

## What are the access rights required to update the firmware

Only the adm user is allowed to realize the upgrade firmware option.

It must be the initial adm user account! An added user account which disposes of all the access rights is not enough to realize the firmware upgrade.

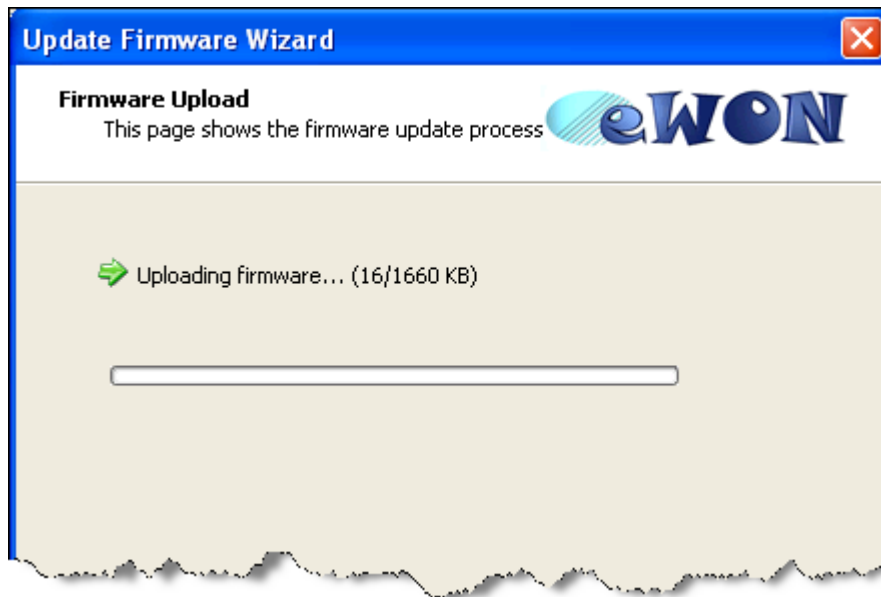
When an operator tries to realize the firmware upgrade with insufficient access rights then the FTP session will start but end with a transfer error message.

The eWON Event Log will indicate the reason of this download problem:

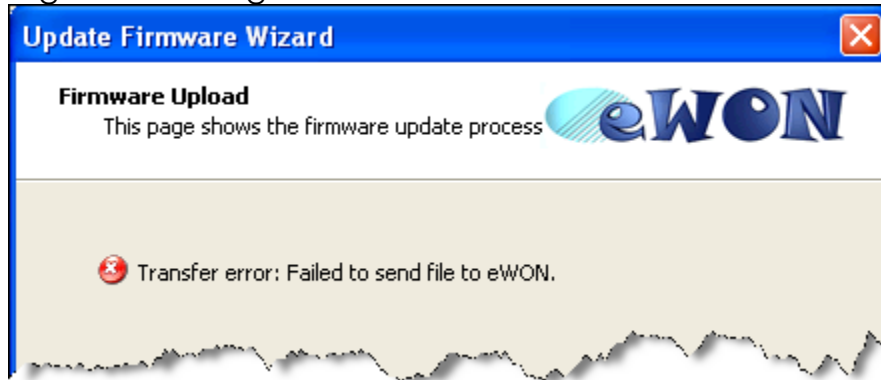
Event	Description	Originator
28607	Secu-Operation failed	ftps
28605	Secu-User Rights are insufficient	ftps

When you try to realize the firmware upgrade with eBuddy using an other user account (not the adm account) then you will observe following behavior:

- The Firmware Upload window will open but directly freeze like shown in the picture hereunder:



- After a certain amount of time (up to 3 minutes) eBuddy will then display following error message:





## Revision

### Revision History

Revision Level	Date	Description
1.0	07/05/2012	Creation of document

#### Document build number: 6

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