SERVICE BULLETIN ASM-014

Product: Antenna System Monitor

Subject: Firmware 2.50d Release   **Date: 09th December 2014**

Description

This Service Bulletin announces the release of baseline 2.50d firmware for the Antenna System Monitor (ASM) series products.

The version 2.50 firmware update file ("FFP") is available for download from the RFI website http://www.rfiwireless.com.au/multicoupling-monitoring/monitoring/antenna-system-monitor-asm3852.html#tab_downloads, and may be flashed into existing ASM models by following the *Maintenance – Firmware Update* process in the Graphical User Interface (GUI) or User Manual.

Product Enhancements

The version 2.50d firmware addresses the following product issue;

i)   A small quantity of ASMs have been reported as losing their saved configuration files and history data. This appears to be limited to a defective batch of SD cards. When this SD card failure occurs, the ASM continues to operate normally, with monitoring and alarm generation uneffected. However, saved Configuration files and History and Event Log files are lost.

If the unit's Configuration file had not been saved to an external computer prior to the failure, a replacement ASM will require all of its configuration data to be manually entered.   To de-risk this, the version 2.5d firmware adds a new command to the Command Line Interface (CLI), which is used via a Telnet terminal session, allowing the faulty ASM's configuration to be captured to a "*.cfg" file. This file can then be uploaded into the replacement ASM using the normal process in the *Maintenance – Configuration Files* GUI screen.

Confirming SD Card failure

The SD card's failure can be confirmed by going to the *Maintenance – Configuration Files* selection in the ASM's GUI. If no Configuration files had previously been saved, the *Manage Existing Configuration Files* list box will be empty.

To test the SD is operational, click the *Save* button, a message box asking to save a file will appear. Click OK.
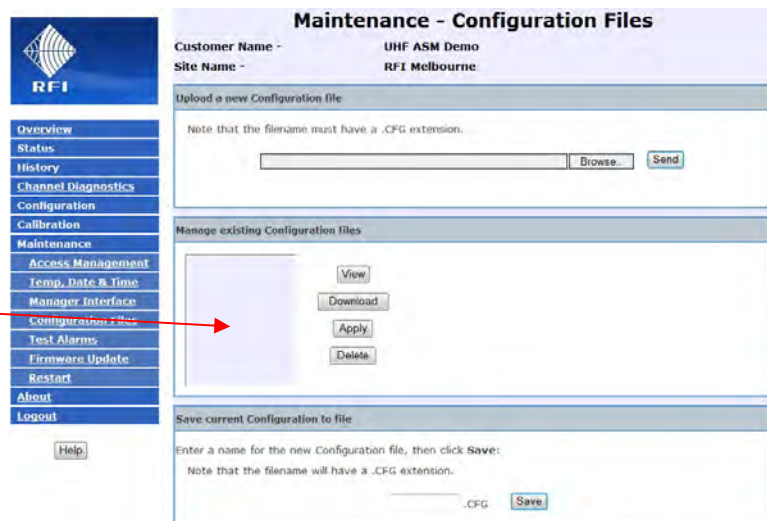
After a short time, the GUI page will refresh and the file will now appear in the *Manage Existing Configuration Files* list box.

This process of saving the configuration file confirms the SD card is operating correctly.

It is strongly recommended to *Download* desired configuration files to a computer for archiving and later use if required.

Note: History Files and Event Log files should also be saved and archived at regular periods to protect against data loss.
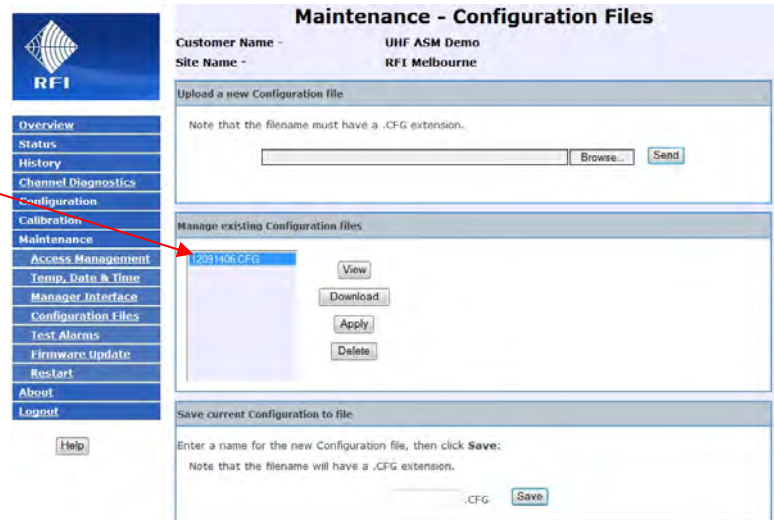
Using 2.5d for an ASM with a failed SD card.

If a SD card has already failed, using the GUI to upload this version 2.5d firmware will be unsuccessful due to a webserver timeout as a result of code runtime delays caused by the failed SD card's impost on the ASM's processor.

Note: If the ASM with a failed SD card is currently operating a firmware version earlier than 2.5c, some GUI screens may become corrupted by applying this *APM_MAIN_V2.50d.BIN* file. This is because of new features released in 2.5 that may not be present in earlier firmware's GUI versions. Therefore, it is recommended only to use this BIN file, and configuration file saving process, prior to replacing the ASM unit.

To recover from this, a special *ASM_MAIN_V2.50d.BIN* file is available for download from the website. This BIN file can be loaded into the ASM using the Command Line Interface (CLI).

To recover a Configuration from an ASM with a SD card that has already failed, use the following method. Use a terminal emulation program (such as TeraTerm™, etc) that supports Telnet and Xmodem. The ASM uses its IP address and the standard Telnet port number of 23 for its CLI.

Once connected to the ASM in the Telnet session, the following sequence of commands is required;

> LOGIN ADMIN ADMIN <Enter>
> UPLOAD <Enter>
> YES <Enter>

Then start a file transfer of the ASM_MAIN_V2.50d.BIN using Xmodem protocol (with Checksum).

When the ASM has restarted after the upgrade, reconnect the Telnet session to the ASM unit, activate the terminal emulator's *logging* function, then use the following sequence of commands;

> LOGIN ADMIN ADMIN <Enter>
> CONFIG SAVE TERMINAL <Enter>

When the transfer has completed, de-activate the terminal emulator's *logging* function, and edit the captured data file to remove any unwanted lines at the start and end of the file.

Note: The commands may be entered in upper or lower case, but the parameter "TERMINAL" in the above listed commands must be in upper case.

The file that has been created should be saved with a "*.cfg" file extension, and is in the standard ASM configuration file format. This file may then be uploaded into a replacement ASM via the GUI *Maintenance – Configuration Files* page.

Upgrading to Firmware 2.50d

Note: Please read all Service Bulletins published from the release of the firmware currently operating in your ASM prior to commencing an upgrade to this version 2.50d firmware. Upgrades may require a transition through an intermediate firmware version on the way to reaching this version - or may have other implications for your ASM.

Firmware 2.50d *cannot* be applied to units currently operating firmware earlier than 2.0. Units must be updated to firmware 2.0 or 2.05 prior to attempting an update to 2.50.

Cost Impact

Firmware version 2.50d is available to RFI customers at no charge.

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