

Downloads

EGX300 Firmware & Disk Image Update

Version 4.400 firmware updates:

- Address issue where the NTP Timestamp causing invalid date/time stamps in log files
- Corrected Dashboard Interval Calculation caused by differences in Time Zones
- Corrected SMTP Device Log Export where the server does not require authentication

Version 4.400 Disk Update provides:

- Added support for BCPM-E
- Added support for PM2xxx
- Added support for EM6400NG
- Fixed Dashboard Interval Calculation inaccuracies due to Time Zones
- Updated Varlogic NRC12 Real Time Data Measurement Display
- Updated EM6436 Real Time Data Measurement Display
- Updated EM7000 Energy Readings
- Updated PM3250 Logging Registers
- Updated PM5350 Demand Logging Registers
- Added support for the Compact/Masterpact IO Module
- Added support for the Acti 9 Smartlink Ethernet
- Added support for Micrologic connected via IFE/IFM

*Upgrading to version 4.400 requires new firmware to be downloaded to the EGX followed by the egx04400.upd Disk Image.

Firmware Download Instructions for EGX300 Currently Running Firmware Version 3.7xx

Updating to version 4.400 from version 3.7xx requires all data log files to be converted internally. This conversion will be executed at the first boot after the download. While converting the data log files, browsing of the EGX will be limited to a page displaying the status of the conversion until conversion is complete. Depending on the size and number of the data log files, this process may take several minutes.

Before downloading the firmware, logging must be disabled. It is recommended the user save all data log files to external storage before downloading. Refer to the EGX300 User's Guide for instructions on how to disable logging and remove data log files.

1. Disable Logging.
2. Save data log files to external storage (optional but recommended).
3. Remove data log files (optional but recommended).
4. Transfer the version 4.400 firmware file (egx04400.bin) to your computer.
5. Use FTP to copy the "egx04400.bin" file from your computer to the EGX300. The status LED will flash rapidly while the firmware is being programmed. **Do not remove power during this time.** Once the download is complete the EGX will automatically reboot. Refer to the EGX300 User's Guide if you need more information.
6. Allow the EGX to reboot after the firmware file transfer, then browse the EGX300 Diagnostic Statistics page and confirm V4.400 is displayed as the Firmware Version in the Gateway Information section.
7. After confirming the firmware has been updated apply the V4.400 Disk Update.

Firmware Download Instructions for EGX300 Currently Running Firmware Version 3.800 or Greater

Before downloading the v4.400 firmware, it is recommended to disable logging and to save all data log files to external storage. Refer to the EGX300 User's Guide for instructions on how to disable logging and remove data log files.

1. Disable Logging.
2. Save data log files to external storage (optional but recommended).
3. Remove data log files (optional but recommended).
4. Transfer the version 4.400 firmware file (egx04400.bin) to your computer.
5. Use FTP to copy the "egx04400.bin" file from your computer to the EGX. The status LED will flash rapidly while the firmware is being programmed. **Do not remove power during this time.** Once the download is complete, the EGX will automatically reboot. Refer to the EGX300 User's Guide if you need more information.
6. Allow the EGX to reboot after the firmware file transfer then browse the EGX300 Diagnostic Statistics page and confirm 4.400 is displayed as the Firmware Version in the Gateway Information section.
7. After confirming the firmware has been updated apply the V4.400 Disk Update.