6   Maintenance and troubleshooting

This section includes maintenance and troubleshooting information.

6.1   Firmware updates

You can send firmware updates through the USB interface. Use Tera Term. Update to the most recent version on the module web page.
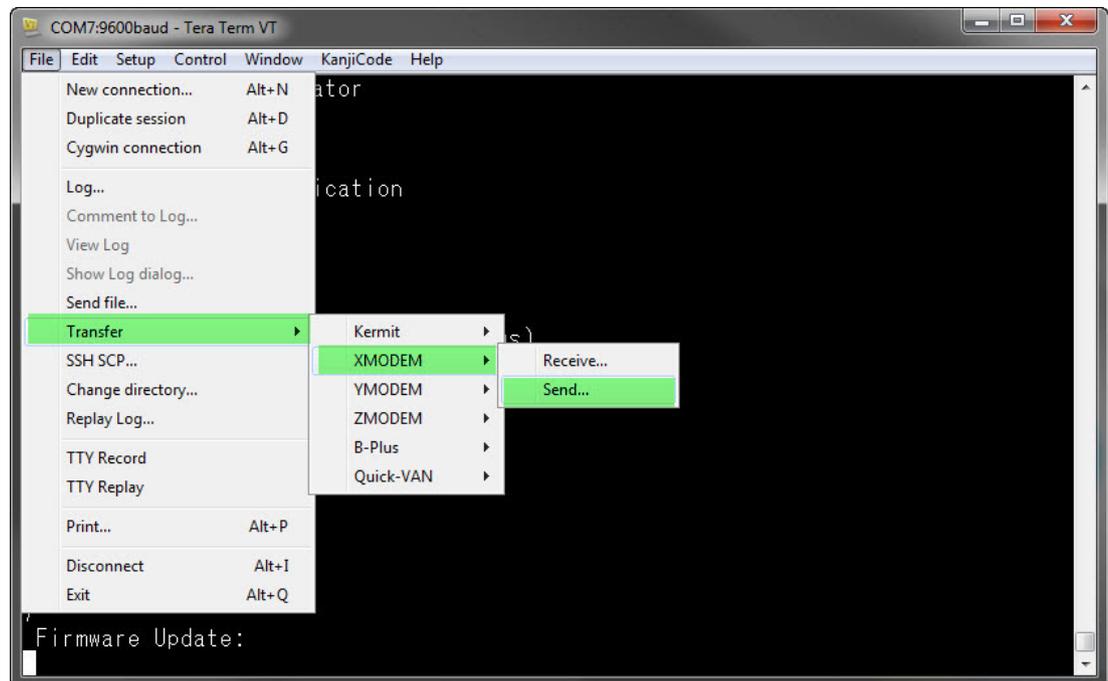
Sending a firmware update

1.   Make sure that the computer and the module are connected and can communicate. Follow the instructions in *USB configuration, page 22*.
2.   From Windows, start Tera Term.
3.   Log into the USB interface. The B450 USB login window appears, listing the current software version and build.
4.   Select option 7 and press [Enter].

Notice!

Once you press [Enter], the module begins a 90-second timer as it waits for the firmware File>Transfer>XMODEM>Send process to begin. If the transfer process takes longer than 90 second to locate the file and begin the send process, the menu times out, and you must begin the update process again.
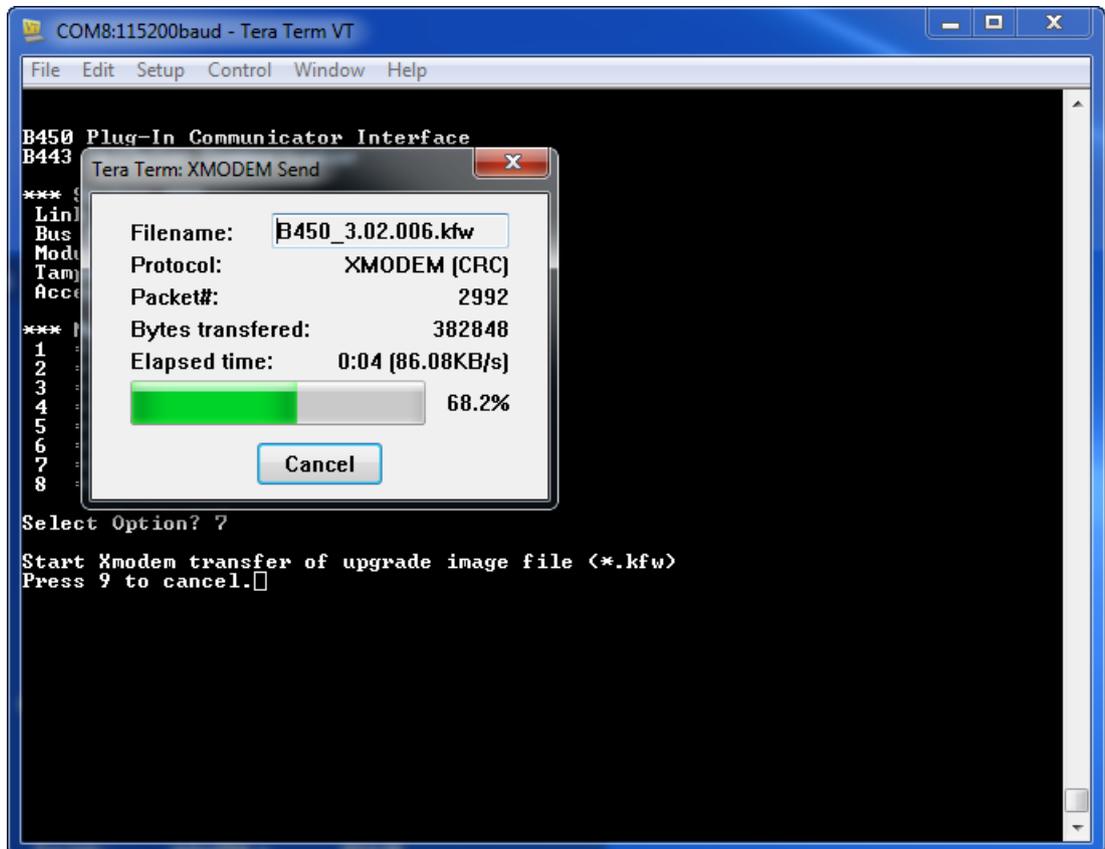
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5.   From the Tera Term main menu, select File>Transfer>XMODEM>Send.

6.   In the XMODEM Send window, navigate to the folder location and select the firmware update software you downloaded. The file ends in *.kfw extension.
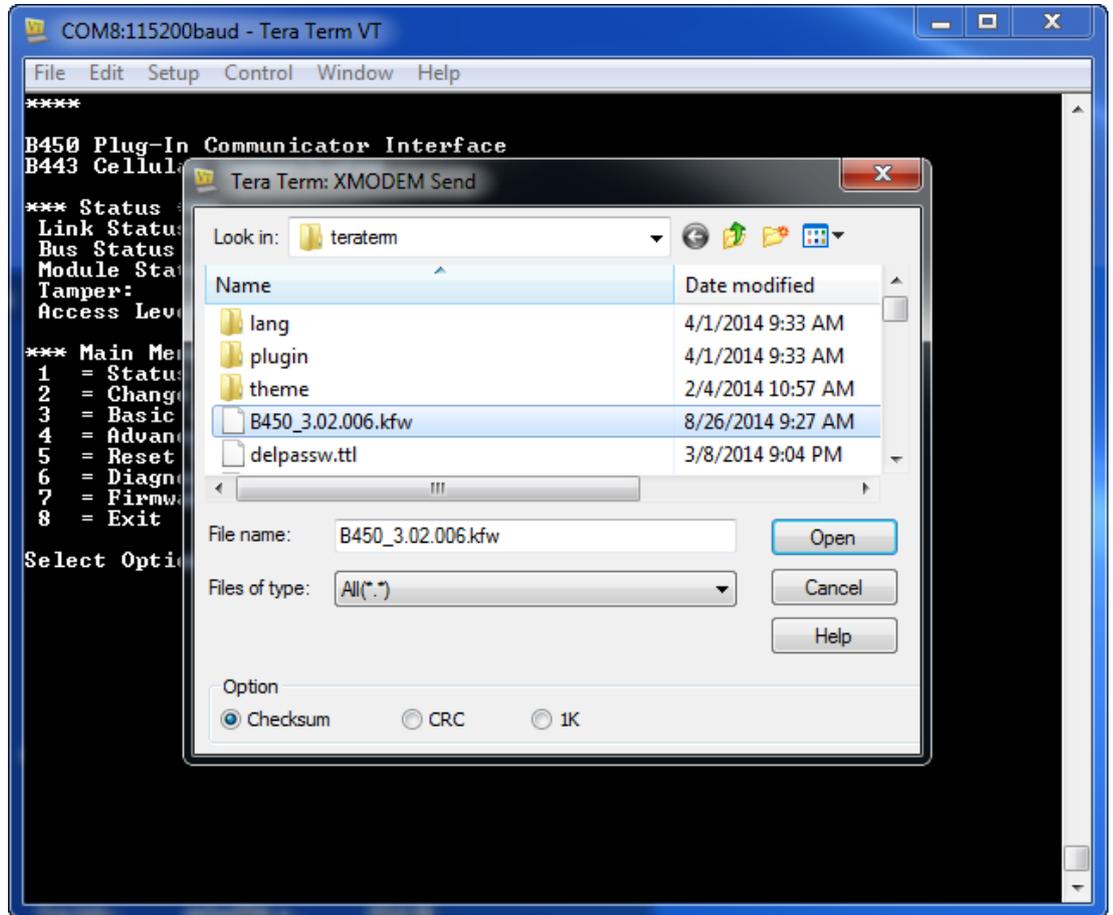
7.   Click Open to start the firmware update. The Tera Term: XMODEM Send dialog box opens
   and indicates the update process.

8. When the file transfer completes, the Tera Term: XMODEM Send dialog box closes. A Tera Term window show a message about updating to firmware version "x.xx.xxx", and the module automatically reboots.
9. Close the Tera Term session, and relaunch Tera Term.
10. Log into Tera Term to reestablish the connection. Communication between the control panel and module restores.

6.2 USB menu access disabled

A *Menu access disabled* error message occurs when the Web/USB Access Enabled feature in RPS is set to No when connected to a GV4 Series v2.03+ or B Series v2.03+ control panel.

Enabling USB
1. Launch your session of RPS.
2. Log into RPS.
3. Select the correct control panel.
4. Select SDI2 MODULES > IP Communicator.
5. Double-click on Web/USB Access Enable, and select Yes. This allows you to view or change information from the module USB menu.
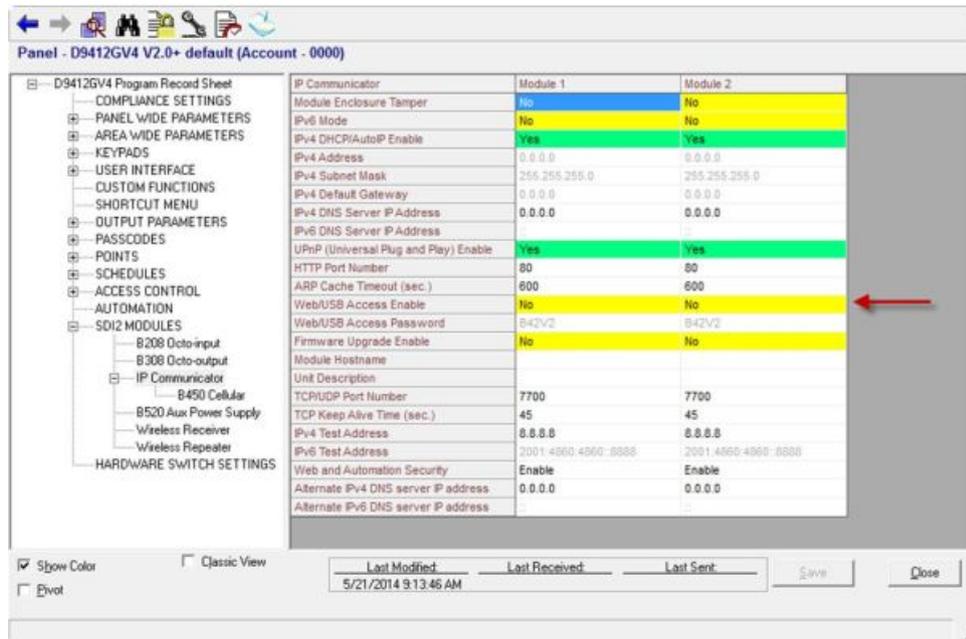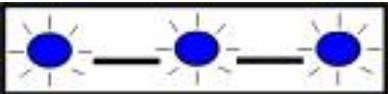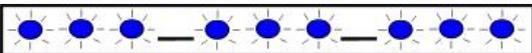
6. Send the configuration to the control panel.

6.3 LED status indicators

The module includes the following on-board LEDs to assist with troubleshooting:

– Heartbeat (system status)
– RX (receive)
– TX (transmit)

The plug-in module also includes LEDs for troubleshooting and status.

Flash pattern	Indication
Flashes once every 1 second	Normal state.
3 quick flashes every 1 second	Communication error state. Error on the bus between the module and the control panel.
On Steady	Trouble state. Examine the other LEDs to determine the trouble condition.
Off	LED trouble state. The module does not have power, or the module failed. Check for proper installation.

Tab. 6.1: Heartbeat LED descriptions