

UPS Industrial Gateway Card

INDGW-X2

Upgrading the card firmware (Web interface / shell script)

English



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2.2.3



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1 Checking the current firmware version of the Network Module

Current firmware of the Network Module can be accessed in :

- The Top bar: Firmware version: x.xx.x
- The Card menu : [Contextual help>>>Maintenance>>>System information>>>Firmware information](#): Version x.xx.x
- The Card menu : [Contextual help>>>Maintenance>>>Firmware](#): Active FW version x.xx.x

2 Accessing to the latest Network Module firmware/driver/script

Download the latest Eaton Network Module firmware, driver or script from the Eaton website www.eaton.com/downloads

3 Upgrading the card firmware (Web interface / shell script)



For instructions on accessing to the latest firmware and script, refer to: [Accessing to the latest firmware and script](#)

3.1 Web interface

To upgrade the Network module through the Web interface, refer to the section: [Firmware upgrade through the Web interface](#).

3.2 Shell script

3.2.1 Prerequisite

Shell script uses the following tools: sshpass, scp.

To get it installed on your Linux host, use the following commands.

Debian/Ubuntu

```
$ sudo apt-get install sshpass scp
```

RedHat/Fedora/CentOS

```
$ sudo dnf install sshpass scp
```

Make shell script executable:

```
$ chmod 700 install_updatePackage.sh
```

3.2.2 Procedure

To upgrade the Network module using:

1. Open a shell terminal on your computer (Linux or cygwin; meaning real or emulated Linux operating system).
2. Use the shell script *install_updatePackage.sh*

```
Usage: 'install_updatePackage.sh' [options]
Upgrade tool
Mandatory arguments are -f, -i, -u and -p
-h : show help
-f <path> : path of the upgrade file
-u <username> : username of a card user allowed to start upgrade
-p <password> : user password
-i <ipaddress> : ip address of the card to upgrade
-r : reboot the card after upgrade
```

4.6.3 Example:

```
$ ./install_updatePackage.sh -u admin -p <mypassword> -f FW_Update.tar -i <cardIpAddress> -r
```

STARTING UPDATE FROM: [FW_Update.tar] to [X.X.X.X]

Transfer by scp (FW_Update.tar) to [X.X.X.X]

Warning: Permanently added 'X.X.X.X' (ECDSA) to the list of known hosts.

Transfer done.

Check running upgrade status ...

Check firmware binary signature

Uncompress and flash upgrade - inProgress():11

Uncompress and flash upgrade - inProgress():28

Uncompress and flash upgrade - inProgress():44

Uncompress and flash upgrade - inProgress():61

Uncompress and flash upgrade - inProgress():78

Uncompress and flash upgrade - inProgress():92

Uncompress and flash upgrade - inProgress():100

Uncompress and flash upgrade - inProgress():100

Uncompress and flash upgrade

Executing post post_upgrade.sh script upgrade

Upgrade done



Warning: Permanently added 'X.X.X.X' (ECDSA) to the list of known hosts.

Rebooting...

res: Y

Update: OK

4. Firmware upgrade through the web interface

Update Firmware						
						
Status	Version	Sha	Generated On	Installed On	Activated on	
Invalid	1.7.7	aa12be2	03/17/2020	03/17/2020	03/17/2020	
 Active	2.0.0	f8d1f71	03/18/2020	03/19/2020	03/19/2020	

- Monitors the information for the two-embedded firmware.
- Upgrade the Network Module firmware.

4.1 Firmware information

a Status

- Uploading
- Invalid
- Valid
- Pending reboot
- Active

b Version/Sha

Displays the associated firmware version and associated Sha.

c Generated on

Displays the release date of the firmware.

For better performance, security, and optimized features, Eaton recommends to upgrade the Network Module regularly.

d Installation on

Displays when the firmware was installed in the Network Module.

e Activated on

Displays when the firmware was activated in the Network Module.

4.2 Upgrade the Network Module firmware

During the upgrade process, the Network Module does not monitor the Device status.

To upgrade the firmware:

1. Download the latest firmware version from the website. For more information, see the [Servicing the Network Management Module>>>Accessing to the latest Network Module firmware/driver](#) section.
2. Click **+Upload**.
3. Click **Choose file** and select the firmware package by navigating to the folder where you saved the downloaded firmware.
4. Click **Upload**. The upload can take up to 5 minutes.

The firmware that was inactive will be erased by this operation.


When an upgrade is in progress, the upload button is disabled, and the progress elements appear below the table with the following steps:

Transferring > Verifying package > Flashing > Configuring system > Rebooting

A confirmation message displays when the firmware upload is successful, and the Network Module automatically restarts.

Network module is not reachable

Typical reasons: reboot, shutdown, IP address change, port change, certificate regeneration and network disconnect. Please wait for a while and refresh the browser. If problem persists, please contact your system administrator.



Do not close the web browser or interrupt the operation.

Depending on your network configuration, the Network Module may restart with a different IP address.

Refresh the browser after the Network module reboot time to get access to the login page.

Press F5 or CTRL+F5 to empty the browser to get all the new features displayed on the Web user interface.

Communication Lost and Communication recovered may appear in the [Contextual help>>>Alarms](#) section.

4.3 Access rights per profiles

	Administrator	Operator	Viewer
Firmware	✓	✗	✗

4.4 CLI commands

get release info

Description

Displays certain basic information related to the firmware release.

Help

```
get_release_info
-d Get current release date
-s Get current release sha1
-t Get current release time
-v Get current release version number
```

4.5 Troubleshooting

The Network Module fails to boot after upgrading the firmware

Possible Cause

The IP address has changed.

Note: If the application is corrupt, due to an interruption while flashing the firmware for example, the boot will be done on previous firmware.

Action

Recover the IP address and connect to the card.

Refer to [Installing the Network Management Module>>>Accessing the Network Module>>>Finding and setting the IP address](#) section.

Web user interface is not up to date after a FW upgrade

Symptom

After an upgrade:

- The Web interface is not up to date
- New features of the new FW are not displayed
- An infinite spinner is displayed on a tile

Possible causes

The browser is displaying the Web interface through the cache that contains previous FW data.

Action

Empty the cache of your browser using F5 or CTRL+F5.

