RF500 Upgrade Procedure

Use the following procedure along with the accompanied CD to upgrade the software of your RF500 Gateway or Gateways and RF500 Backup Server software (if applicable).

Before you start

In order to perform the upgrade you must be logged on as an Administrator.

The update process will only take a few minutes from start to finish. However please be aware that your system could take a couple of hours for the transmitters to recover communication. Therefore you may choose to perform this update overnight, hence by the following morning the system will be back to normal.

During the update process and for the short time afterwards although no data will be lost, the Gateway will not be up to date and therefore alarms may be missed during this time.

If there are other people logging on to the Gateway from other locations it is a good idea to let them know that the Gateway will not be available for a few minutes.

Also if the Gateway is not local to you when performing the Update it will beep a number a times during the update process so local users should be made aware that this is OK.

Ready to Update

Log on to the Gateway as an Administrator and navigate to Upgrade Firmware page by selecting Administration and then Upgrade Firmware buttons. This will bring up the firmware update page…

Insert the CD provided in to the Drive on the PC. Note this upgrade can be performed from any PC connected to the Gateway.

Select the Browse button on the top of the screen and navigate to the CD Drive on your PC. See below…
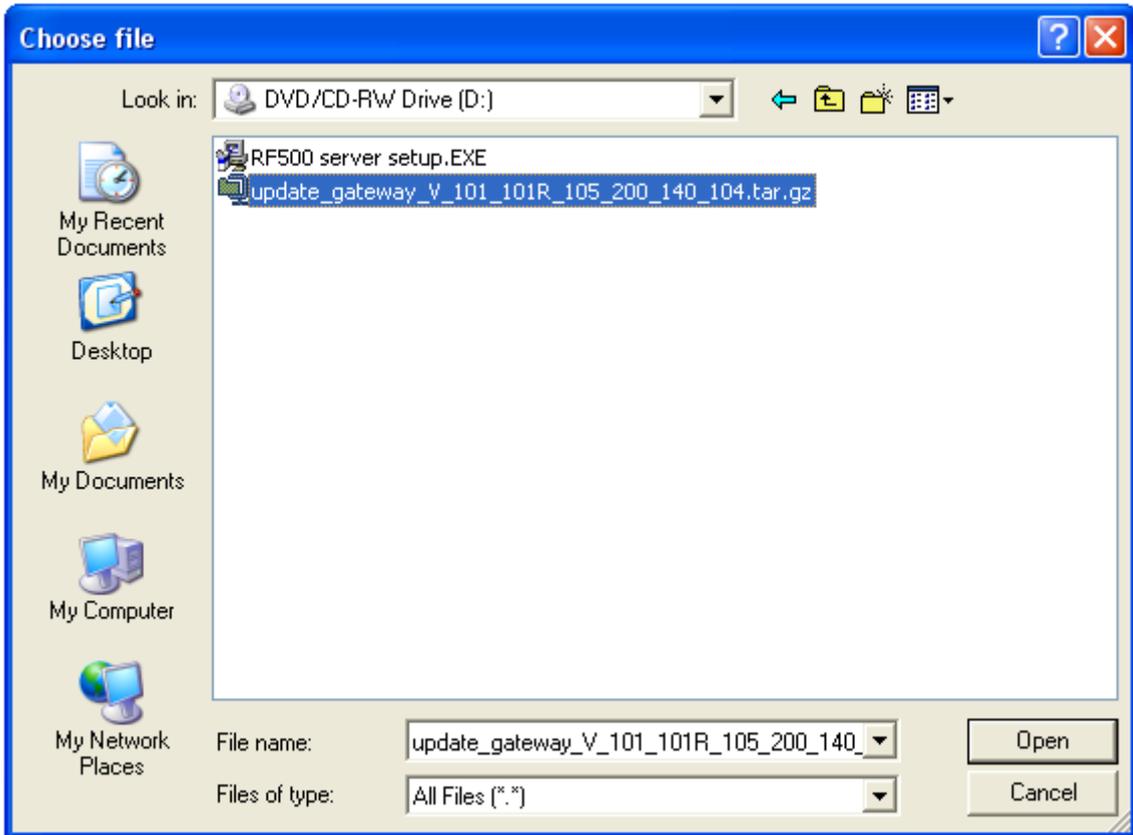
- Select the file starting 'update_gateway_V......' The other numbers refer to the exact upgrade version.

- Now click on Open to select this file.

- The Gateway will return to update firmware page. Select Upload file, see below.

D:\update_gateway_V_101_101R_105_200_140_104.tar.gz   Browse...   Upload File

- Depending on the speed of your network connection the transfer may take several minutes.

Success

The following files were successfully uploaded :2

update_gateway_V_101_101R_105_200_140_104.tar.gz

Click here to update now
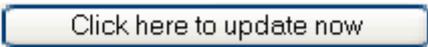
- Your file has been uploaded and the Gateway is ready for the update. Click on the button to start the process.

The Gateway will then begin the process of performing the update. This will take approximately 5 minutes during which time the Gateway will shut down and re-start. During re-start the beeper can be heard beeping twice and then a few seconds later a further 4 times. At this point the Gateway has been updated and the new software versions should be checked.

Checking New Software Versions

Login to the Gateway as usual and click the **Administration** button then the **Hardware** button. The top line of the page displayed shows the software version numbers e/g.

`RF500 Serial No. 06060006 Version 1.01--1.02B--1.05--2.00--1.40--1.04--3.19`

Check that the red numbers agree with the update file you have applied. If any numbers don't agree or if any error message is shown then call Comark Limited Technical Support or your Local Comark Representative.

At this point the Gateway has been updated and can be used again. No further action is required. The system will recover itself including any data stored while the Gateway was resetting. Within a couple of hours all should be well and the system will be back to normal.

RF500 Backup Server Update

If you are running the Backup Server software, it is possible that the Backup Server will need to be updated. To find out, log on to the Backup Server after you have updated the Gateway, and confirm that there is no version mismatch. If the Backup Server detects that the Gateway is more up to date then it will show an error.

The Backup Server update is included on the CD.

First close down all other applications and then navigate to the CD drive, double click on the file `RF500 Backup Server` to run the installation and follow the on-screen instructions. Once the update to the backup software is complete a full system shutdown and re-start may be necessary. The RF500 Backup Server will re-start automatically and continue the backup process.

Contact Information

If you have any questions regards the update process please contact Comark or your Authorised Distributor.

In the UK telephone 01438 367367 and ask for technical help.