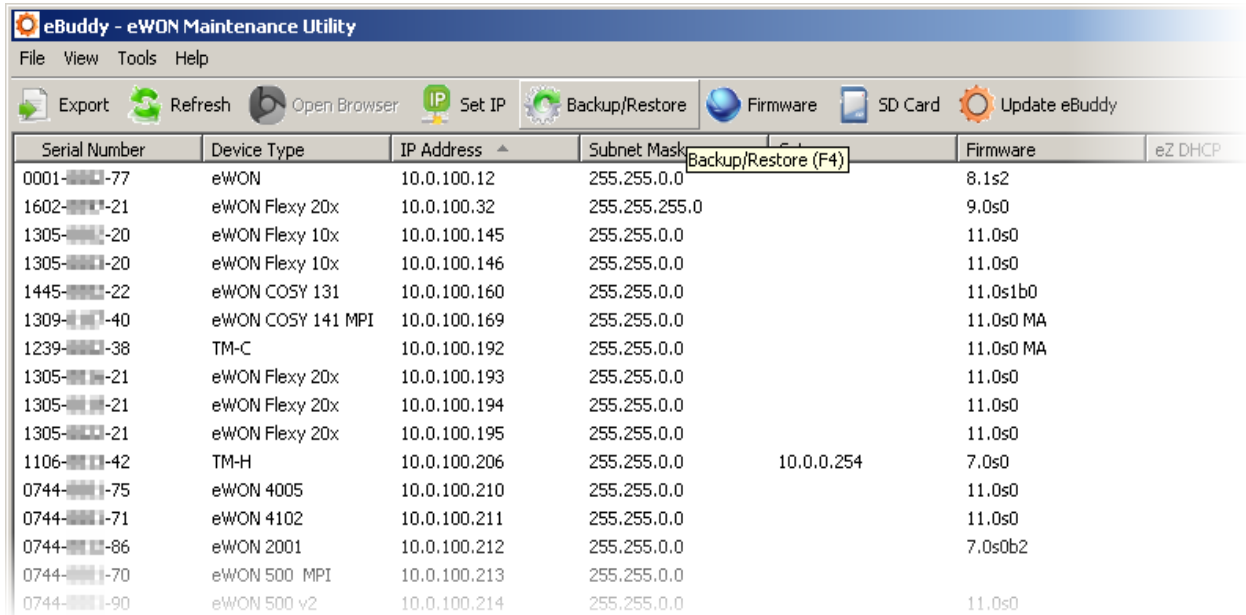
eBuddy companion tool is available on the eWON website:
<http://ewon.biz/support/companion/ebuddy/ebuddy-0>

Procedure to perform such recovery is explained hereunder.

1. Create an eWON backup

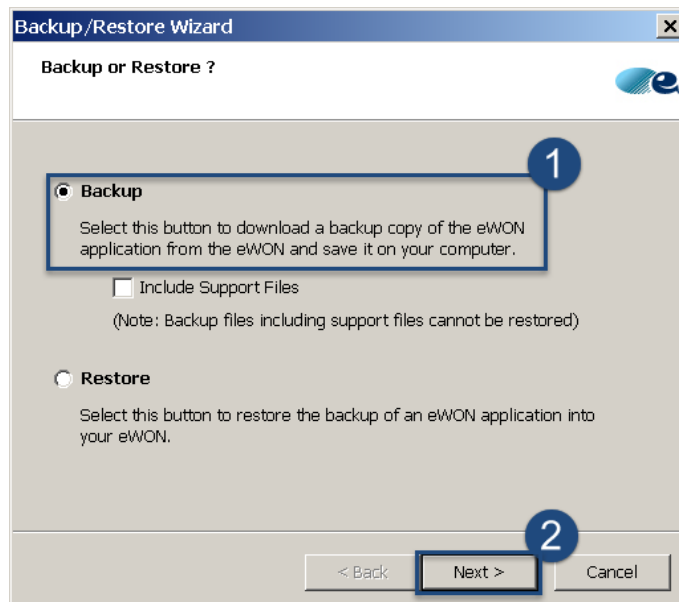
You can create a backup of your eWON configuration with [eBuddy](#)

- Select a eWON in the list ...



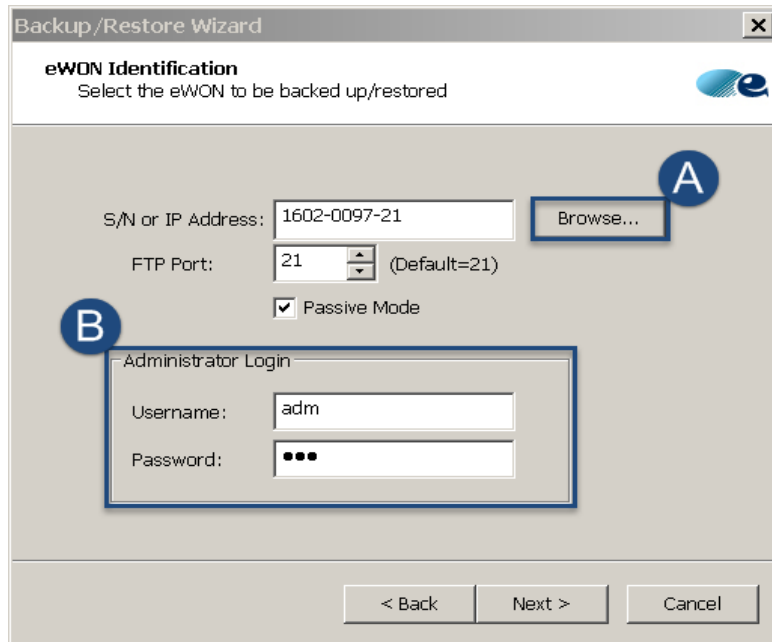
... Click **"Backup/Restore"** or press **"F4"**.

- Select Backup ...

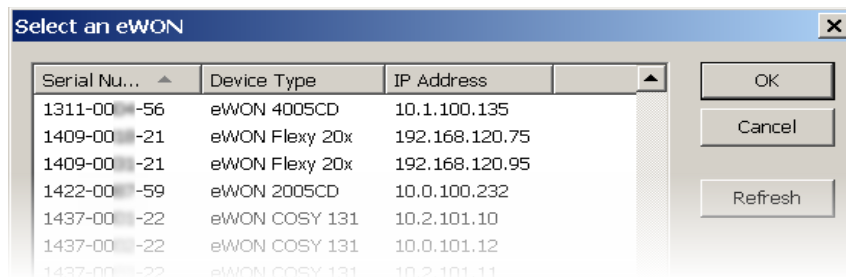


... Click **"Next"**

- the serial number of the selected eWON unit is transferred to the **"S/N or IP Address"** field.



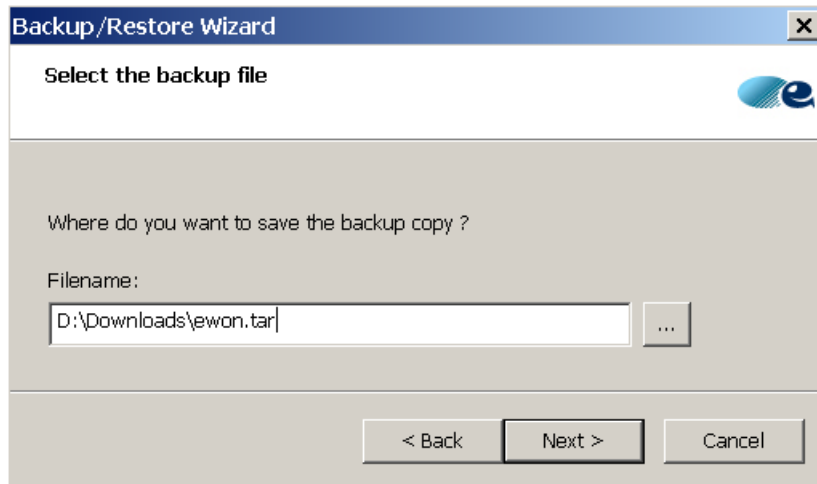
A If needed, you can select another eWON by clicking the **“Browse”** button ...



... Click **“OK”**

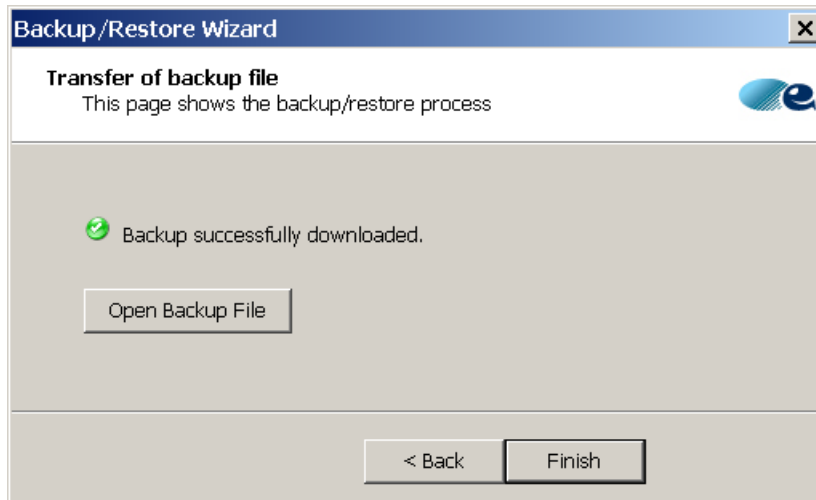
B To perform the backup the administrator Login & Password of the eWON is required

- Click on the “...” button to browse your PC and select the directory where you want to store the backup. You can edit the default backup name **eWON.tar**.



... Click **“Next”**

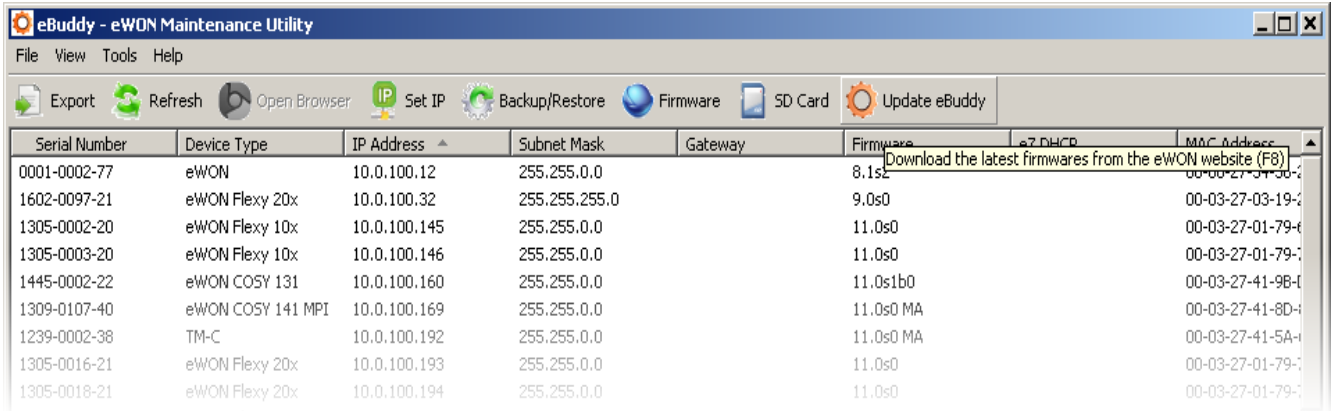
- eBuddy saves the backup at the chosen location.
Your backup is created...



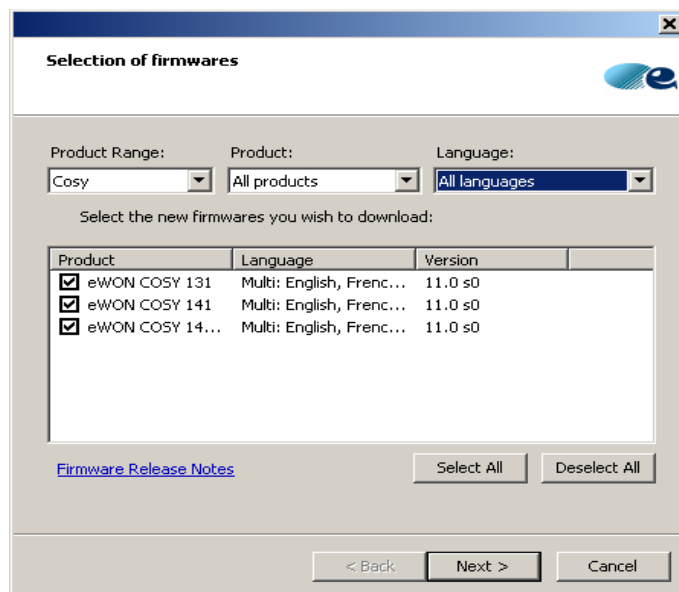
... Click **“Finish”**

2. Download the eWON Recovery firmware file

Through the "Update eBuddy" button in eBuddy (an Internet Connection is required)

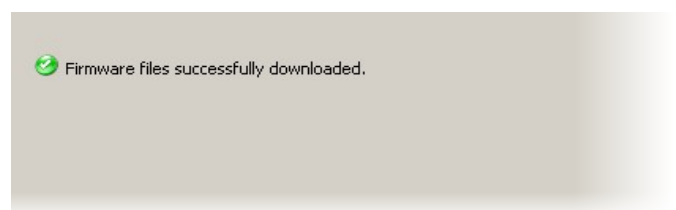
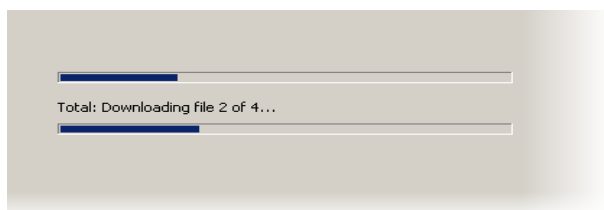


eBuddy will then prompt the latest available Firmware.



Select the needed parameters

... Click "Next"



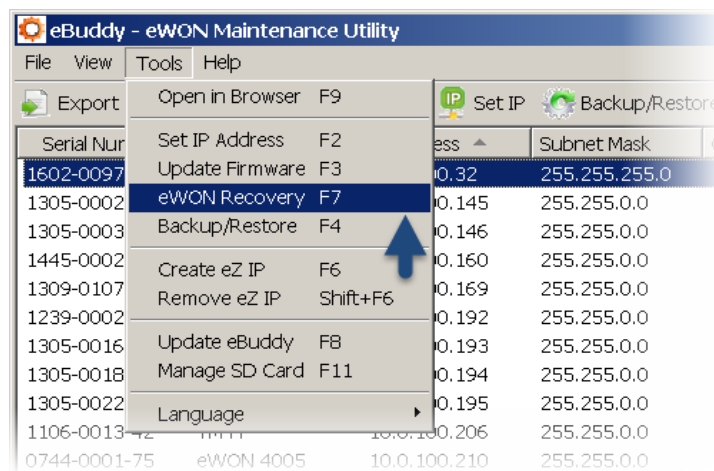
Your eBuddy will download the last firmware for the selected products

3. Run eWON Recovery from eBuddy

- Important -

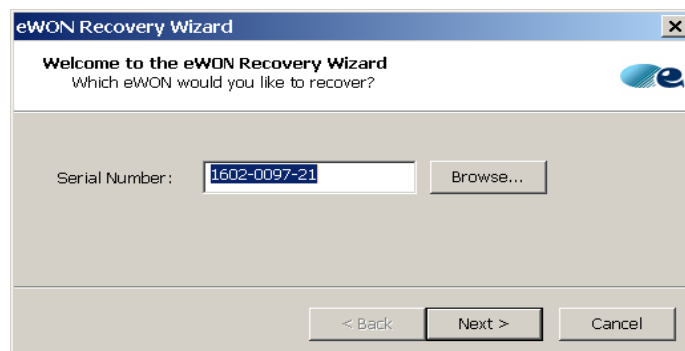
*This operation requires a LOCAL connection to the eWON.
A switch MUST be used between eWON and your PC!*

Select the eWON in the list



... Click **"Tools -> eWON Recovery"** or press **"F7"**

In case your eWON is not in the list, just type manually its serial number.

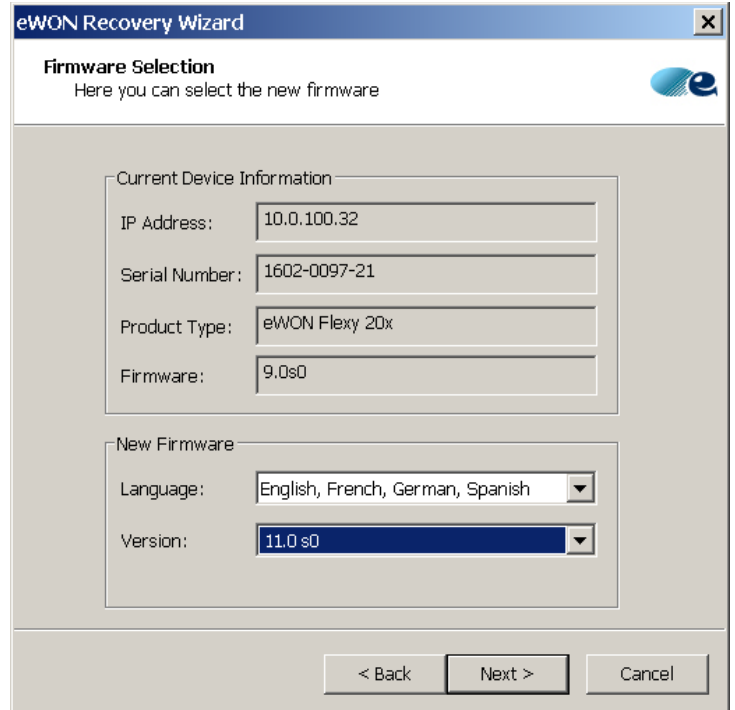
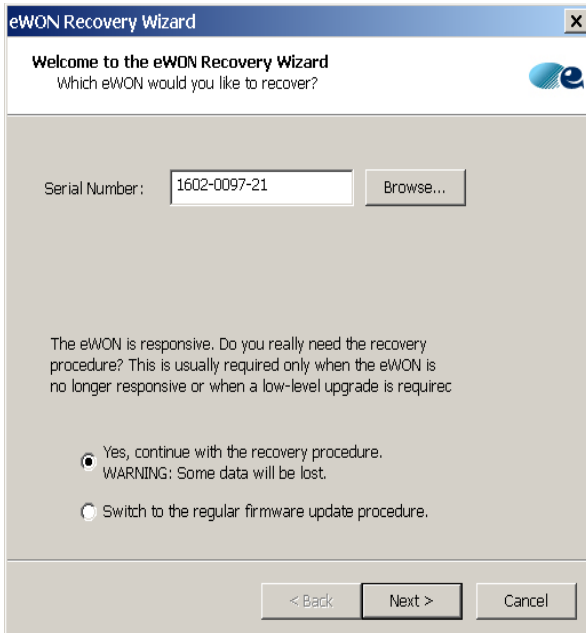


... Click **"Next"**

- Note -

It is not mandatory to have the eWON visible in eBuddy to perform a recovery .

Verify the information in the following windows before recovering the eWON.



... Click **"Next"**

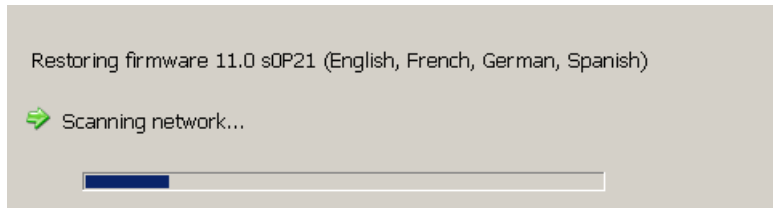
- Note -

If the eWON is not visible in eBuddy, some data might be incorrect (IP, Current Firmware) .

For example: Firmware can be consider as "Unknown firmware"


This information has no direct impact on the recovery process

eBuddy will now scan the network to find the eWON in recovery mode



Depending the eWON type, eBuddy will propose instructions to switch the eWON in recovery mode :

Flexy Family

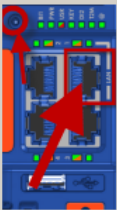


Please boot the eWON while keeping the reset button (BI1) pressed until this message disappears.

IMPORTANT:
Do not use a direct cable between the eWON and the computer. Please put a switch in-between.

If this message does not disappear within around 20 seconds after you booted the eWON, there is probably something wrong. Please check your cabling and try again.

Cosy Family

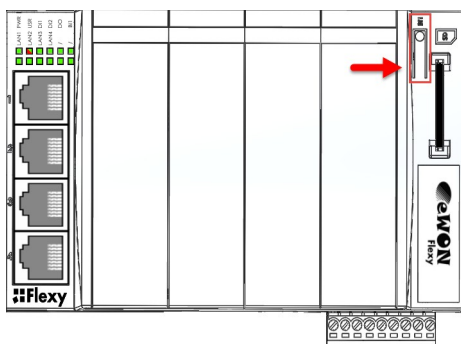


Please boot the eWON while keeping the reset button (BI1) pressed until this message disappears.

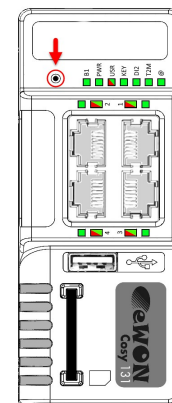
IMPORTANT:
Do not use a direct cable between the eWON and the computer. Please put a switch in-between. Plug your cable in the permanent LAN port of the eWON Cosy.

If this message does not disappear within around 20 seconds after you booted the eWON, there is probably something wrong. Please check your cabling and try again.

1. Connect the eWON using an Ethernet cable via the LAN port
(Use only the LAN port #1 on the eWON COSY 131)
2. Power OFF the eWON, Power ON the eWON and hold the reset button (BI1) pressed until the eWON is detected by eBuddy



Flexy Family

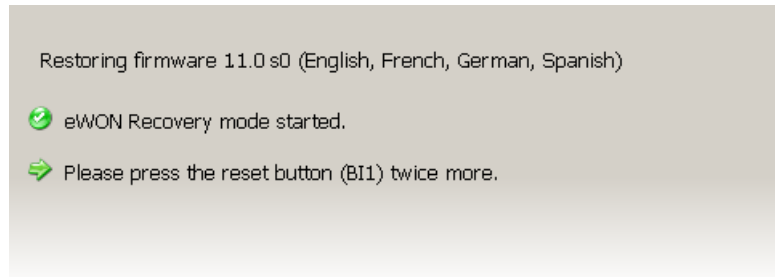


Cosy Family

- Tips -

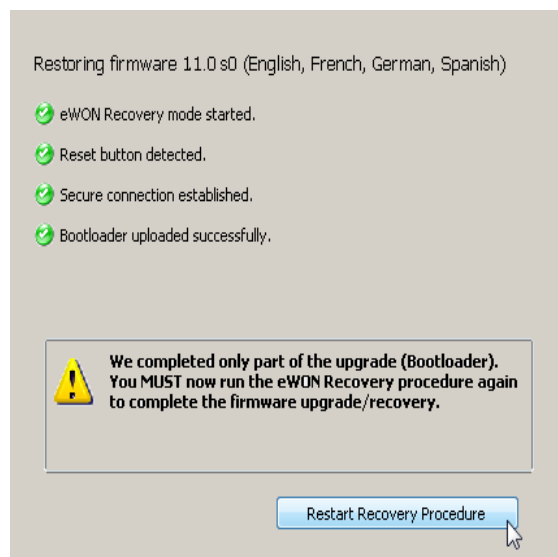
Use a thin tool or a paper clip to push the Reset button . The Led "BI1" gives the status of the reset button.

Once eBuddy has detected the eWON as in recovery mode,
Click the reset button twice again to start the recovery.



At this step, eBuddy detects if a new Bootloader version must be installed on the eWON

If required eBuddy will update the Bootloader



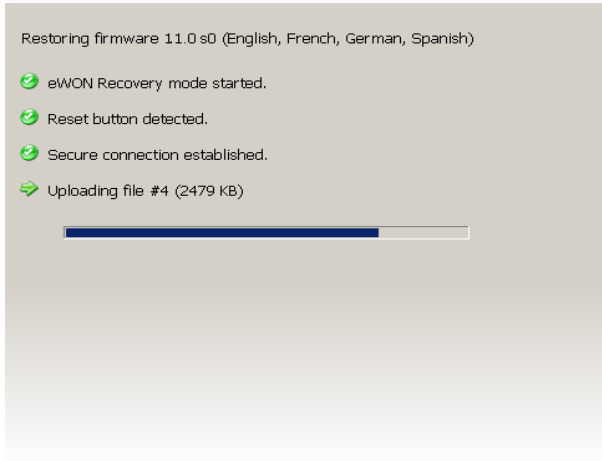
... and ask to restart the recovery procedure again.

Then you need to power the eWON off and on again with the reset button pressed.

- Note -

Depending on the needed action in the recovery, eBuddy can automatically skip this operation without specific additional message if the bootloader is already updated.

The recovery procedure will restart and then continue until the end of the process:



... The eWON is now ready

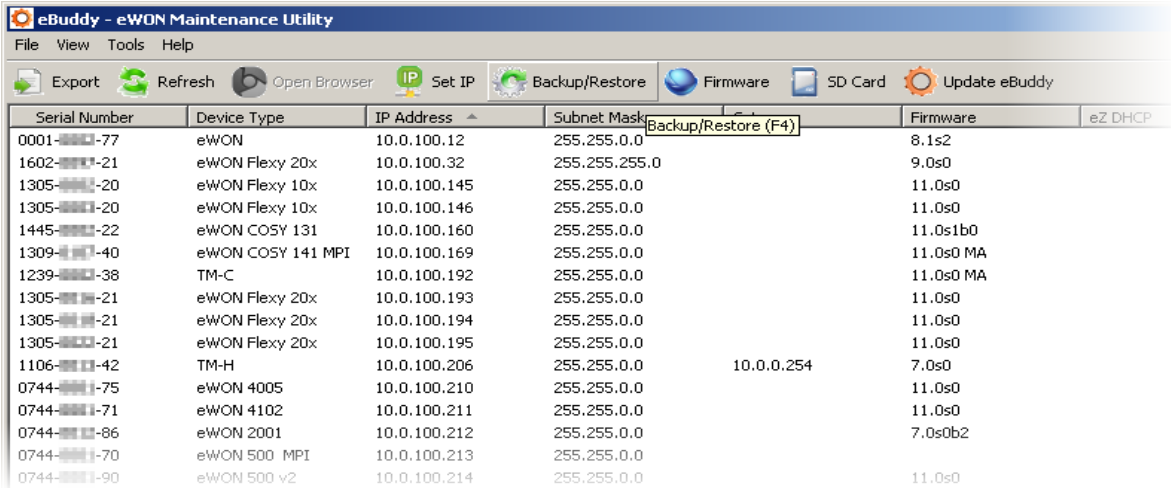
- Caution -

If the Recovery Wizard cannot be successfully operated please take a look at the [troubleshooting section](#)

4. Restore an eWON backup

eBuddy can also restore a backup of your eWON configuration (as view in the [Section 1](#))

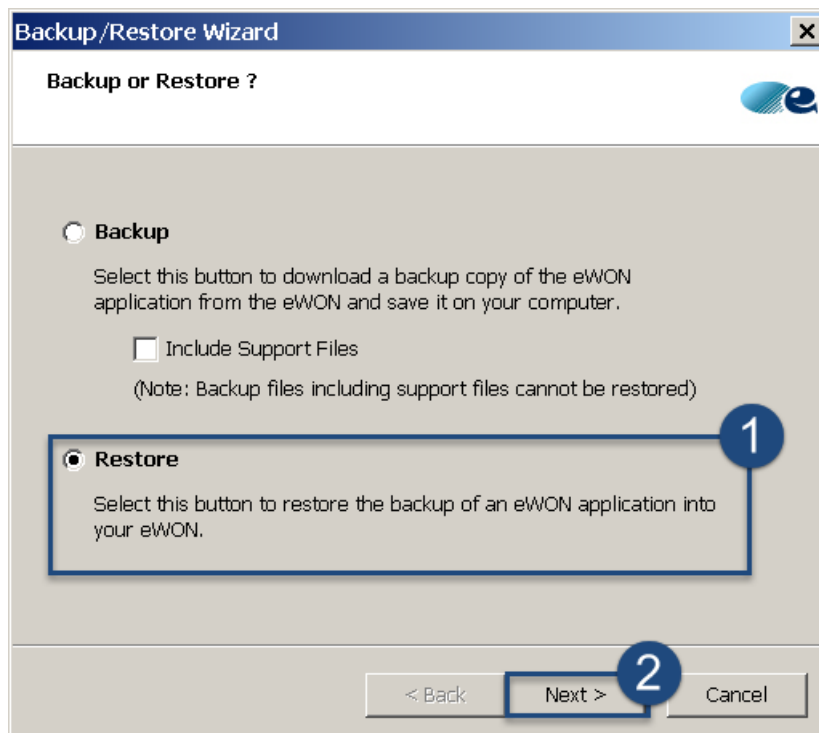
- Select a eWON in the list ...



Serial Number	Device Type	IP Address	Subnet Mask	Firmware	eZ DHCP
0001-77	eWON	10.0.100.12	255.255.0.0	8.1s2	
1602-21	eWON Flexy 20x	10.0.100.32	255.255.255.0	9.0s0	
1305-20	eWON Flexy 10x	10.0.100.145	255.255.0.0	11.0s0	
1305-20	eWON Flexy 10x	10.0.100.146	255.255.0.0	11.0s0	
1445-22	eWON COSY 131	10.0.100.160	255.255.0.0	11.0s1b0	
1309-40	eWON COSY 141 MPI	10.0.100.169	255.255.0.0	11.0s0 MA	
1239-38	TM-C	10.0.100.192	255.255.0.0	11.0s0 MA	
1305-21	eWON Flexy 20x	10.0.100.193	255.255.0.0	11.0s0	
1305-21	eWON Flexy 20x	10.0.100.194	255.255.0.0	11.0s0	
1305-21	eWON Flexy 20x	10.0.100.195	255.255.0.0	11.0s0	
1106-42	TM-H	10.0.100.206	255.255.0.0	7.0s0	10.0.0.254
0744-75	eWON 4005	10.0.100.210	255.255.0.0	11.0s0	
0744-71	eWON 4102	10.0.100.211	255.255.0.0	11.0s0	
0744-86	eWON 2001	10.0.100.212	255.255.0.0	7.0s0b2	
0744-70	eWON 500 MPI	10.0.100.213	255.255.0.0	11.0s0	
0744-90	eWON 500 v2	10.0.100.214	255.255.0.0	11.0s0	

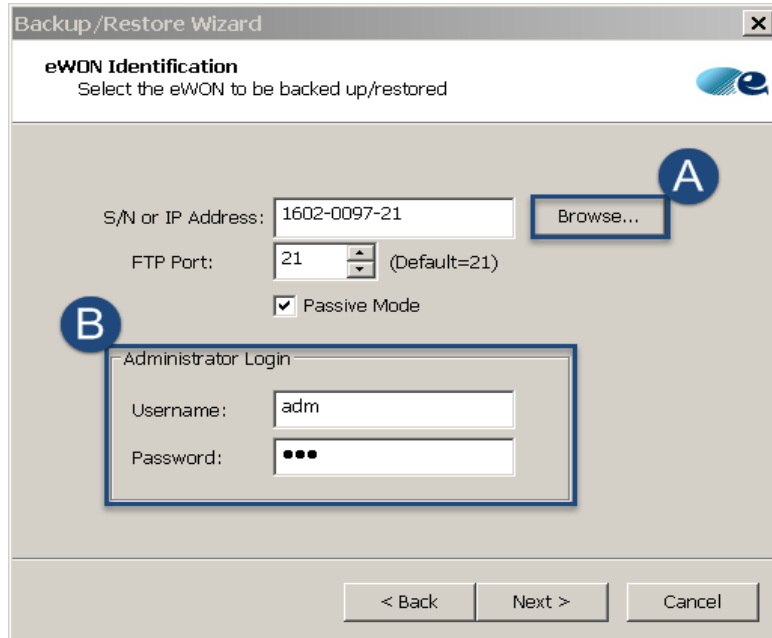
... Click **"Backup/Restore"** or press **"F4"**.

- Select Restore ...

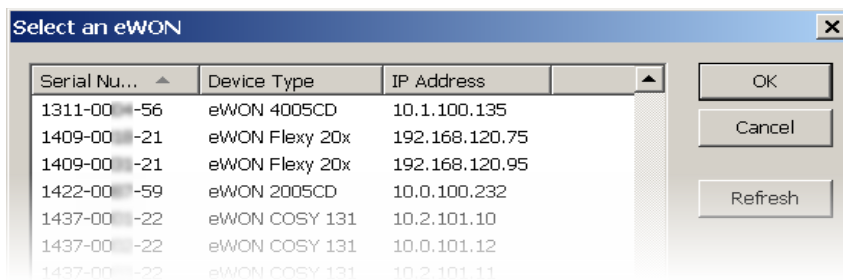


... Click **"Next"**

- The serial number of the selected eWON unit is transferred to the **“S/N or IP Address”** field.



A If needed, you can select another eWON by clicking the **“Browse”** button ...



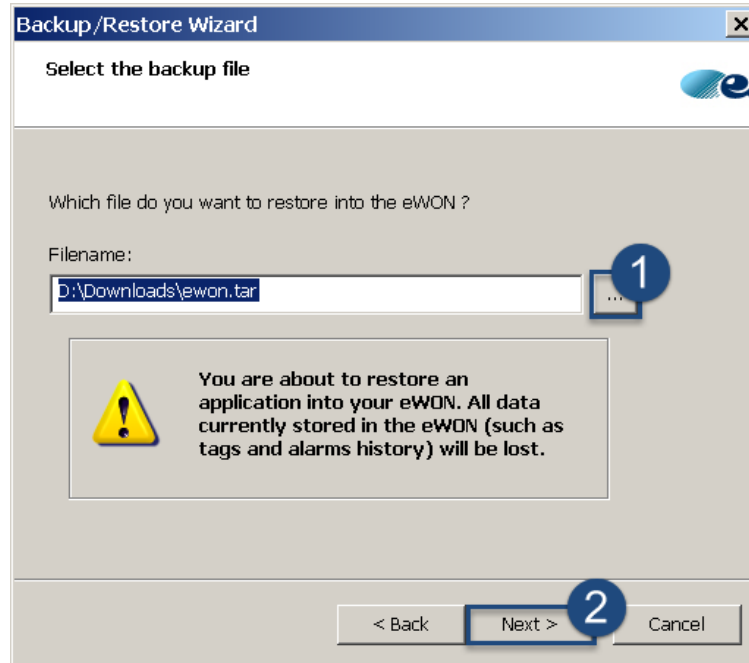
... Click **“OK”**

B To perform the backup the administrator Login & Password of the eWON is required

- Caution -

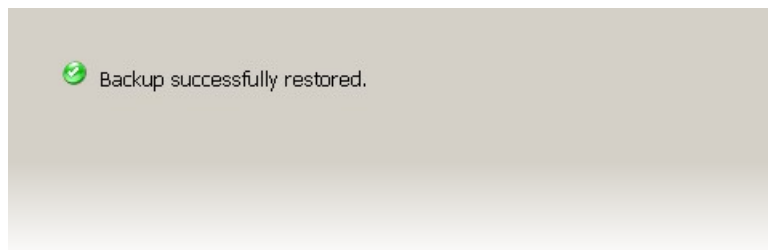
*Depending on the type of recovery actions, the eWON was perhaps reset to its default parameters.
The default Login/Password is adm/adm. These credentials should be changed!*

- Click on the “...” button to browse your PC and select the directory where you have stored the backup.



... Click “**Next**”

- eBuddy restores the backup from the chosen location.
Your eWON is restored...



... Click “**Finish**”

- Caution -

Reboot the eWON to apply changes

- Tips -

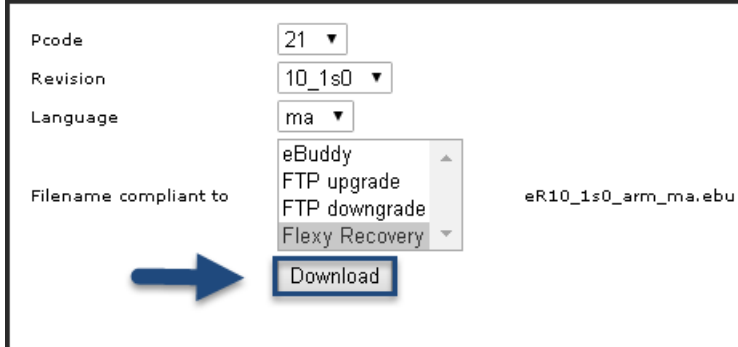
Restore can also be managed by SD Card (starting firmware v11). Please refer to the [SD Card documentation](#) for more information about this option.

5. Troubleshooting

5.1. Download the eWON Recovery firmware file

Through the [Manual firmware download webpage](#)

In this page, select the firmware version and **"Flexy Recovery"**,



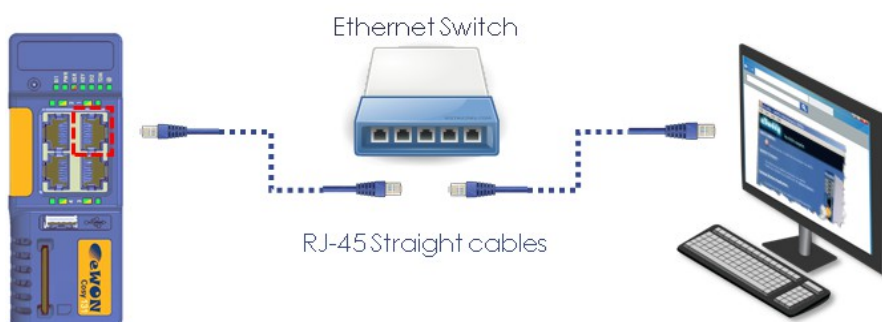
... Click **"Download"**

You will get a file with the extension **".ebu"**.

This file has to be copied in the "Firmware" directory of eBuddy (C:\Program Files[x86]\eBuddy\Firmware).

5.2. Connect to the eWON

We recommend to perform the recovery on an "isolated" local network loop.



- Tips -

*As your PC may take to much time to rise the Ethernet connection.
We recommend to use an intermediate "Switch" and two "Straight" Ethernet cables
between your eWON and your computer*

5.3. Recovery mode detection failure

Have you entered the correct serial number?

→ Indicating wrong serial number does not enable the eWON to be detected by eBuddy and continues the recovery action.

Is the eWON in recovery mode?

→ We recommend you to press the reset button (B11) already before powering on your eWON.

-Note-

The recovery procedure has a timeout after which your unit won't be detected anymore.

5.4. Restore with a different Memory Organization

Restoring a comcfg.txt file (contained in the backup) on an eWON with a different Memory Organization will reformat your eWON at the next boot (see chapter 3.3.4.5.1 Memory config in the RG-001).

To avoid this problem, eBuddy will restore your file in two steps:

- Step 1: reformat the memory to match the new organization
- Step 2: put the Backup file on the eWON

For that reason, in this case, the overall restore procedure will take a longer time.

5.5. Restore from a file "Including Support files"

If you restore a backup with the check-box "Include Support Files" checked, all the information files will be also transferred on the eWON and, as they cannot be written, they will generate some error in the diagnostic page.

Time	Event	Description	Originator	Help
15/07/2010 15:57:50	1073763130	eftp-Close FTP session (User: Adm)	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28606	secu-The file is read only	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28606	secu-The file is read only	ftps	
15/07/2010 15:57:49	28002	bakfile-Could not rename file to backup	ftps	
15/07/2010 15:57:49	28002	bakfile-Could not rename file to backup	ftps	
15/07/2010 15:57:12	1073763129	eftp-Open FTP session (User: Adm)	ftps	

Even with these errors, your restore process is successful.

Revision

Revision History

Revision Level	Date	Description
1.0	15/02/2015	Creation
2.0	20/01/2016	Total revision of the document
2.1	16/02/2016	Added CD section
2.2	06/03/2017	Added notion of pivot firmware

Document build number: 26

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