

Upgrade Ewon Firmware

Through Talk2M

1 Preface

1.1 About This Document

This document describes the process that must be followed when performing an Ewon device firmware upgrade through Talk2M.

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

1.2 Document history

Version	Date	Description
1.0	2012-05-11	Official release
2.0	2020-06-30	Added: <i>Special Case: Pivot Firmware, p. 8</i> Changed: Content update

1.3 Related Documents

Document	Author	Document ID
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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

Upgrading the firmware enhances the way your Ewon device works by implementing new features, improvements, or fixes.

In general, it is recommended to upgrade the Ewon device's firmware when you have local access to the Ewon device.

With local access, you can make sure the Ewon device does not lose power during the upgrade and you can monitor the upgrade process more closely.

However, sometimes you may need to upgrade your Ewon device's firmware remotely, for example to apply an important security fix. When connected to your Ewon device through eCatcher, you can upgrade your firmware using eBuddy, the Ewon maintenance tool.

2.1 Requirements

You will need the following items before proceeding any further:

- eCatcher

A free-of-charge VPN client which allows you to connect to your Ewon devices and the machines behind them, and manage your Talk2M account.

Download eCatcher on our website: <https://resources.ewon.biz/download/ecatcher>

- eBuddy

A free-of-charge configuration and maintenance utility to change the IP address or upgrade the firmware of your Ewon device.

Download eBuddy on our website: <https://resources.ewon.biz/download/ebuddy>

3 Upgrade Process

We recommend performing a firmware upgrade when the following requirements are met:

- nobody — you and no other users — needs to use the Talk2M remote access.
- it is unlikely that you experience power or communication disruptions / maintenance.

To update the firmware of your Ewon device, proceed as follows:

1. Launch eCatcher.
2. Log in to your Talk2M account.
3. Connect to the Ewon device requiring the firmware upgrade

To upgrade an Ewon device's firmware remotely, you must be connected to this Ewon through a Talk2M connection (using eCatcher).

Firmware upgrades through M2Web connections are not supported.

eCatcher can display the current firmware version running on the Ewon devices. To display the firmware version for each Ewon device in eCatcher, proceed as follow:

- Right-click on the column header in the main window.
- Select **Choose Columns**.
- Check **Firmware** box
- Click **Apply**.

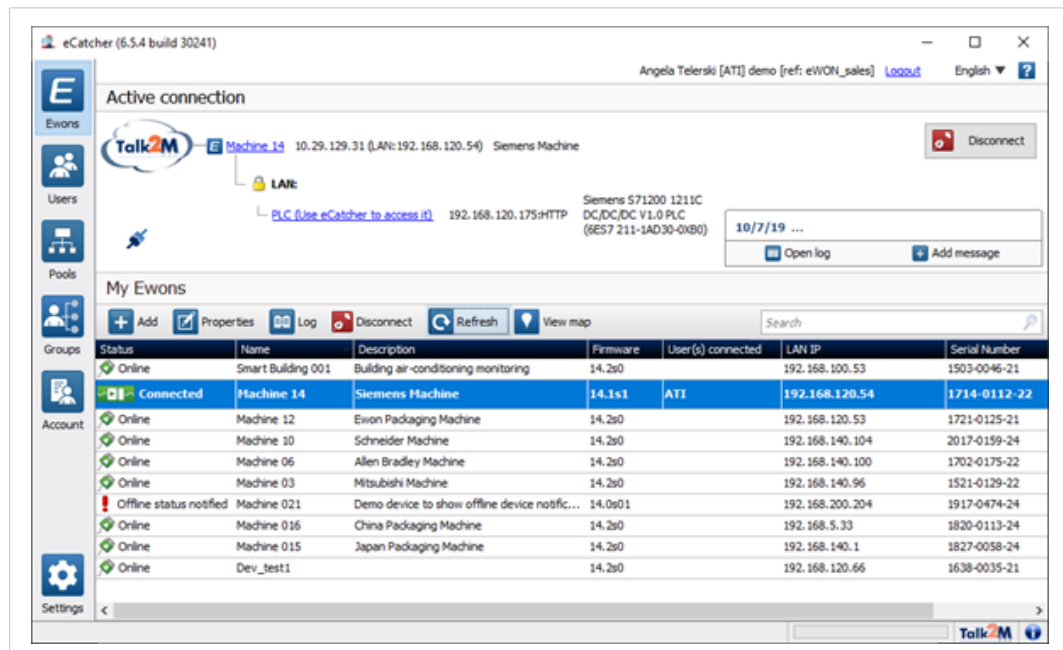


Fig. 1 Connection to an Ewon device

4. Launch eBuddy once you are connected to the Ewon device through eCatcher.
Your Ewon device appears in the Ewon devices list with an indicator that you are connected to it through eCatcher.

Any locally available Ewon devices appear below.

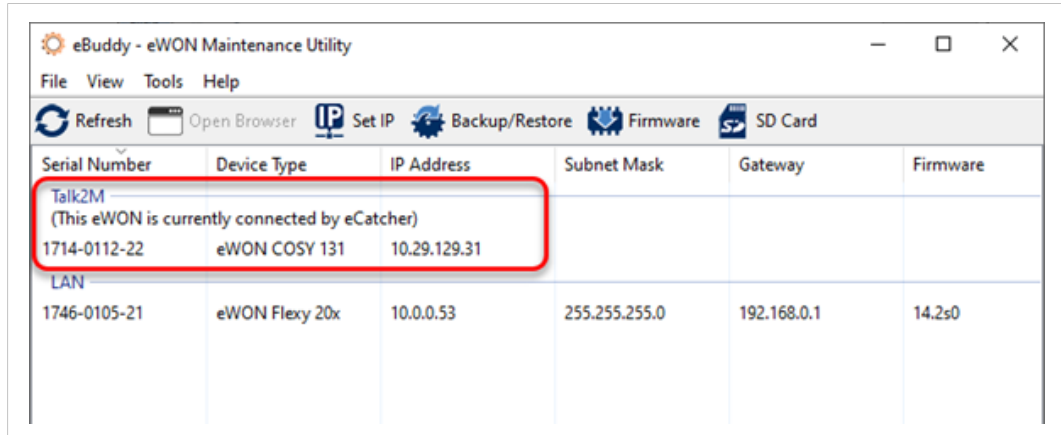


Fig. 2 Ewon device connected through eCatcher in eBuddy

5. Highlight your Ewon.
6. Select the **Update Firmware** option or press **F3**.

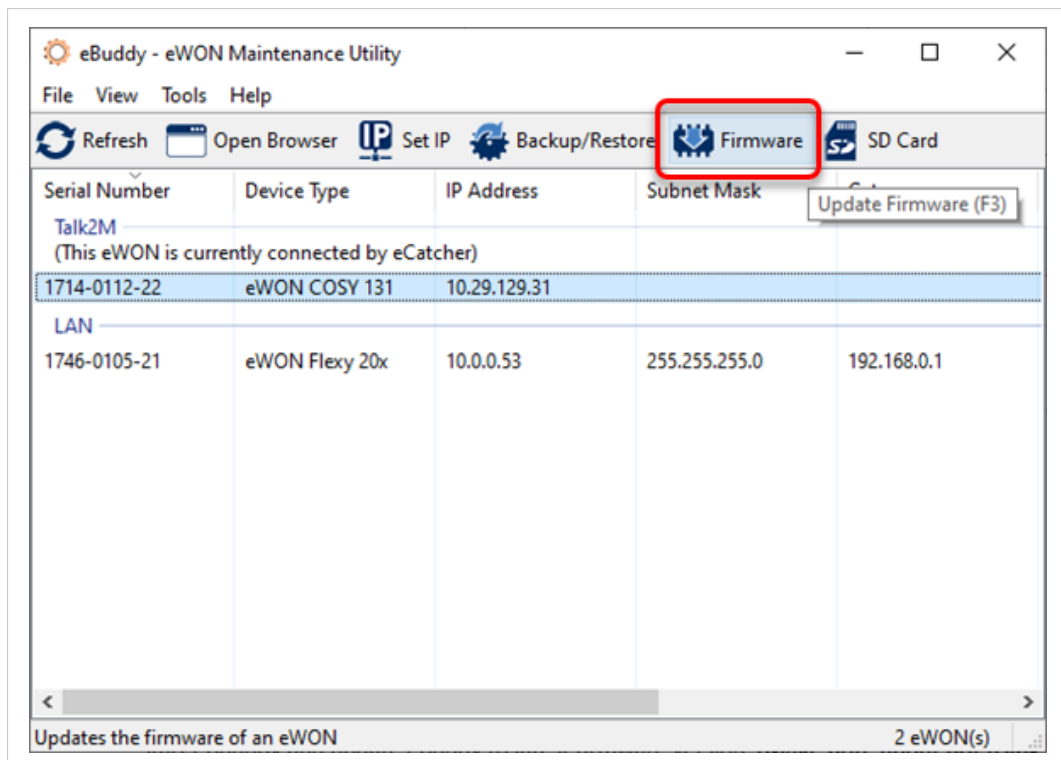
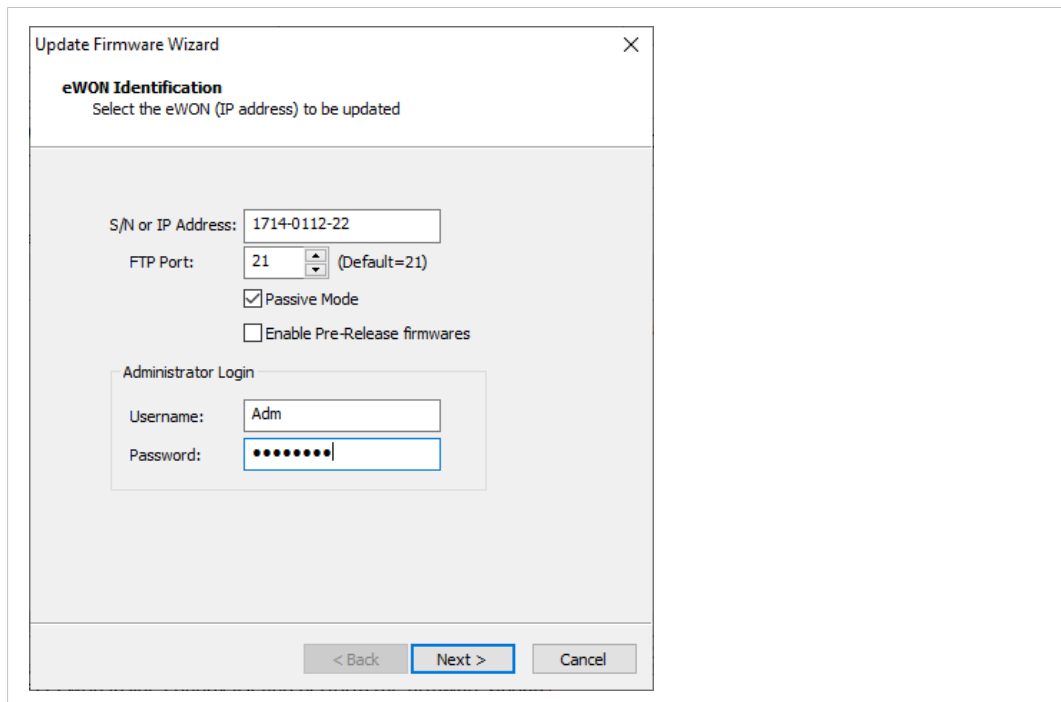


Fig. 3 Update feature in eBuddy

→ The *Update Firmware Wizard* begins.

7. Enter the **Administrator credentials** for your Ewon.



The screenshot shows the 'Update Firmware Wizard' dialog box with the 'eWON Identification' step. The title bar reads 'Update Firmware Wizard' and the subtitle is 'eWON Identification'. Below the subtitle, it says 'Select the eWON (IP address) to be updated'. The form contains the following fields and options:

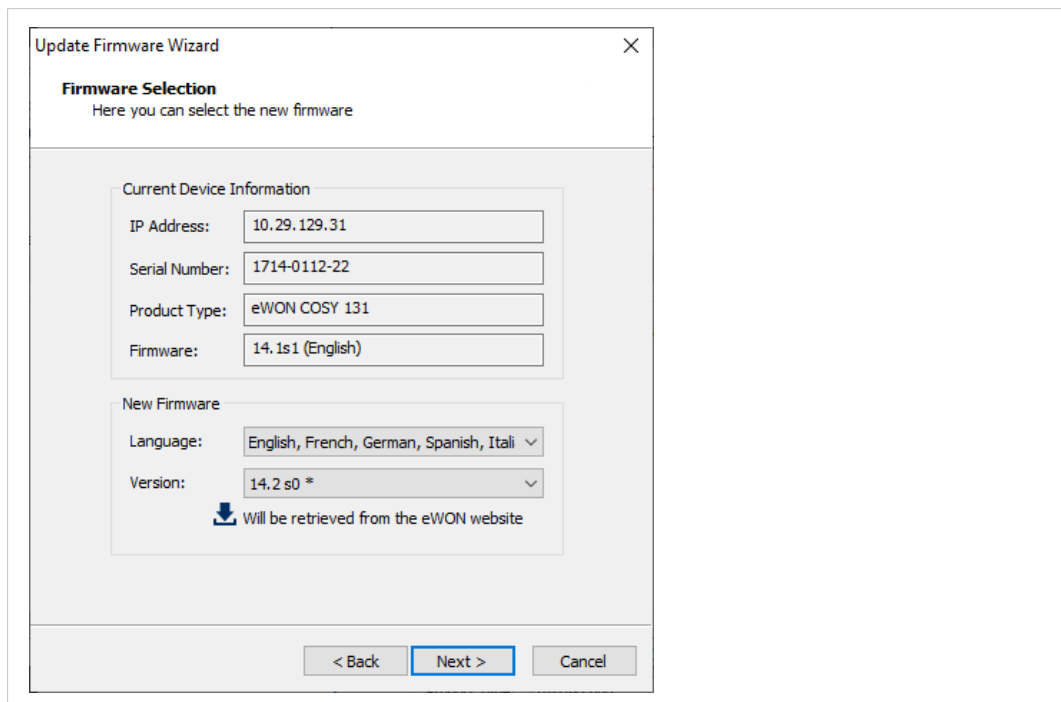
- S/N or IP Address: 1714-0112-22
- FTP Port: 21 (Default=21)
- Passive Mode
- Enable Pre-Release firmwares
- Administrator Login section:
 - Username: Adm
 - Password: [masked]

At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

Fig. 4 Admin credentials to start the update wizard

8. Click **Next**.
9. Select **<the firmware version>** to install.

If the firmware version has an asterisk (*) next to it, it will be automatically downloaded from the Ewon website to your PC.



The screenshot shows the 'Update Firmware Wizard' dialog box with the 'Firmware Selection' step. The title bar reads 'Update Firmware Wizard' and the subtitle is 'Firmware Selection'. Below the subtitle, it says 'Here you can select the new firmware'. The form contains the following fields and options:

- Current Device Information section:
 - IP Address: 10.29.129.31
 - Serial Number: 1714-0112-22
 - Product Type: eWON COSY 131
 - Firmware: 14.1s1 (English)
- New Firmware section:
 - Language: English, French, German, Spanish, Itali
 - Version: 14.2 s0 *
 - Will be retrieved from the eWON website

At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

Fig. 5 Firmware selection

10. Click **Next**.

→ The Ewon device is being updated.

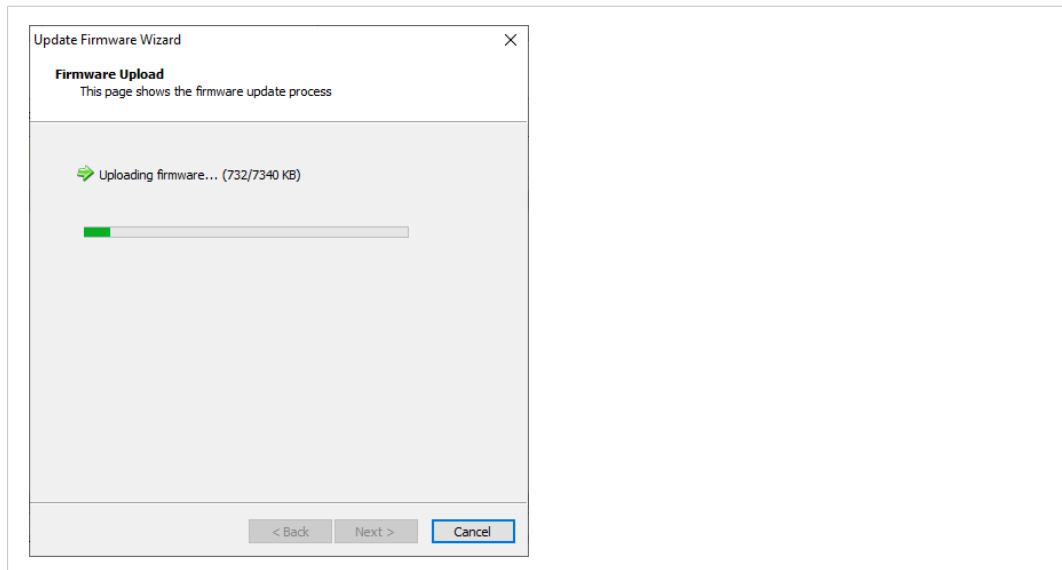


Fig. 6 Firmware update

11. Wait until the Ewon device reboots which occurs at the end of the upgrade process.

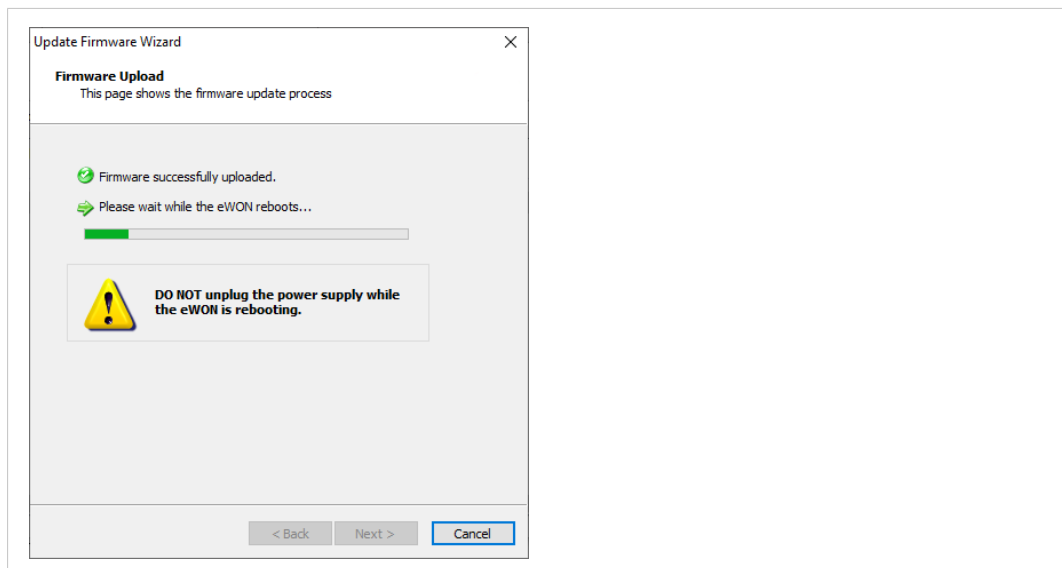


Fig. 7 Reboot o the Ewon device

However, if the firmware version you wish to install does not appear in the dropdown list, it is probably because your eBuddy is outdated.

You will need to download the correct firmware files to your PC, manually. To do so, proceed as follows:

- a. Cancel the Upgrade Firmware Wizard
- b. Select **<Update eBuddy>** from the **<Tools>** menu, or press **F8**.

→ You will be able to download the correct firmware for your product.

Once the firmware is downloaded, restart the *Upgrade Firmware Wizard*.

During the reboot, the Ewon device will disconnect from Talk2M. eCatcher will indicate that the remote connection was lost and that it is waiting for reconnection.

If the Ewon device is connected through a permanent connection, the Ewon device will reconnect automatically.

For a triggered connection, you will need to send the wake-up notification to trigger the reconnection.

If eBuddy times out before the connection is re-established, it will show an error message stating that the Ewon device does not reply. Once the VPN connection is reestablished in eCatcher, refresh the Ewon list in eCatcher to update the displayed firmware versions and confirm the firmware has been updated as expected.

3.1 Special Case: Pivot Firmware

If you are upgrading more than one version higher than your current firmware version, for example from 12.0s0 to 14.2s0, eBuddy might require you to upgrade to an intermediate or **pivot firmware** version first.

Pivot firmware versions are firmware versions that are mandatory before upgrading to higher versions using the standard upgrade process.

With local access, you can skip pivot firmware versions by upgrading through an Ewon recovery.

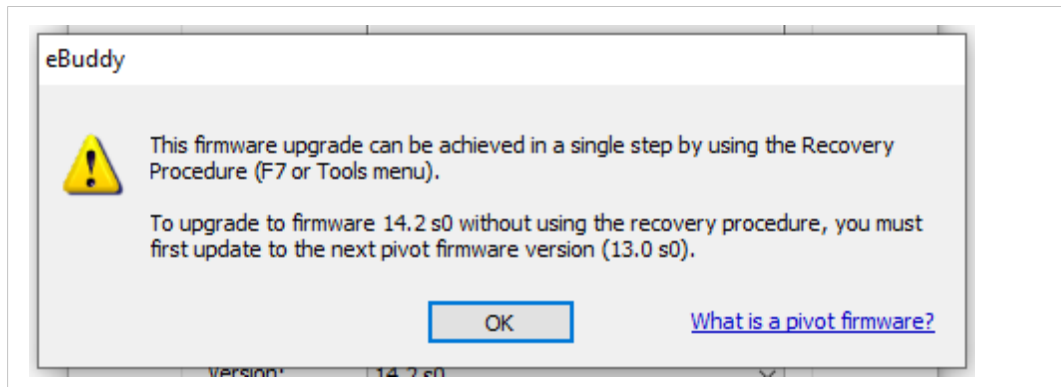


Fig. 8 Pivot firmware

The process to upgrade to a pivot firmware version is identical to a standard upgrade.

Once the pivot version has been applied, the Ewon device has rebooted and the eCatcher connection has been reestablished, repeat the upgrade process to apply the next firmware.

Pivot firmware versions are only available for firmware versions 11.0 and higher.

If you are upgrading from an earlier firmware, you must perform a local *Ewon recovery* to upgrade the firmware to a higher major version.