Applying Reconfiguration by SD card for NCR-0062-202

Steps summary:

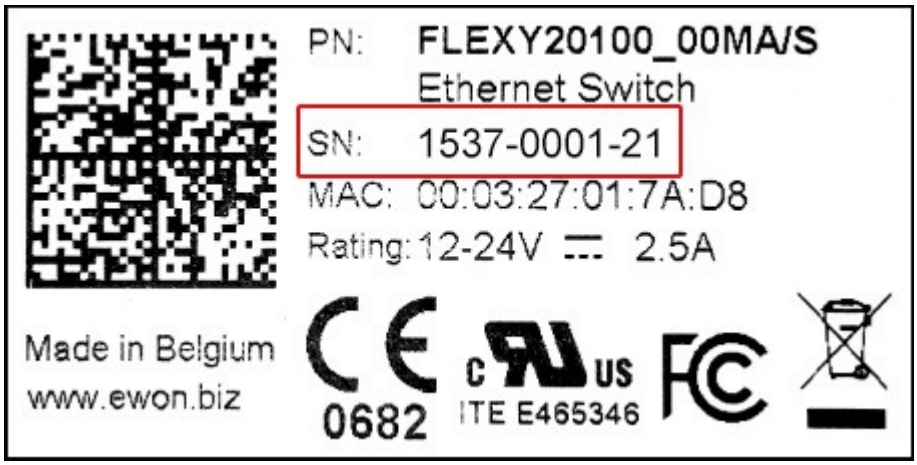
1) Identify the serial number of the eWON device
2) Confirm the device is impacted by the RAM issue
3) Using an SD card, apply the reconfiguration (ewonfwr.edf) to the device
4) Take off the SD card. The eWON device will apply the reconfiguration and reboot

Requirements:

- An SD card formatted in FAT32 with a capacity of 128Gb maximum
- eWON firmware version must be 11 or higher (otherwise, the eWON device will not process the SD card)

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

The serial number can be found on the white label located on one of the side of the eWON device.



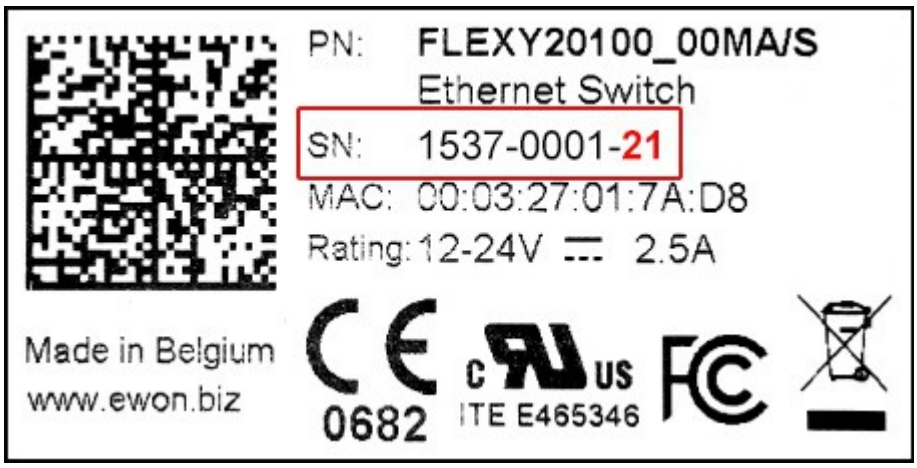
2. Step 2 – Confirm the device is impacted by the RAM issue

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 3.



- 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 the RAM issue

3. Step 3 - Apply the reconfiguration

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

- Important -

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

The process can be summarized in 4 steps:

- The user configures the SD card
- The user inserts the SD card in the eWON device
- The device processes the file
- The user removes the SD card from the device which provokes the reboot.

3.1. Configure the SD card

The SD card must be formatted in FAT 32.

Select the reconfiguration located in the folder **Reconfiguration > FW 11 and higher** by choosing the relevant Pcode folder (in reference to Step 2).

Once the correct reconfiguration has been selected from the correct Pcode folder, copy it to the SD card.

3.2. Insert the SD card

To apply the reconfiguration, insert the SD card in the eWON device.

The insertion is detected in a very short period (5 seconds maximum) and this detection is visualized by the quick blinking pattern of the USR LED.

The blinking pattern reflects a cycle that alternates the ON / OFF. In this case, the LED is powered ON for 150msec then is powered OFF for 150msec.

The colour of the blinking pattern depends on the firmware version:

- **v11.#s# <= Firmware version < v12.#s#**

- **v12#s# <= Firmware version**

3.3. Device is processing

Once the SD card is inserted and if the previous steps have been correctly applied, the device will process the reconfiguration.

While the file is being processed, the eWON device displays a slow orange blinking pattern of the USR LED.

The slow blinking is a cycle that alternates the USR LED by powering ON for 1sec and powering OFF for 1sec.

- Note -

The processing phase might be too fast to be noticed or even shown.

When the device has completed the processing of the SD card, it will display the result on the USR LED:

- **Solid green is a success**
- **Solid red is a failure** expressing an error that occurred during the processing (most likely the wrong reconfiguration for the firmware version or Pcode)

- Note -

The solid green / red LED will stay until the SD Card is removed

3.4. Remove SD card

Once the SD card has been processed by the device, remove it from the device.

- **USR LED was solid green**
  The device will then apply the reconfiguration and reboot itself. This takes few minutes.
- **USR LED was solid red**
  The device has not applied the reconfiguration but will reboot. Verify that the corretc reconfiguration is on the SD card (correct firmware and correct Pcode). Go back to Step 1

4. Verify the result of the reconfiguration

Wait a few minutes before considering the following states:

4.1. The device is online

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

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

Normal state should be:

- **For Flexy**
  PWR and DO LEDs are solid green and USR LED is blinking green.
- **For Cosy 131**
  PWR LED is solid Green and USR LED is blinking green.

If the eWON device was previously connected to Internet (for WiFi or Ethernet models) : @ and / or T2M LEDs should be solid green indicating the device is reconnected to Internet and / or Talk2M services.

4.2. The device is offline

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

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 and to be replaced.
- If the LEDs of the device are displayed in orange / red, the device is most likely failed and needs to be replaced.

In the case of a failed device, the machines connected to this device's Ethernet switch will loose 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.

In case of replacement, 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 we recommended to have to get the new device with the profile of the former one.

Revision

Revision History

Revision Level	Date	Description
1.0	07/04/17	Original document
1.1	11/04/17	Changed: Chapter 3.2 - LED pattern
1.2	14/04/17	Changed: Chapter 4.2

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