Upgrade Firmware for Cosy131 and Flexy

PRODUCT TYPE: COSY 131, FLEXY

Important User Information

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Table of Contents

1. Introduction

Keeping an Ewon device's firmware updated helps protect it against known security threats and gives you access to the latest fixes and features.

There are several different ways to update your Ewon device's firmware making it easy to keep your Ewon device up to date.

This document is for Ewon® Cosy 131 devices and Ewon Flexy devices.

For Ewon Cosy+ devices, see SSH-0302-01 - Upgrade Firmware of Ewon Cosy+ Devices.
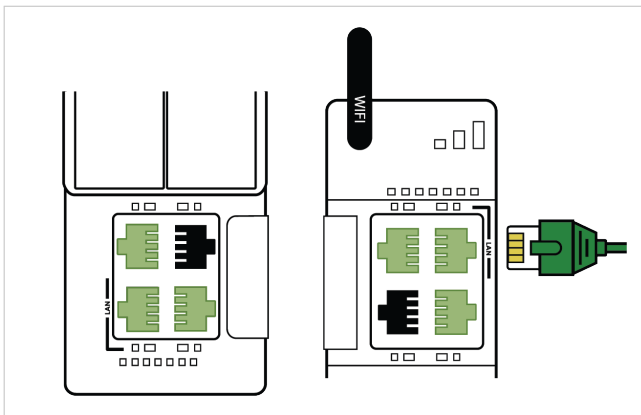
2. Different upgrade methods

2.1. Upgrade using eBuddy

When you have a single or small number of Ewon® Cosy 131 or Ewon Flexy devices to update, you can update the Ewon device directly from your PC using the eBuddy software. This method can also be used if you need to update your Ewon® Cosy 131 or Flexy remotely.

Download eBuddy.

To update the firmware using eBuddy:

1. Connect to your Ewon device.
    - Local connections:

Local connections of the Ewon Flexy 205 on the left, local connections of the Ewon® Cosy 131 on the right.

For a Ewon® Cosy 131 or Ewon Flexy 205, port 1 is always a LAN port. For other Flexy models, the LAN port is on the base unit.

Figure 1. Connect your PC to a LAN port of your Ewon device.
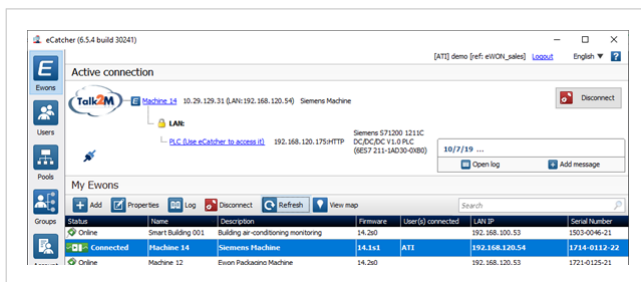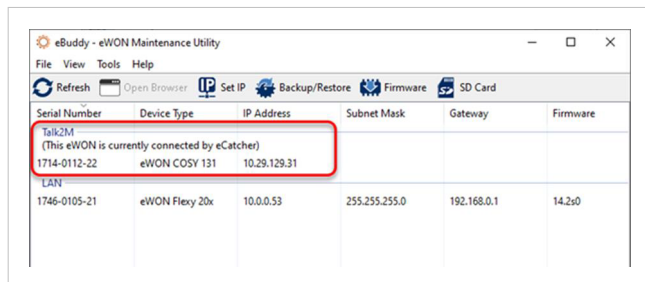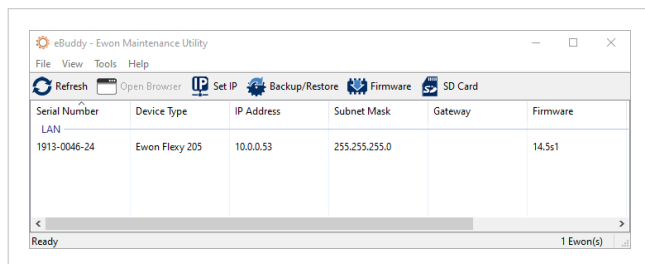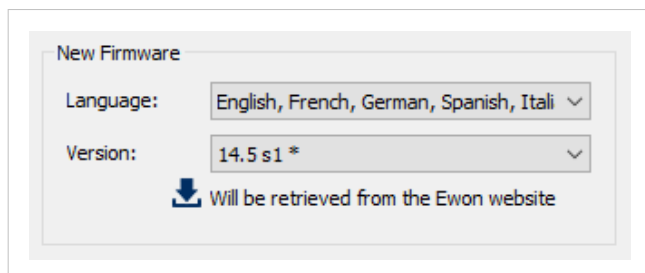
- Remote connections:

Figure 2. Connect to your Ewon device through eCatcher.

2.   Launch eBuddy.

The connected Ewon device is visible in eBuddy. Locally connected Ewon devices appear in the LAN section and remotely accessible Ewon devices appear in the Talk2M section.

3.   Select the Ewon device.

4.   Click the **Firmware** button or browse the **Tools\Update Firmware** menu option

5.   Enter the login credentials of the Ewon device.

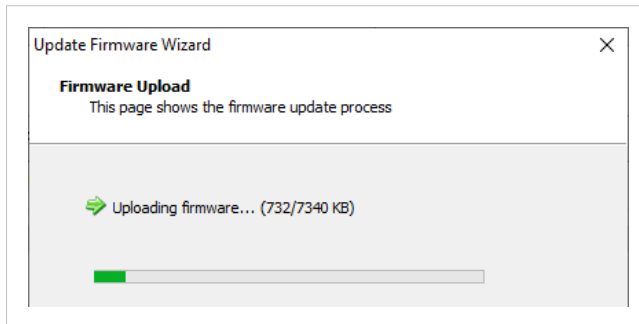6.   Select the firmware version to apply and click **Next**.
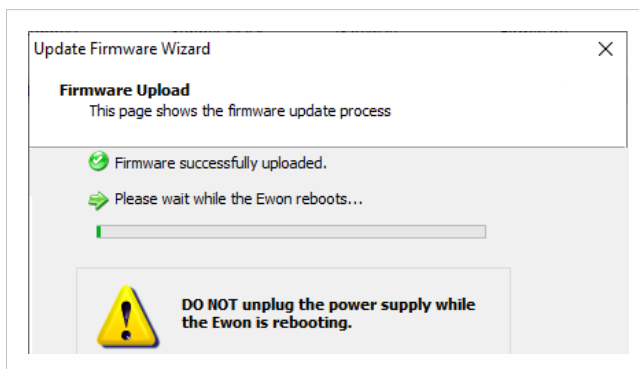

 NOTICE

If the latest firmware version file is not on your PC, eBuddy automatically downloads it from the Internet. If you will not have Internet access when you are updating your Ewon device,

> download the files in advance from the **Tools\Update eBuddy** menu option. You can also use this same method if you want to update to a version that is not the latest version.
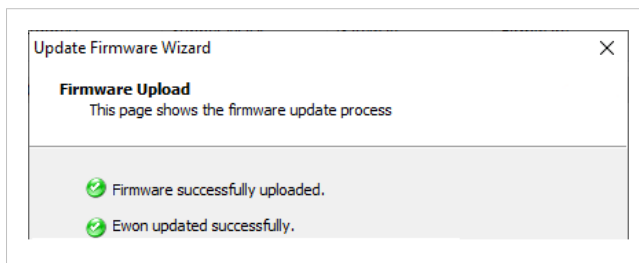
a. eBuddy downloads the firmware file if necessary and transfers it to the Ewon device.

b. Once the firmware is transferred, the upgrade process starts.

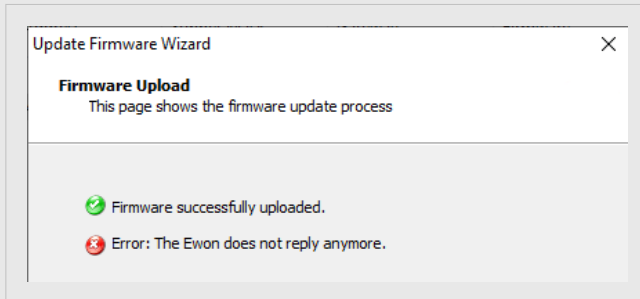c. eBuddy notifies you when the process is complete.

As part of the update process, the Ewon device reboots. During the reboot, the Ewon device disconnects from Talk2M. If you are connected to the device through eCatcher, eCatcher indicates that the remote connection was lost and that it is waiting for reconnection.

If the Ewon device is connected through a permanent connection, it reconnects automatically. For a triggered connection, you need to send the wakeup notification to trigger the reconnection.

> **ℹ NOTICE**
>
> If you are connected to the Ewon device remotely, eBuddy may time out before the connection is re-established. If this occurs, eBuddy shows an error message that the Ewon device does not reply. This is expected.
>
> ---
>
> Update Firmware Wizard   ✕
>
> **Firmware Upload**
>   This page shows the firmware update process
>
> ---
>
> ✅ Firmware successfully uploaded.
>
> ❌ Error: The Ewon does not reply anymore.

2.2. Upgrade using an SD card/USB drive

If you have many Ewon devices to update at the same time or if they are being updated by someone with little experience with Ewon devices, you can update them using a USB drive or SD card.

> **ℹ NOTICE**
>
> Only Ewon devices with an integrated SD card reader and/or USB port support firmware update through SD card/USB drive. Not all Ewon models include a USB port. Please check which interfaces are available on your device configuration before proceeding.
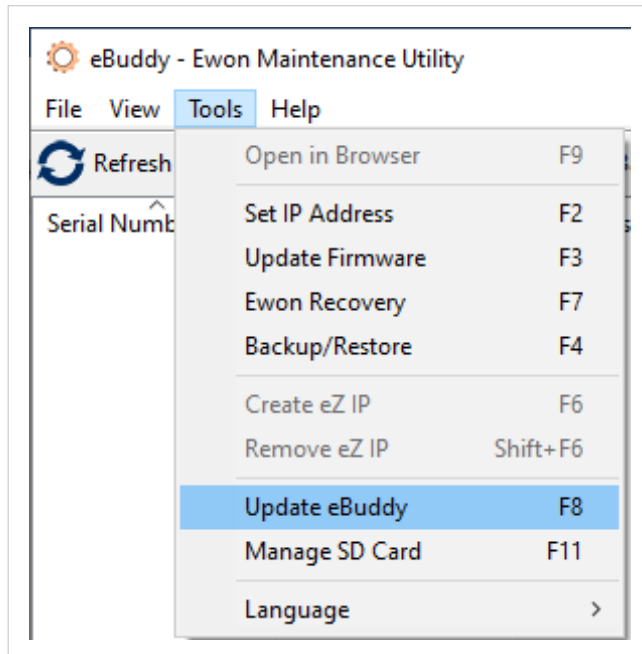
2.2.1. Configure SD card/USB drive

The firmware files required for updating using an SD card/USB drive can either be retrieved from the Ewon firmware website or through eBuddy. We recommend using eBuddy to ensure that the files are saved and named correctly.
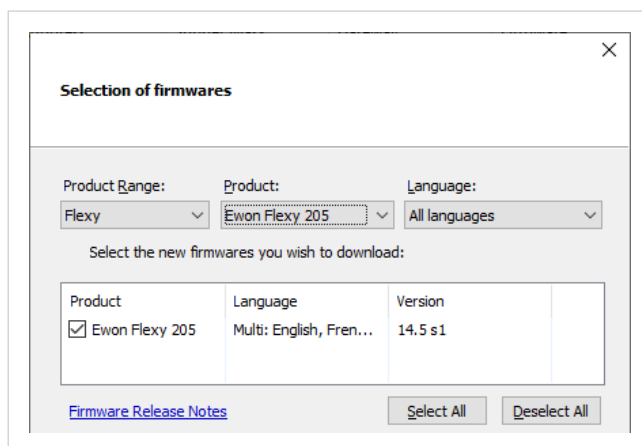
Download eBuddy.

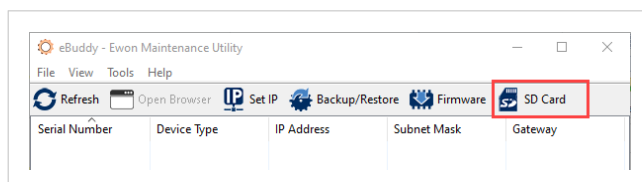To configure the SD card/USB drive:

1. Launch eBuddy

2. Download the latest firmware files to your PC by pressing **F8** or browsing the **Tools\Update eBuddy** menu option.
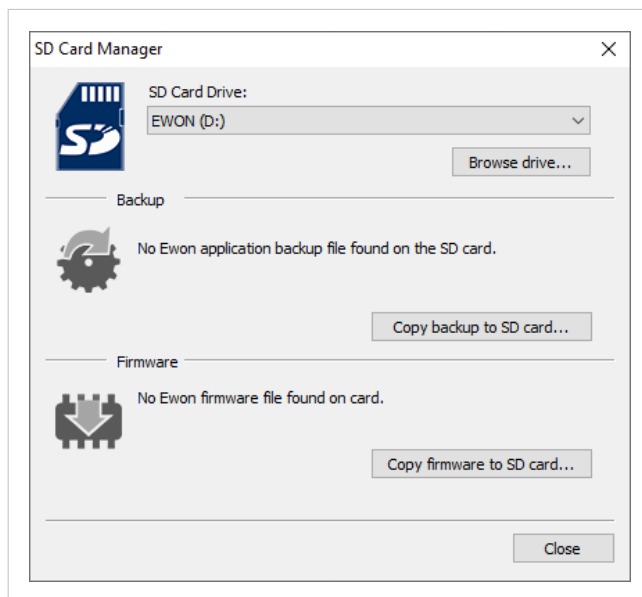

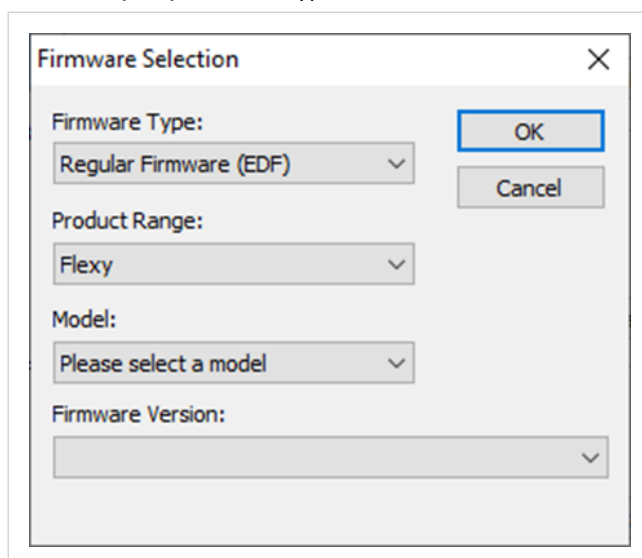3. Follow the prompts to download the correct firmware files for your product.

4. Insert the SD card/USB drive into the appropriate port of your PC.

5. Press the **SD Card** button or browse the **Tools\Manage SD card** option.

6.   Select the drive for your SD card/USB drive and click the **Copy firmware to SD card** button.

7.   Follow the prompts to select which firmware to save to your SD card/USB drive. Select the **Regular Firmware (EDF)** firmware type.
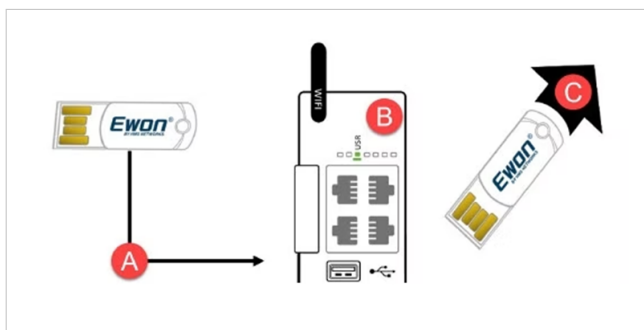

8.   Remove the SD card/USB drive from your PC.

2.2.2. Configure Ewon device for upgrade

To apply the new firmware to your Ewon device:

1. Insert the SD card/USB drive into the powered off Ewon device.

> ⓘ **NOTICE**
> Upon insertion, the USR LED will flash orange to indicate it has detected the files.

2. Wait until the USR LED state changes to solid GREEN.
3. Remove the SD card/USB drive. This triggers a reboot of the device and the firmware file is applied.

More information about configuring your Ewon device with an SD card or USB drive is available in AUG-0062-00 Easy Commissioning via SD Card of USB drive.

2.3. Upgrade using FTP access on the Ewon device

The Ewon device's firmware can be upgraded using FTP.

You can do this using any FTP client program, but be sure that the client is using binary transfer mode and not ASCII transfer mode.

To update the firmware by FTP:

1. Download the correct firmware file for your Ewon model from the Ewon firmware website.

2. Rename the firmware file **ewonfwr.edf**. If the file is not named ewonfwr.edf, the Ewon device does not recognize it as a firmware update file.

3. Connect to your Ewon device. This can be either through a local connection or through a remote connection using eCatcher.
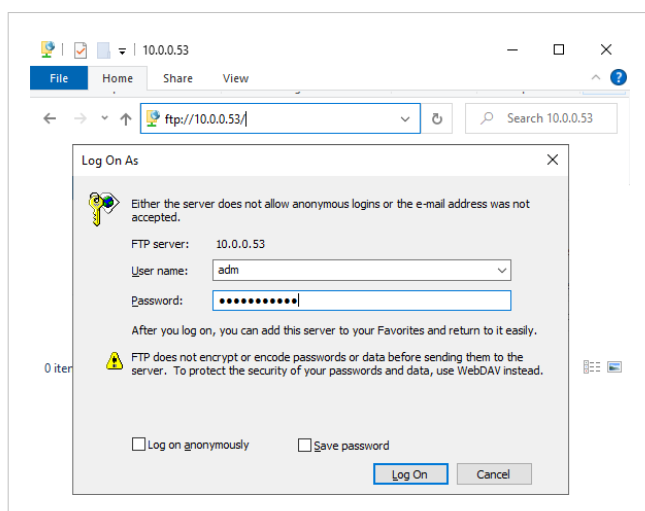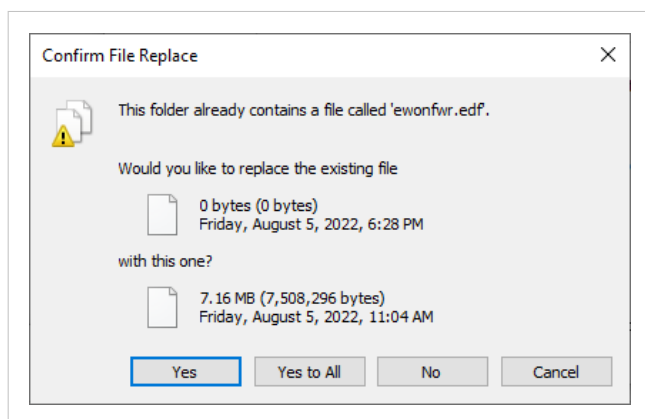
> **NOTICE**
>
> If you are connecting to your Ewon device through a local connection, your PC's IP address and the Ewon device's LAN IP address must be in the same network range.
>
> If your PC does not have a compatible IP address, launch eBuddy, select your Ewon device from the list, and press **F6** or select **Create eZ IP** from the **Tools** menu.

4. Open your FTP client software. Use the Ewon device's IP address as the FTP server address and Ewon user credentials with firmware update rights as the login credentials. Typically, the adm user credentials are used.

5. Drag the new firmware to be uploaded to the root of the Ewon device's file system. A confirmation window appears.

6. Confirm that you want to overwrite the existing file.

7. Once the file transfer is complete, close the connection between the FTP client and the Ewon device. Depending on your FTP client, this could mean clicking a disconnect button or closing the application.

When you close the connection between the Ewon device and the FTP client, the Ewon device begins to apply the firmware file. The Ewon **USR LED** blinks **RED**.

Do NOT power off the Ewon device during this operation. When the firmware update process is complete, the Ewon device automatically reboots.
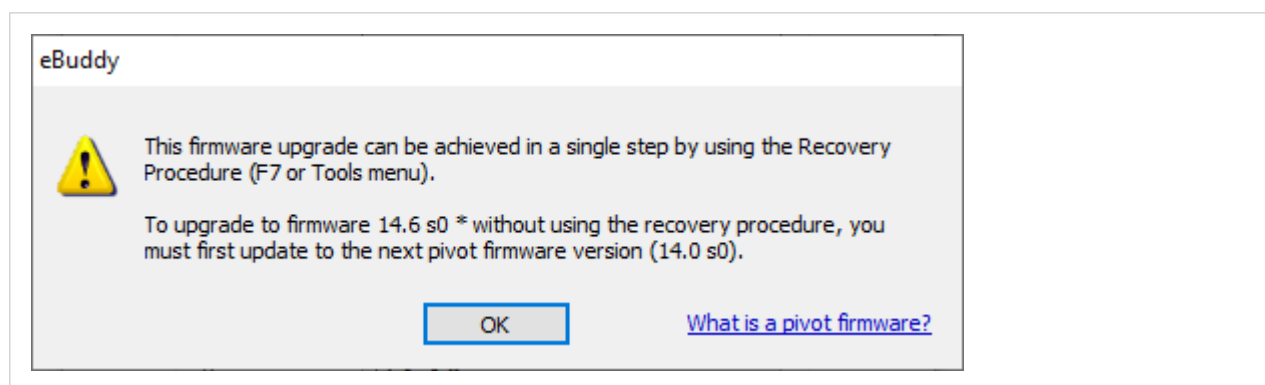
3. Pivot Firmware

Pivot firmware versions are firmware versions that are mandatory to upgrade to before going any higher.

All major versions (v12.0s0, v13.0s0, …) are pivot firmware versions.

3.1. Upgrade with eBuddy

To upgrade to a firmware version that is higher than the next pivot firmware with eBuddy, first upgrade to the next pivot firmware and then upgrade to your desired version.
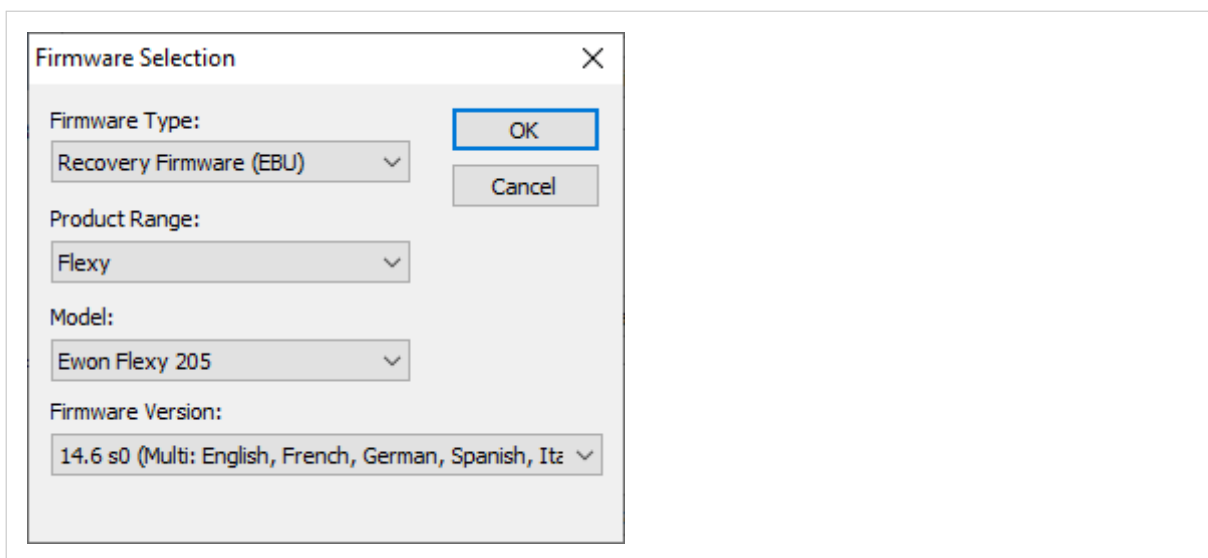
If you try to upgrade without installing the pivot version first, eBuddy displays an error message.

3.2. Upgrade with SD card/USB drive

To upgrade to a firmware version that is higher than the next pivot firmware using an SD card or USB drive, follow the procedure described for standard firmware updates with an SD card/USB drive with two changes.

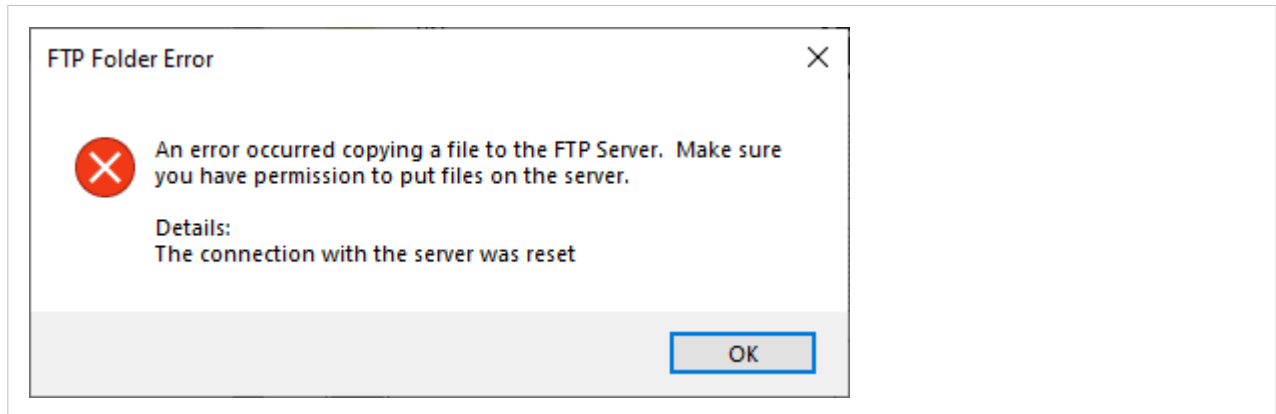1. When making the firmware selection, select "Recovery Firmware (EBU)" as the firmware type.

2. The SD card/USB drive must be inserted into the Ewon device while the Ewon device is powered off. Then, while the SD card/USB drive is inserted, power on the Ewon device. The recovery file is applied during the boot process.
    Leave the SD card/USB drive inserted until the Ewon device has fully booted and the **USR LED** flashes **green**.
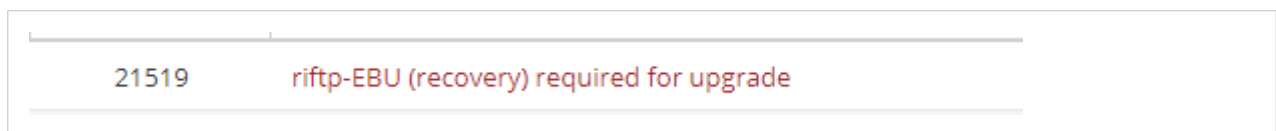
3.3. Upgrade with FTP

To upgrade to a firmware version that is higher than the next pivot firmware with FTP, first upgrade to the next pivot firmware and then upgrade to your desired version.

If you try to upgrade without installing the pivot version first, your FTP client displays an error message.

An error message also appears in the event log of your Ewon device.

4. Talk2M Firmware Management (Talk2M Pro only)

Starting in eCatcher version 6.10, Talk2M Pro administrators can use the Firmware Management feature in eCatcher to update firmware versions on certain types of Ewon devices.

> **IMPORTANT**
> This feature is **NOT available for Ewon Cosy 131 and Ewon Flexy devices**.

For Ewon® Cosy 131 and Ewon Flexy devices, you can use the screen to see the currently installed firmware versions and the next available release for your devices.

5. Firmware recovery

The Ewon® Cosy 131 and Ewon Flexy support a special type of firmware update called an Ewon recovery.

The Ewon recovery can be used to:

• Recover an unresponsive Ewon device
• Downgrade the firmware
• Upgrade the firmware to a higher version without installing intermediate pivot firmware versions, for example upgrading from v12 to v14 without installing v13.

An Ewon recovery must be performed **locally** using either an SD card/USB drive or using eBuddy.

> **NOTICE**
> When a recovery is used to recover an unresponsive Ewon device or to downgrade the firmware, data and configuration settings on the Ewon device will be lost.

5.1. Recovery using an SD card/USB Drive

If you are applying a firmware version that is higher than the firmware version currently running on your Ewon device, follow the instructions in the Upgrade with SD card/USB drive (page 11) section.

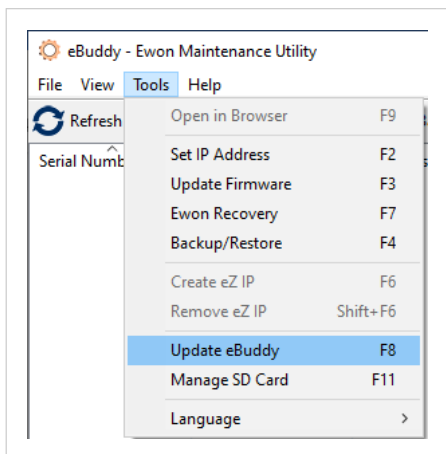To apply the same firmware version or a lower firmware version, use the following procedure.

5.1.1. Configure SD card/USB drive for recovery

The firmware files required for updating using an SD card/USB drive can either be retrieved from the Ewon firmware website or through eBuddy. We recommend using eBuddy to ensure that the files are saved and named correctly.
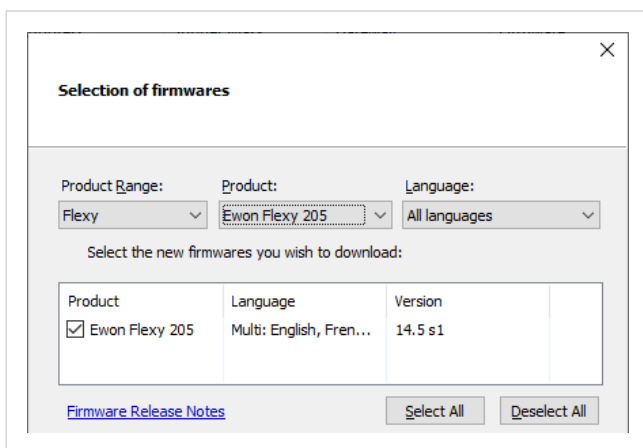
Download eBuddy.

To configure the SD card/USB drive:

1. Launch eBuddy

2. Download the latest firmware files to your PC by pressing **F8** or browsing the **Tools\Update eBuddy** menu option.
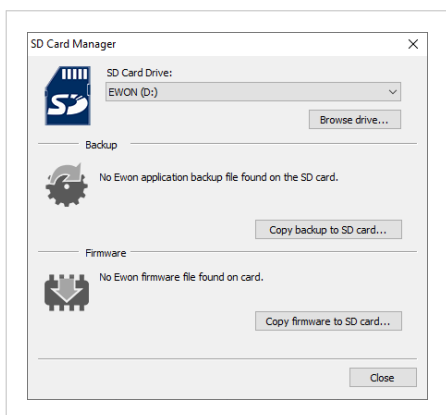

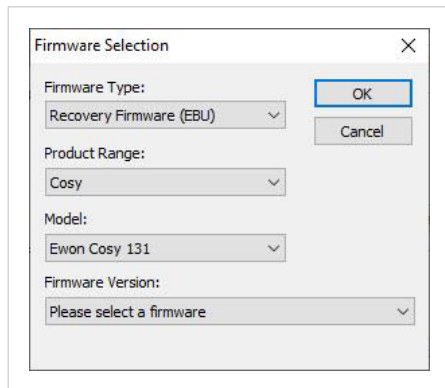3. Follow the prompts to download the correct firmware files for your product.

4. Insert the SD card/USB drive into the appropriate port of your PC.

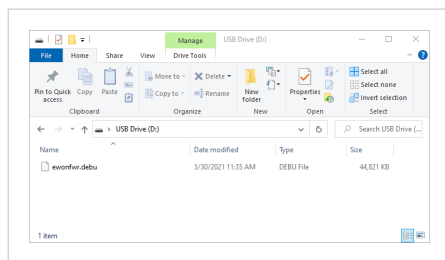5. Press the **SD Card** button or browse the **Tools\Manage SD card** option.

6. Select the drive for your SD card/USB drive and click the **Copy firmware to SD card** button.

7. Follow the prompts to select which firmware to save to your SD card/USB drive. Select the **Recovery Firmware (EBU)** firmware type.

8. If the firmware version of the file is **lower** than the current firmware version on the Ewon device, rename the saved file to ewonfwr.debu.

9. Remove the SD card/USB drive from your PC.

5.1.2. Configure Ewon device

To apply the new firmware to your Ewon device:

1. Insert the SD card/USB drive into the powered off Ewon device.
2. While pressing the reset button, power on the Ewon device. Continue pressing the reset button until the **USR LED** turns solid **ORANGE**.
3. Once the USR LED is solid orange, release the reset button.

> **ℹ NOTICE**
>
> If you do not release the reset button while the USR LED is solid orange, the Ewon device may enter its reset process. If the USR LED turns red, continue pressing the reset button and power off the device.
>
> Failure to do so can result in a configuration reset.

When the reset button is released, the Ewon device processes the recovery files. This process can take a few minutes.

When the recovery ends, the USR LED shows the recovery result for 3 seconds.
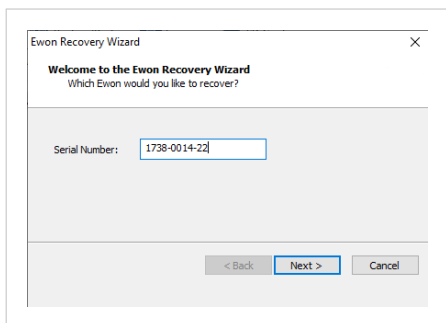
- GREEN: Success
- RED: Failure

The Ewon device then continues its boot process. An additional reboot of the Ewon device is not necessary.

More information about configuring your Ewon device with an SD card or USB drive is available in AUG-0062-00 Easy Commissioning via SD Card of USB drive.
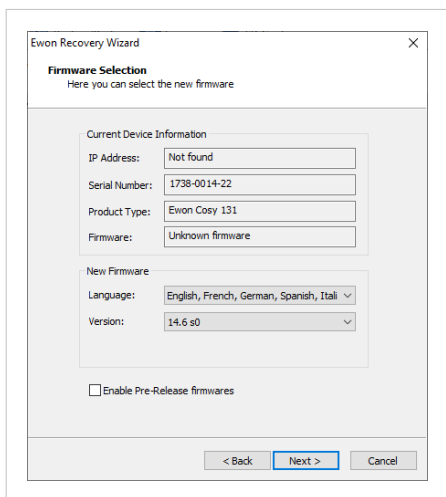
5.2. Recovery using eBuddy

To perform a recovery using eBuddy:

1. Connect your PC to a LAN port on your Ewon device with a 10/100 switch between the computer and the Ewon device.

    For a Cosy 131 or Flexy 205, port 1 is always a LAN port. For other Flexy models, the LAN port is on the base unit.

2. Launch eBuddy.

3. Press **F7** or select **Ewon Recovery** from the Tools menu.
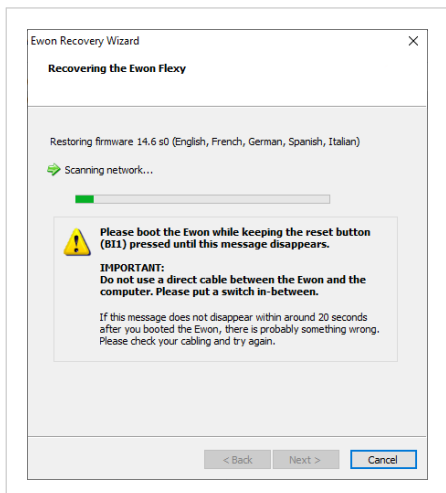
4. Enter the serial number of your Ewon device.

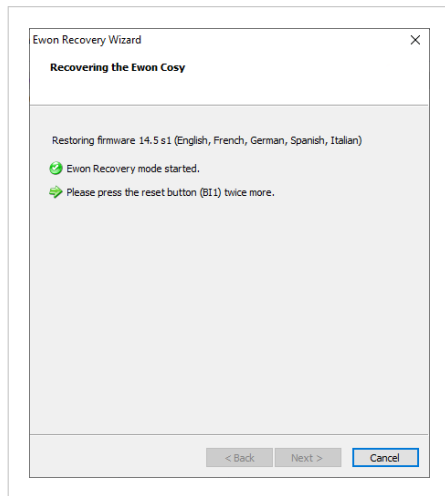5. Follow the prompts to confirm the correct Ewon device and firmware version.

> ℹ️ **NOTICE**
> If your Ewon device is unresponsive, the IP address and current firmware version may be incorrect. It will not impact the recovery process.
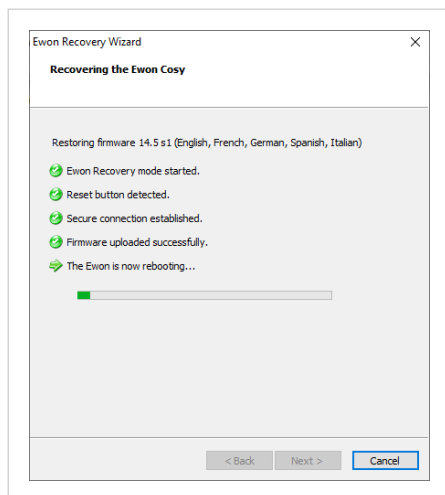
6. Click **Next**. eBuddy begins scanning the network to find the Ewon device in recovery mode.

7. Cycle power on the Ewon device while pressing the reset button. Continue pressing the **reset button** until eBuddy detects the Ewon device.

8. Press the **reset button** two more times to start the recovery process.

9. Wait while eBuddy applies the necessary files. When the process is complete, the Ewon device **reboots**.

> **ⓘ NOTICE**
>
> If the **Bootloader** is updated as part of the recovery, eBuddy updates the Bootloader and then asks you to restart the recovery process.