FAQ: Using AMCI's Device Firmware Update utility

All AMCI E2 Network Products can have their firmware updated using the following procedure after connecting the device to the Ethernet port of your PC.

This procedure can be used with the following AMCI Model Numbers: SD17060E2, SD31045E2, SD4840E2, SMD17E2, SMD23E2, SMD24E2, SMD34E2, SV160E2, SV160E2-STO, and NR60E2.

> **This update will only work with units that have a serial number greater than 03200001.**
>
> **The SD and SMD motion produts must have a network firmware revision of 1.30 or above and the NR60E2 must have a firmware revision of 1.21 or above.**
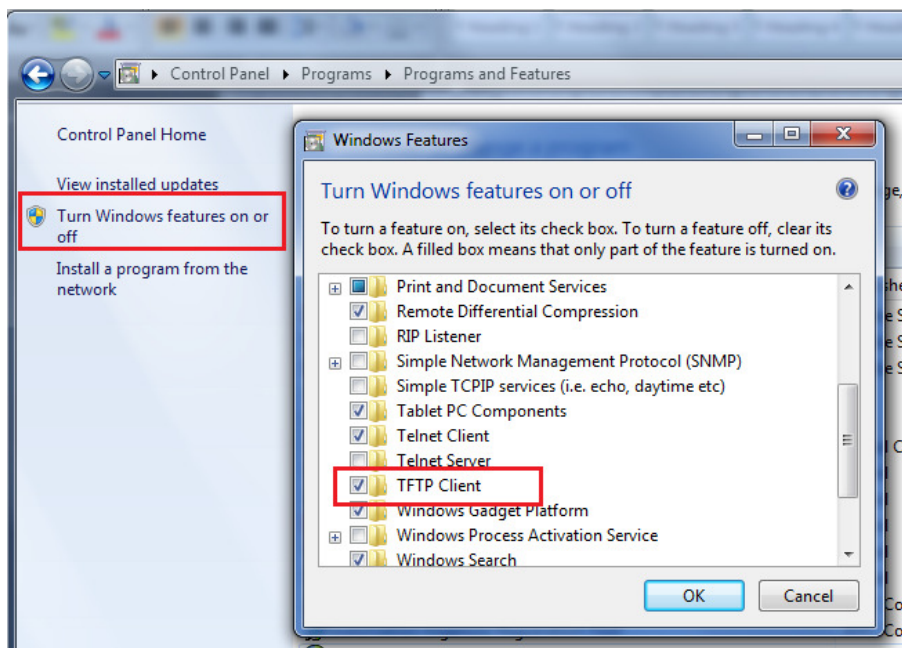
Please contact AMCI for information on updating older products.

NOTE ▷ The following steps and image were created using a PC running Windows 7. Other versions of Windows may have slightly different steps or appearance.

Step 1: Enable the TFTP Client on your computer (this step will only need to be performed once)

1. Open your PC's Control Panel.
2. Select Programs.
3. Select Programs and Features.
4. Select Turn Window Features On and Off.
5. Scroll down and place a check mark in the box next to TFTP Client.

6. Click on OK to accept the changes.

Step 2: Download and Install the AMCI Device Firmware Update utility from the following page of AMCI's website.

https://www.amci.com/industrial-automation-support/software/

Step 3: Make the following temporary changes to your PC's settings

1.   Temporarily <u>disable</u> the firewall on your PC.
2.   Disable all additional Network Ports, including all Wireless Ports.
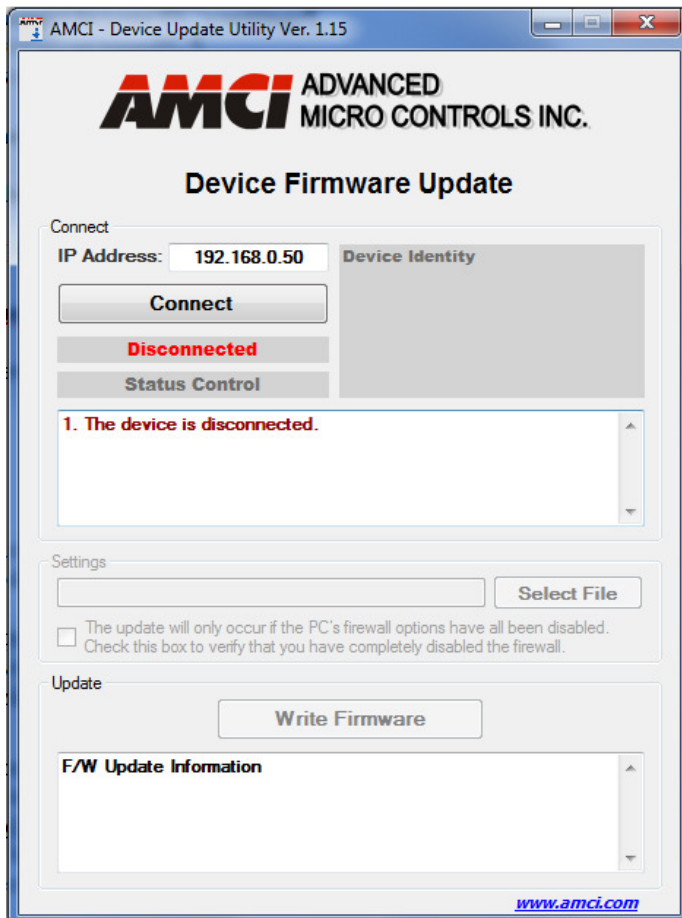
Step 4: Verify that your PC is on the same Ethernet subnet as the device that you are updating!

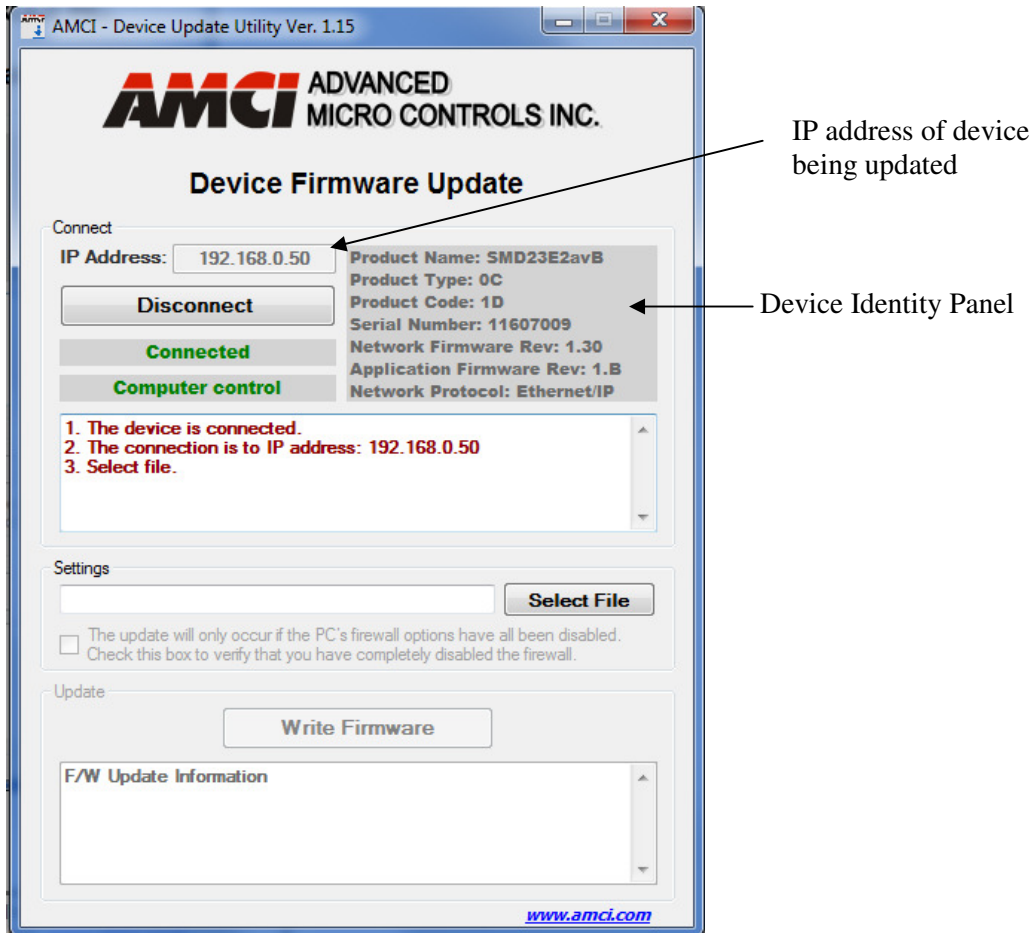**Step 5: Copy the new AMCI firmware file to a directory on your PC**

The new network firmware file will have the following format.

PCxxNyyyAzzz-Product_Name.amci

Step 6: Run the Device Firmware Update utility. The following window will open.
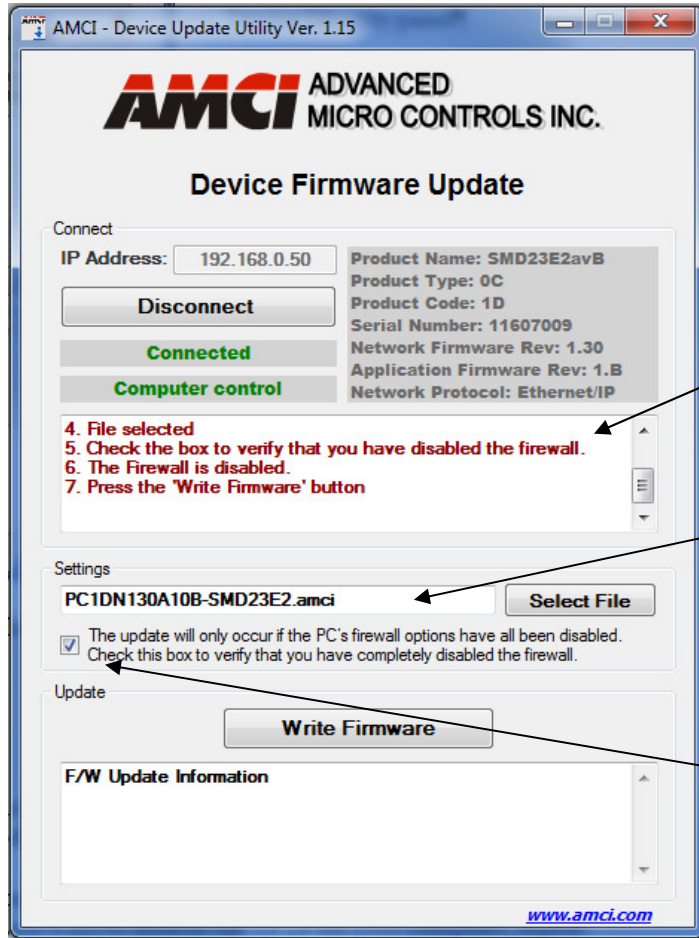
Step 7: Enter the IP address of the device being updated and click on the Connect button. As shown in the following image, the devices information will appear in the Device Identity panel.

IP address of device being updated

Device Identity Panel

Step 8: Click on Select File and browse to the directory where you saved the AMCI update file.

**Step 9: Place a check mark in the box to confirm that you have disabled your PC's firewall.
The transfer will not occur if the firewall has not been disabled.**
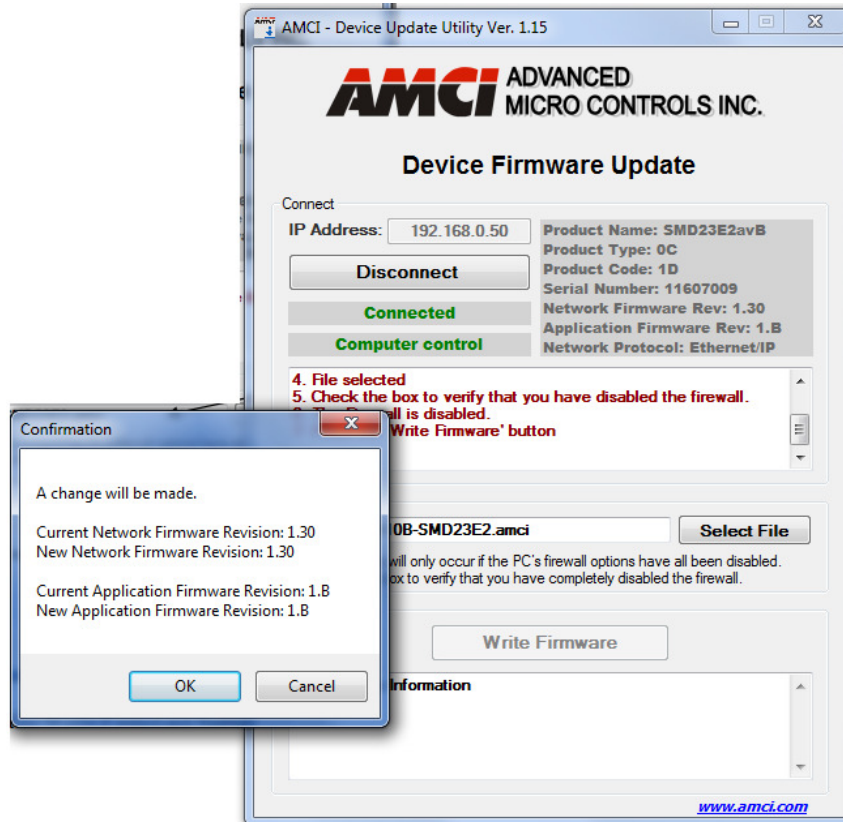

Follow the instructions in the red text of this middle panel

Selected Update File

Check box to confirm that the firewall is disabled

Step 10: Click on the Write Firmware button and confirm that the desired transfer is to occur.

> Note: The NR60E2 has only Application Firmware and the current and new network firmware revision will always be 0.0.
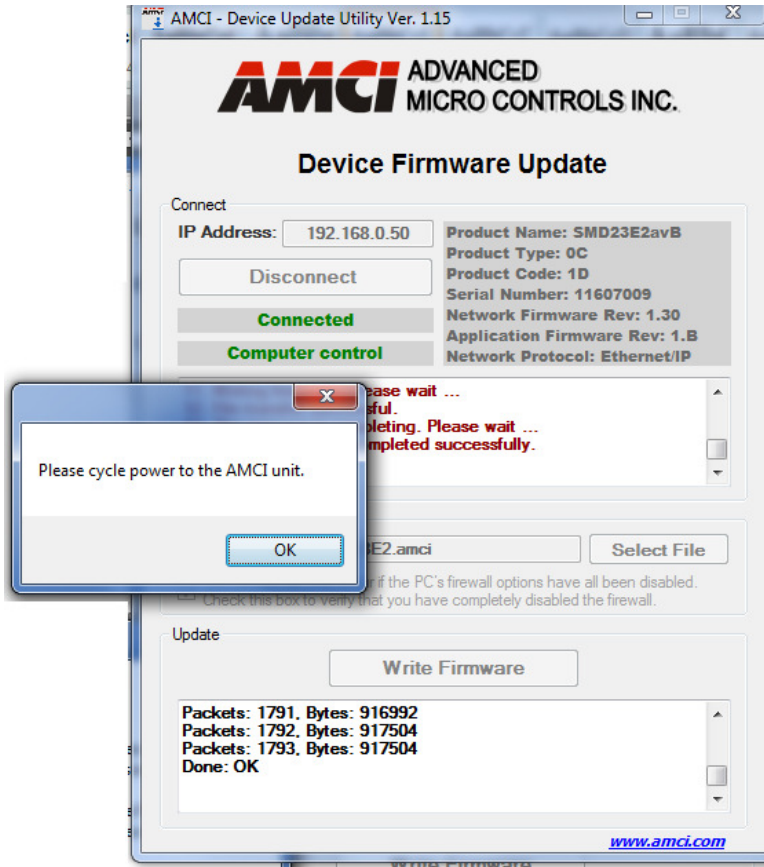

Step 11: The transfer will take about 20 seconds.

> **When it is complete, a pop up window asking you to cycle power to the AMCI device will appear.**

NOTE ▷

The AMCI device will remain in update mode, which will be indicated by the Network Status (NS) LED blinking red at 1Hz, if the file transfer does not run to completion.   It will remain in this mode, and it will not be possible to communicate with the device, <u>even if power is cycled</u>, until the new firmware has been sent to the unit.

The red text in the middle panel of the update software will provide step by step instructions for flashing a unit that is already in update mode.

Step 12: Cycle power to the unit.

Step 13: Re-enable the PC's disabled network port(s) and the firewall.

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