

## Applying reconfiguration for NCR-0062-202

### Steps summary:

- 1) Identify the serial number of the eWON device
- 2) Confirm the device is impacted by the RAM issue
- 3) Create a backup of the device
- 4) Using FTP, copy the reconfiguration (ewonfwr.edf) to the device
- 5) Close the FTP connection. The eWON device will apply the reconfiguration and reboot

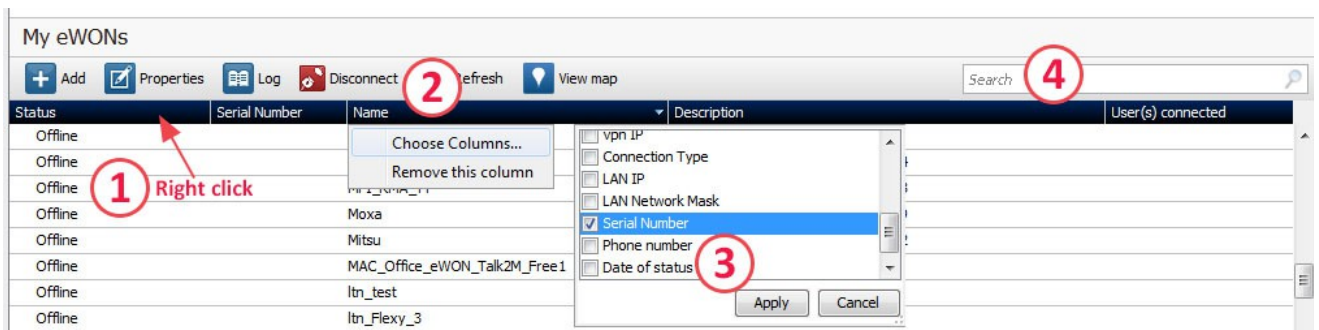
### Requirements:

- An access to the device (e.g: through Talk2M account)
- adm password of the device

## 1. Step 1 - Identify the serial number of the eWON device

### 1.1. Device connected to Talk2M

- Open eCatcher and connect to the Talk2M account
- Display the serial number column inside the eWON list :
  1. Right click on the Labels row
  2. Click on "Choose column"
  3. Search for the option "Serial Number" and check the related box



A search (point 4 in the above picture) can also be performed to easily find in or filter the list of eWON devices.

**- Note -**

*If the newly added column can't be seen, scroll horizontally or reduce column lengths to see all columns. The order of the columns can also be modified.*

## 1.2. Device not connected to Talk2M

- Connect to the eWON device using a direct link, through your VPN connection, private APN, ...
- Open the device homepage in an Internet browser.

Once the relevant credentials have been inserted:

- **For the Flexy**  
Click on the eWON logo. A pop-up will show up displaying the serial number.
- **For the Cosy 131**  
Click on the "i" (information) icon. Scroll under "System information" where the serial number can be found.

## 2. Step 2 – Confirm the device is impacted by the RAM issue

Impacted serial numbers are : **1537-xxxx-## to 1605-xxxx-##** (inclusive)

where **##** must be either **20, 21 or 22** (20 = Flexy 10x, 21 = Flexy 20x, 22 = Cosy 131)

Only this specific batch of Flexy and Cosy 131 products are impacted. All other products are **NOT** impacted and don't need the reconfiguration.

Remember the Product Code - *Pcode* (the last 2 digits of the serial number: 20, 21 or 22). It will be required in Step 4.

**- Important -**

*The reconfiguration is dedicated to address the RAM issue impacting the above serial numbers. There is no reason to apply the reconfiguration on other products.*

*Anyway, there is no consequences in case the reconfiguration is applied on a device that is not impacted by this concerns.*

### 3. Step 3 - Create a Backup of the eWON device

In some cases, applying the reconfiguration might diminish the device which might then fail. It is strongly recommended to create a backup of the eWON device before starting the reconfiguration process.

**- Note -**

*The reconfiguration has no impact on the configuration and/or data of the device.*

The easiest way to create an eWON backup is through eBuddy. You can also create it if you are connected to the device through the Talk2M connection. Read the [KB-0135 : Create a backup of eWON](#) for more info.

### 4. Step 4 - Apply the reconfiguration

The reconfiguration is dedicated to address the RAM issue impacting the serial numbers defined in [Step 2](#). There is no reason to apply the reconfiguration on other products.

Anyway there is no consequences in case the reconfiguration is applied on a Device that is not impacted by the RAM

To apply the reconfiguration, open an FTP connection to the device and transfer the reconfiguration to the device root folder.

**- Note -**

*Suggestion for an FTP client: Filezilla (<https://filezilla-project.org/>)*

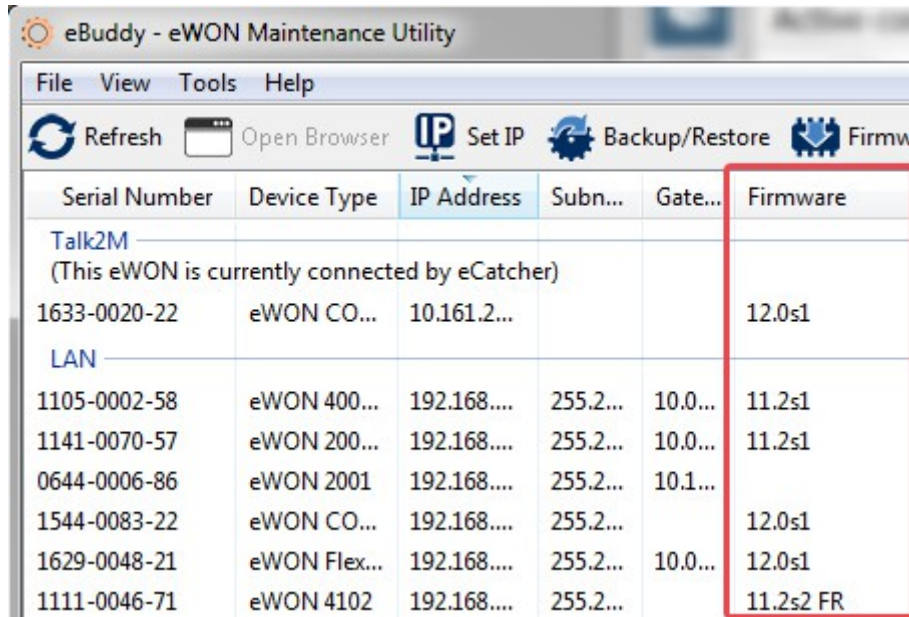
The reconfiguration is different for each eWON type (Cosy 131, Flexy 10x or Flexy 20x) and for firmware version.

Refer to [Step 2](#) to confirm the Product code (Pcode).

To verify the firmware version:

- **Using eBuddy**

A firmware column displays the firmware version of the eWON device



Serial Number	Device Type	IP Address	Subn...	Gate...	Firmware
Talk2M (This eWON is currently connected by eCatcher)					
1633-0020-22	eWON CO...	10.161.2...			12.0s1
LAN					
1105-0002-58	eWON 400...	192.168....	255.2...	10.0...	11.2s1
1141-0070-57	eWON 200...	192.168....	255.2...	10.0...	11.2s1
0644-0006-86	eWON 2001	192.168....	255.2...	10.1...	
1544-0083-22	eWON CO...	192.168....	255.2...		12.0s1
1629-0048-21	eWON Flex...	192.168....	255.2...	10.0...	12.0s1
1111-0046-71	eWON 4102	192.168....	255.2...		11.2s2 FR

- **Other method**

- connect to the device (e.g: through Talk2M)
- open the device homepage in an Internet browser:
  - for the Flexy, click on the eWON logo.
  - for the Cosy, click on the "i" (information) icon.

Depending on the firmware version of the device, select the correct reconfiguration (located in the Reconfiguration folder of the current zip file):

- Firmware v8.# : refer to folder **Reconfiguration > FW 8** and select the relevant Pcode folder.
- Firmware v9.# : refer to folder **Reconfiguration > FW 9** and select the relevant Pcode folder.
- Firmware v10.# : refer to folder **Reconfiguration > FW 10** and select the relevant Pcode folder.
- Firmware v11.# and higher : refer to folder **Reconfiguration > FW 11 and higher** and select the relevant Pcode folder.

**- Important -**

*It is important to copy the reconfiguration and paste it to the computer before uploading it to the device. Do not drag & drop from the ZIP file into the FTP software: this will result in an error and the reconfiguration will not be applied.*

In order for the eWON device to take into consideration the reconfiguration, an FTP connection needs to be established to the device:

- **Using Talk2M**  
First, a connection to the device needs to be established in eCatcher before opening an FTP connection.
- **Not using Talk2M**  
Make sure to be in the same network range as the eWON device.

Open an FTP software and reach the device (by accessing its LAN or VPN IP address) and transfer the reconfiguration to the root folder of the device.

A detailed method on how to transfer file using Filezilla is explained in [the Appendix](#).

**- Note -**

*It is likely the FTP software will ask to override a file that is already named ewonfwr.edf. This can be approved.*

**- Note -**

*If the wrong reconfiguration is transferred to the eWON device, an error message will pop up. Redo the process from [Step 2](#).*

## **5. Step 5 - Close the FTP connection**

When the file transfer is completed, close the FTP connection.

The device will then apply the reconfiguration and reboot itself. This takes few minutes.

## 6. Verify the result of the reconfiguration

Wait a few minutes before considering the following states:

### 6.1. The device is online

The reconfiguration has no impact on the configuration and/or data of the device.

The Event log registered the reconfiguration:

Time	Event	Description	Originator	Help
05/04/2017 10:15:02	-22602	System Booting, FWR: 12.0s0 (12.0), SN: 1000-0186-21 [FF0000]	elog	
05/04/2017 10:14:27	-21518	riftp-Upgrade firmware and reboot	ftps	
05/04/2017 10:14:19	-20205	muting (pattern of 1 event)	ftps	

The device is up&running, it has been successfully reconfigured. There is nothing more to do.

### 6.2. The device is offline

Make sure to wait long enough, at least 10 minutes.

If the eWON device had a triggered Internet connection and after waiting the recommended 10 minutes, please wake the device up once again.

If the device doesn't come back online or can't be reached anymore, it is most likely failed and need to be replaced.

In this case, please contact the eWON distributor for a device replacement and provide the serial number to speed up the process.

When receiving the new device, restore the backup file created in step [Step 3 - Create a Backup of the eWON device](#) to get the new device with the profile of the former one.

#### 6.2.1. Access to local site

If a local access to the device is available, the LEDs are a good indicator if the eWON device is running or not.

If all LEDs are ON and the device is stuck in an infinite reboot loop, consider the device as failed.

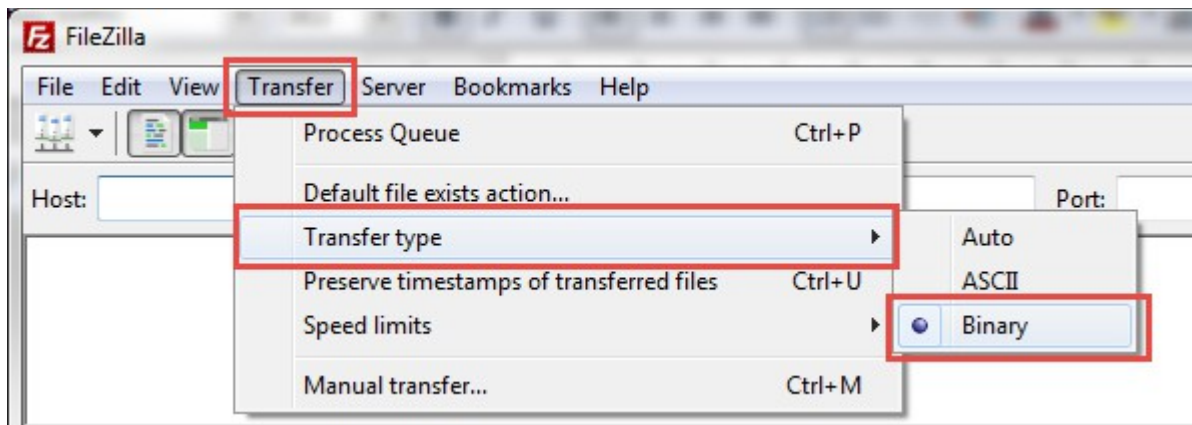
In the case of a failed device, the machines connected to this device's Ethernet switch will lose their communication as the eWON switch doesn't start. If the LEDs on the eWON device are ok but communication doesn't seem to be available, reboot the device by power it off and on.

## 7. Appendix - Use of FileZilla software

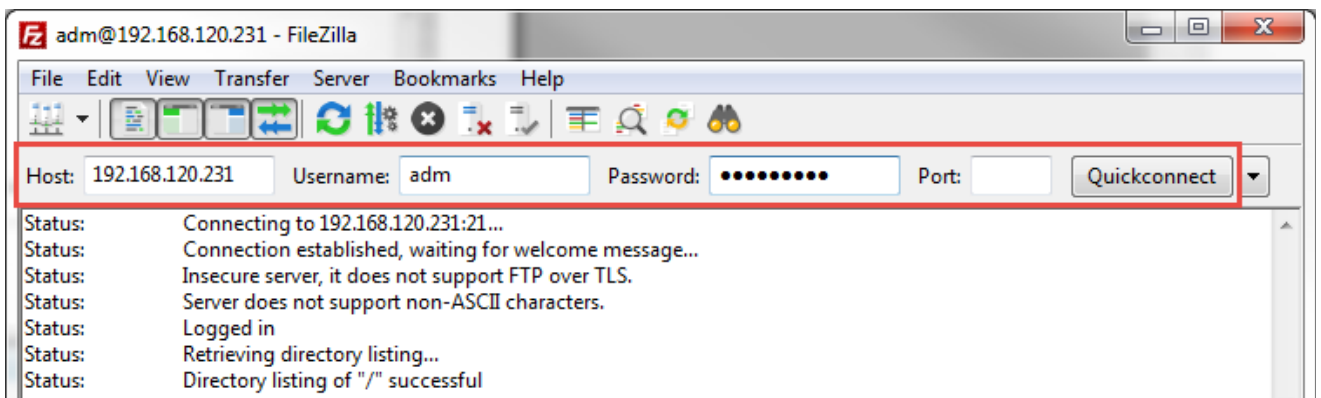
It is important for both the eWON and the computer to be in the same network range (either the LAN IP address or the VPN IP address through Talk2M VPN tunnel).

Once the FileZilla software is opened, make sure the transfer is being applied in Binary mode. Go to :

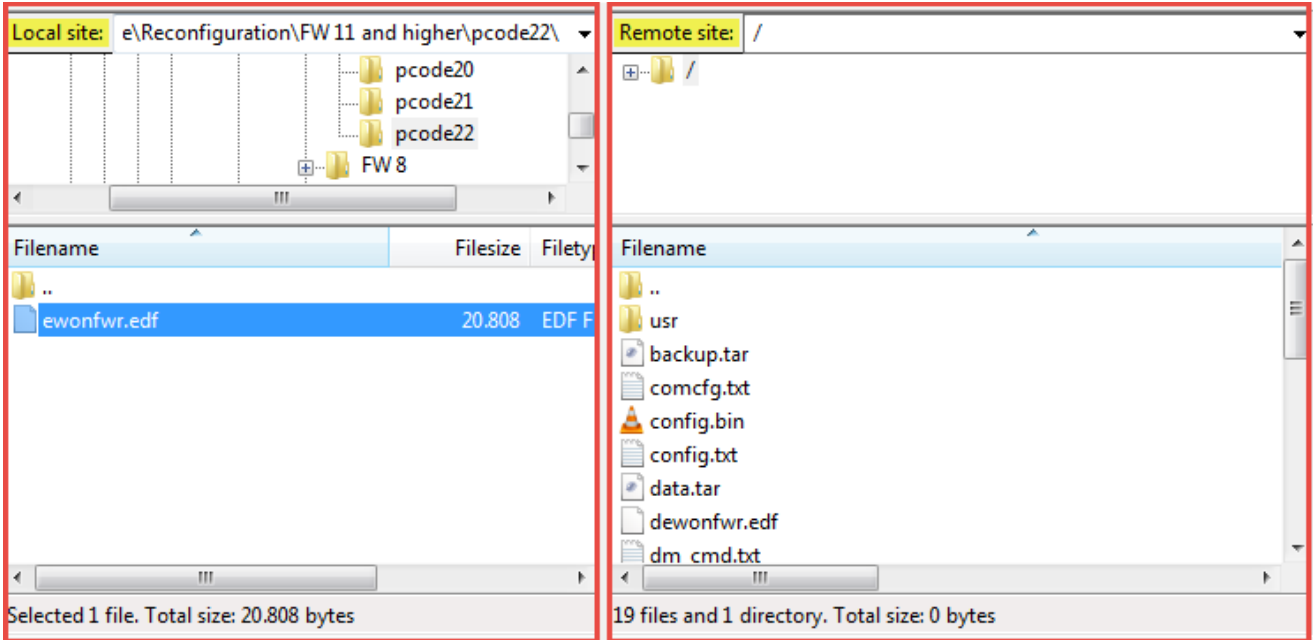
*Transfer > Transfer type > Binary*



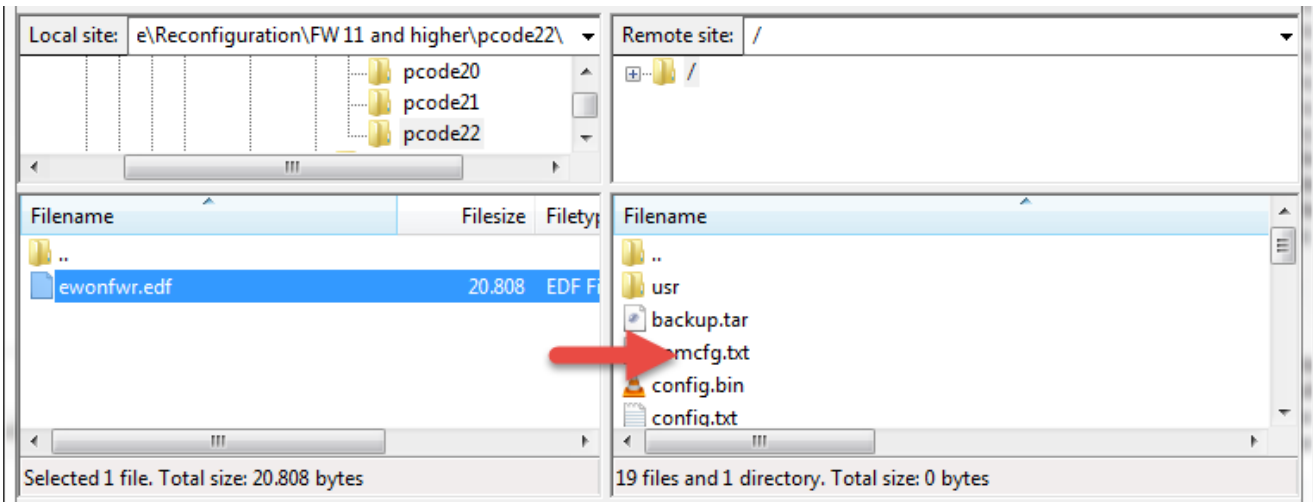
A quick connection can now be established to the eWON.



The left column is the file explorer for the Local site (= the computer). The right column is the file explorer for the Remote site (= eWON device).



Find the relevant reconfiguration on the computer and transfer it to the eWON. A simple grab & drop from the left column to the right one is enough.



**- Note -**

*It is likely the FTP software will ask to override a file that is already named ewonfwr.edf. This can be approved.*





Close the Filezilla software. It will also close the connection to the eWON which causes the reboot of the eWON device.

## Revision

### Revision History

Revision Level	Date	Description
1.0	05/04/17	Original document
1.1	06/04/17	Changed: Chapter 6.2
1.2	07/04/17	Changed: Chapter 4
1.3	11/04/17	Added: Appendix – Use of Filezilla
1.4	14/04/17	Added: Chapter 6.2.1

#### Document build number: 72

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