Advantech AE Technical Share Document

Date	12/07/2016	Release Note	☐ Internal ■ External
Category	☐ FAQ ■ SOP	Related OS	Windows XP above
Abstract	This document provides step by step process to perform firmware upgrade or downgrade standard operating procedure for Advantech EKI device server by EKI device configuration utility 2.01 or upper version.		
Keyword	Device Server, Modbus Gateway and EKI Utility		
Related Product	EKI-152x, EKI-122x, EKI-136x and ADAM-457x		

■ **Problem Description:**

In order for our customer to have better experience using our device server, Advantech will update product firmware periodically. Please update the firmware when we publish them on our website.

■ **Brief Solution - Step by Step:**

Check items:

1. Check with Advantech technical support on suitable version of firmware before perform any firmware change.

2. Always perform device configuration backup before firmware upgrade.

3. If the device is locked, always unlock the device before firmware upgrade.

4. Do not power off the device during firmware upgrade.

5. Always perform "Restore to Factory Default settings" after firmware upgrade/downgrade.

■ **Topology:**
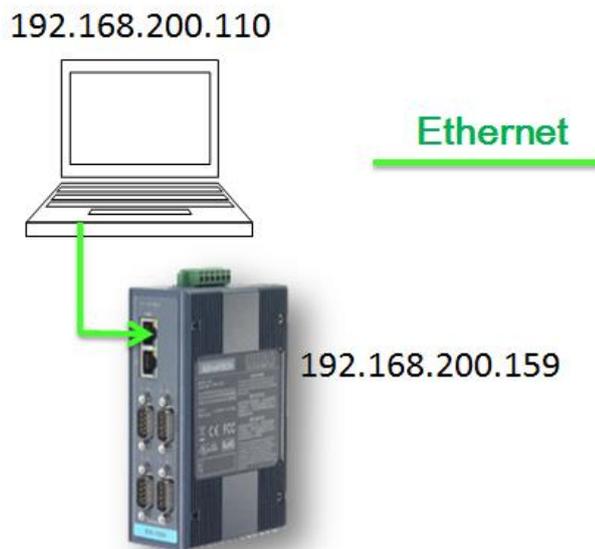
Step 1: Using *EKI Utility* to discover device server

Using *Advantech EKI Device Configuration Utility* to scan the attached devices.
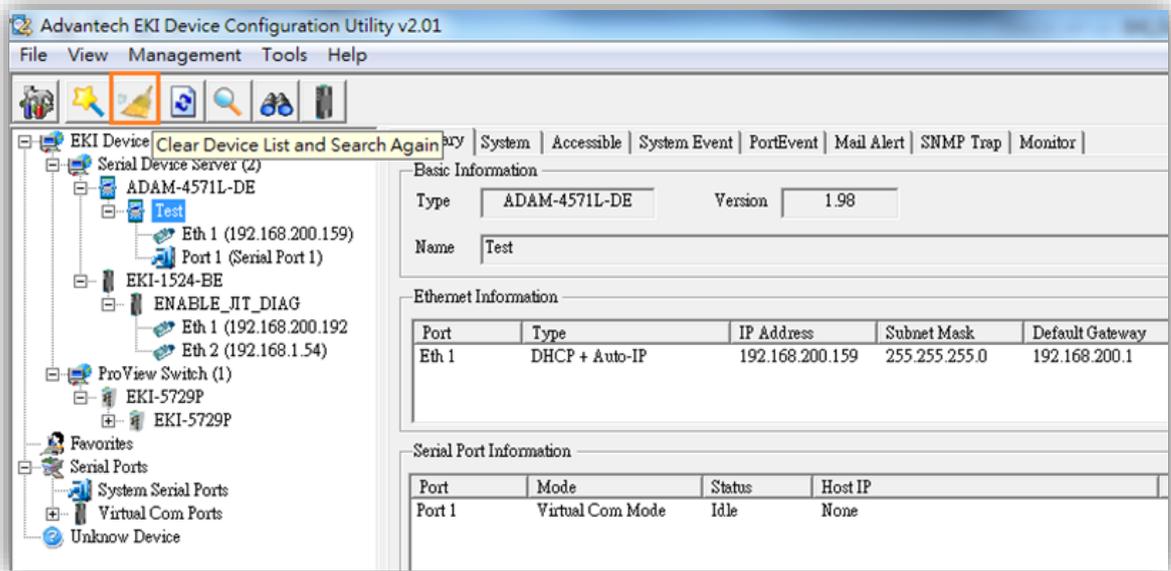
Step 2: Check existing firmware version

Left click the EKI device, and double check firmware version of EKI device in *Advantech EKI Device Configuration Utility 2.01*.
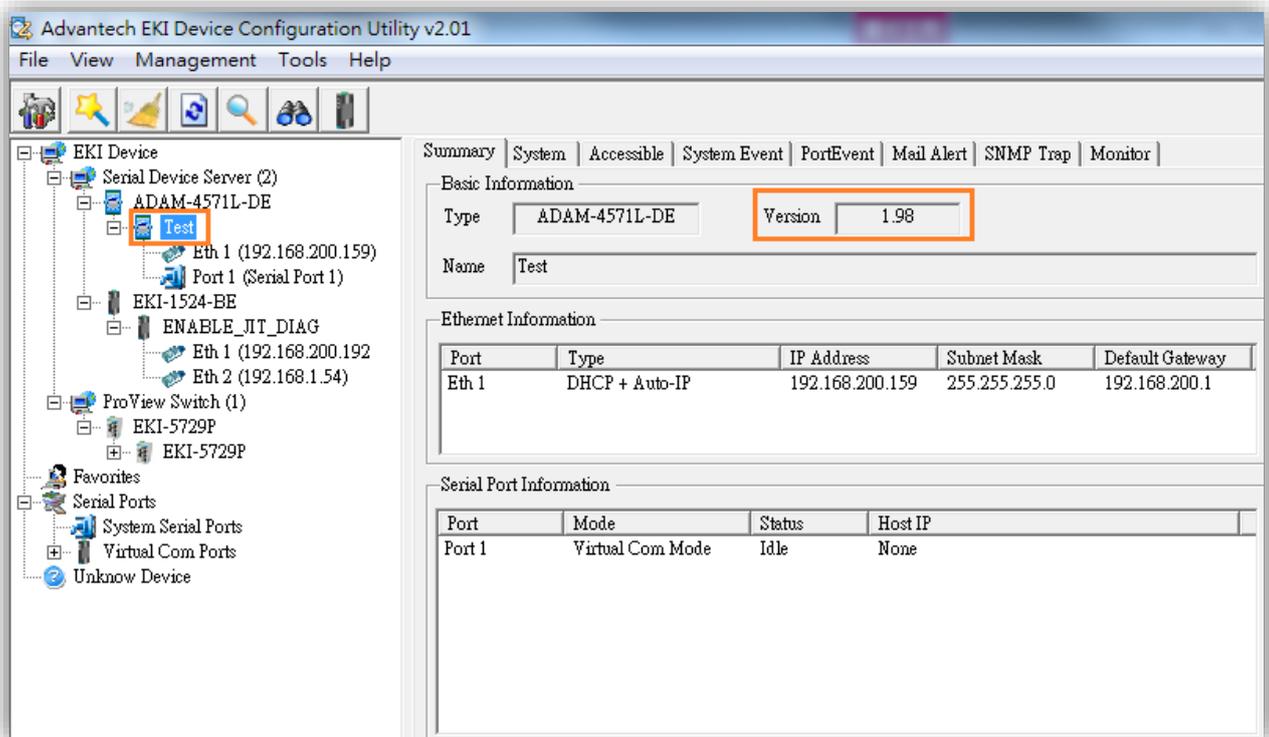
Step 3: Make sure the device IP is under the same subnet as the PC
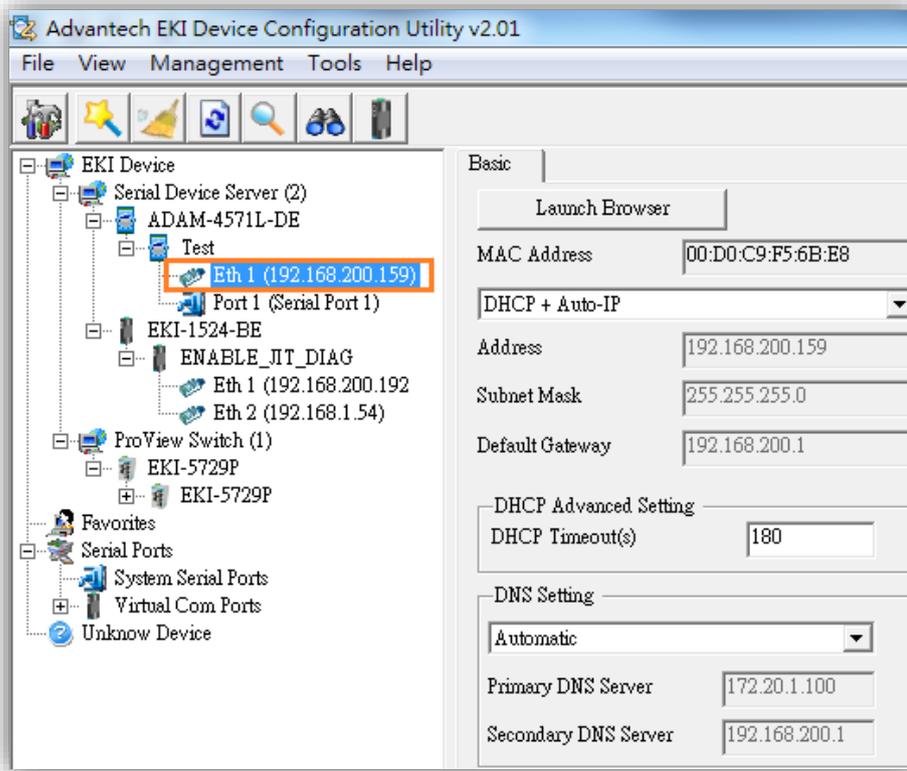
Step 4: Perform Device configuration backup by using "**Export Serial Port Setting**"
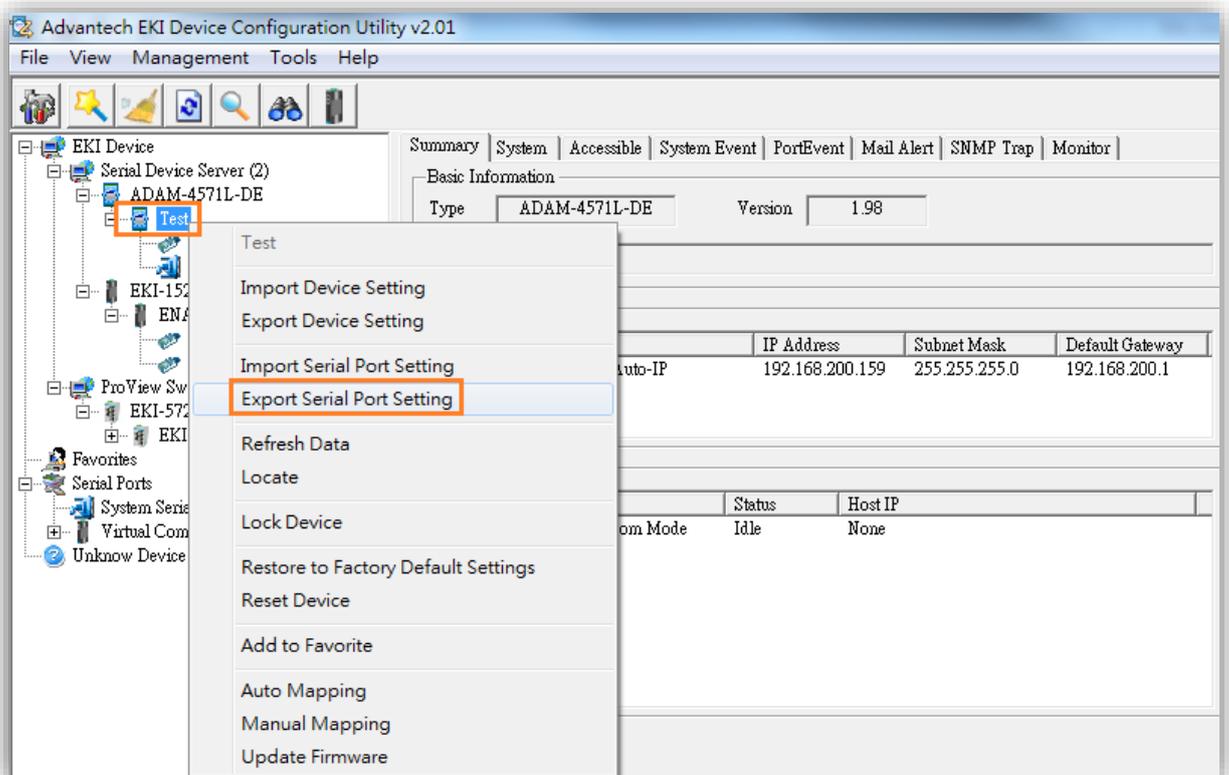
Step 5: Upgrade/Downgrade firmware by right click the EKI device.

Right click the EKI device, and tap "**Update Firmware**"
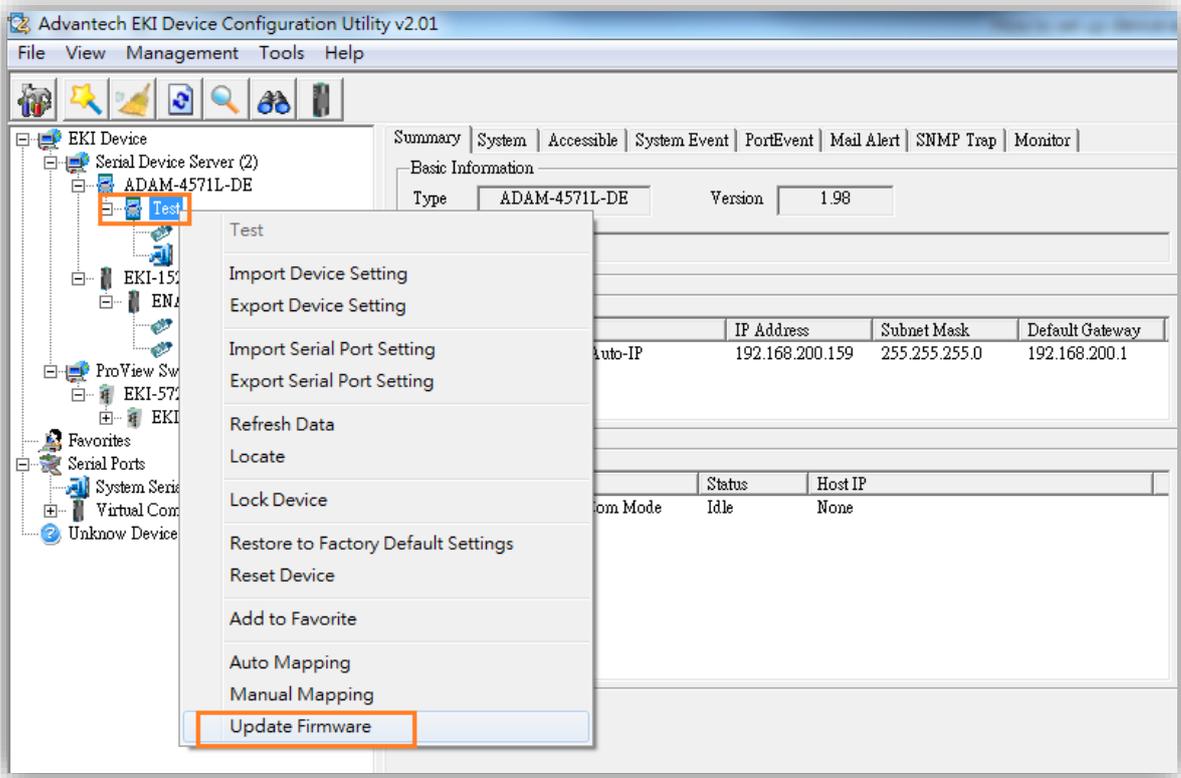
Step 6: Select the firmware from local PC and click on "**Open**". When firmware upgrade, please do nothing and wait for firmware upgrade/downgrade process complete.

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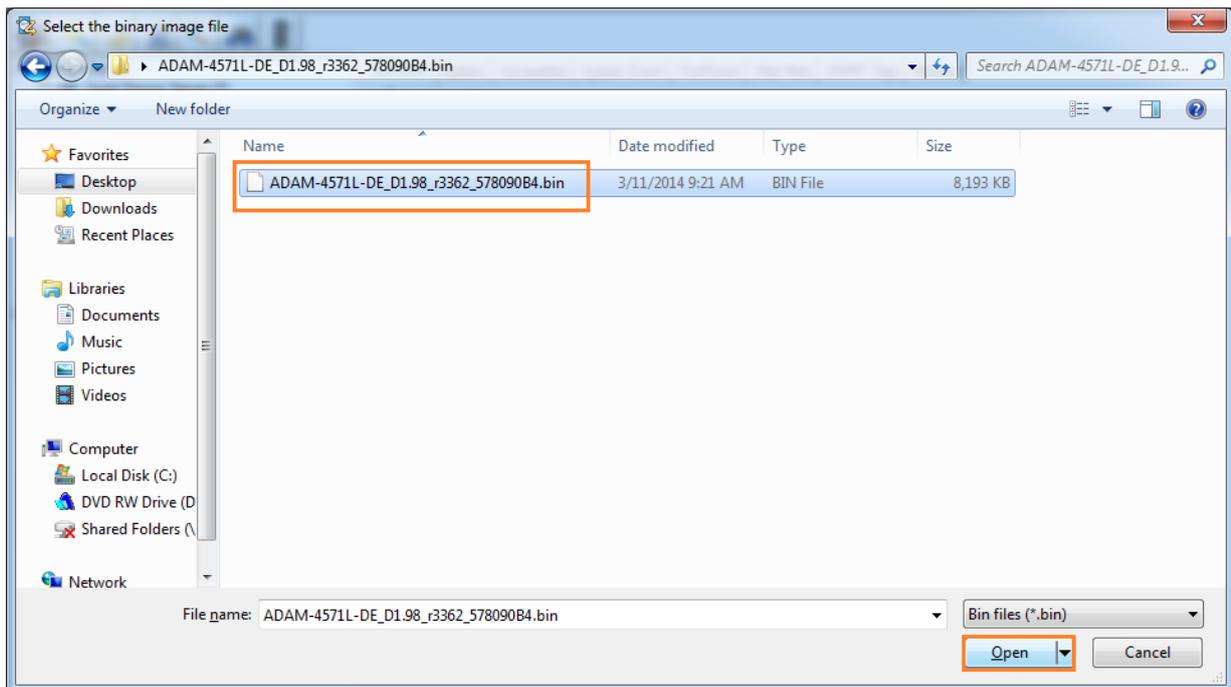
If you are doing downgrade to the older version of firmware, a warning message below will show up. Click on "**Yes**" to confirm the downgrade firmware.

A firmware update window will pop up. Please wait for it to finish.
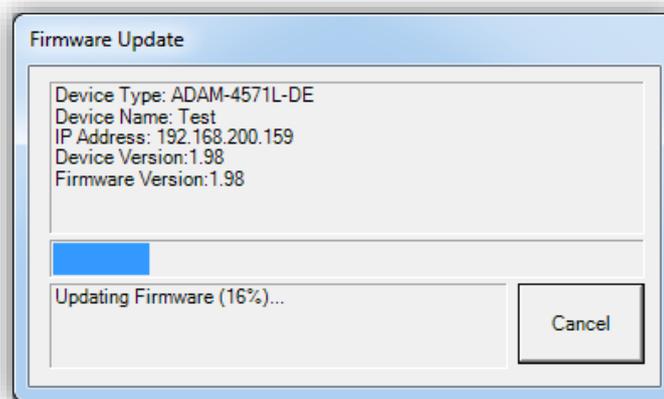
Once finished, click on "**Ok**" and the device will reboot automatically.
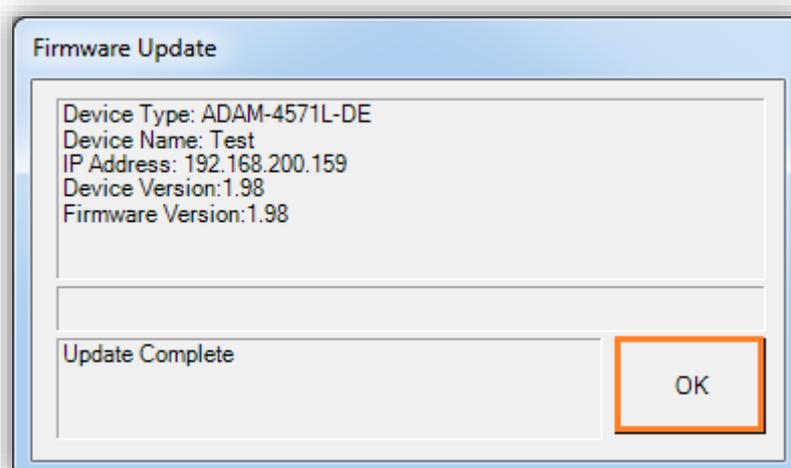
*Notes: Do not power off or do anything at this step until the EKI reboot complete.

Step 7: Always perform "**Restore to Factory Default settings**" after firmware upgrade/downgrade.
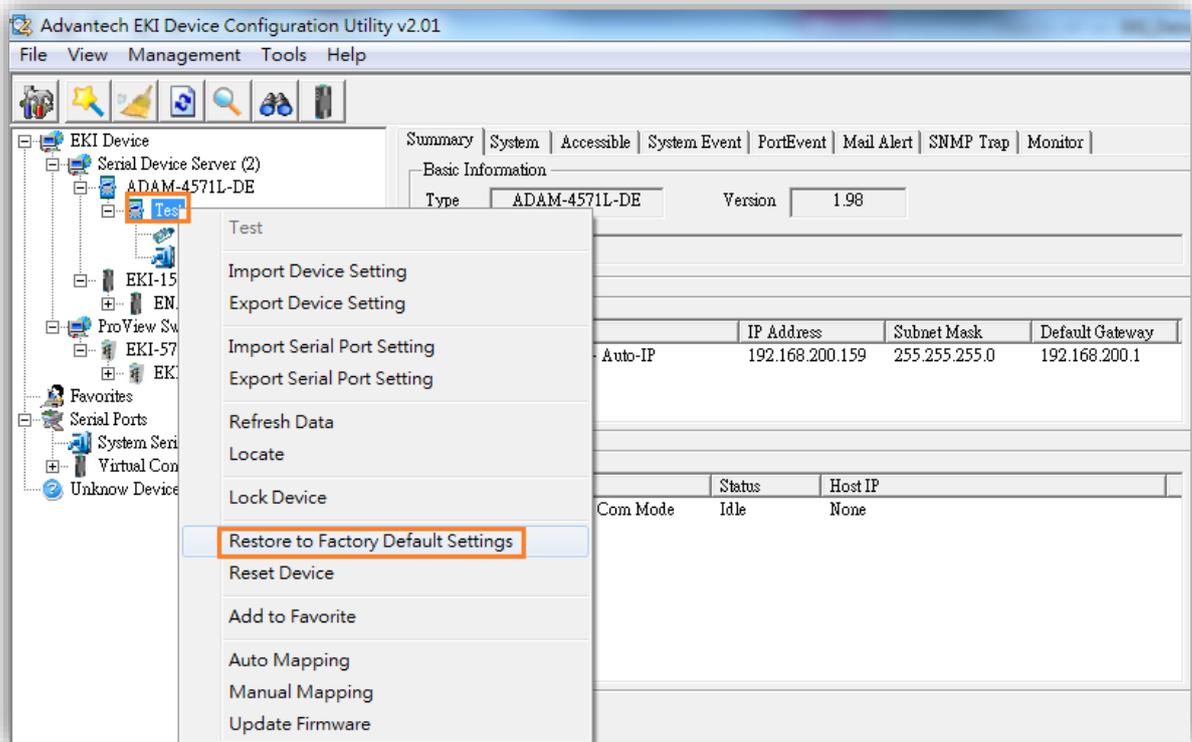
Click "**Yes**" to reset the device setting.
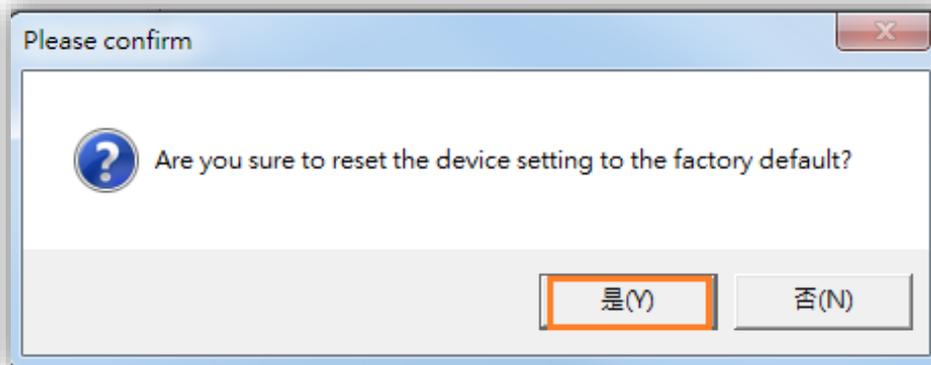
To finalize the factory reset process, you should physically power off and power on the device **within 10 seconds**.

After that, all configurations will recovery to the default setting.
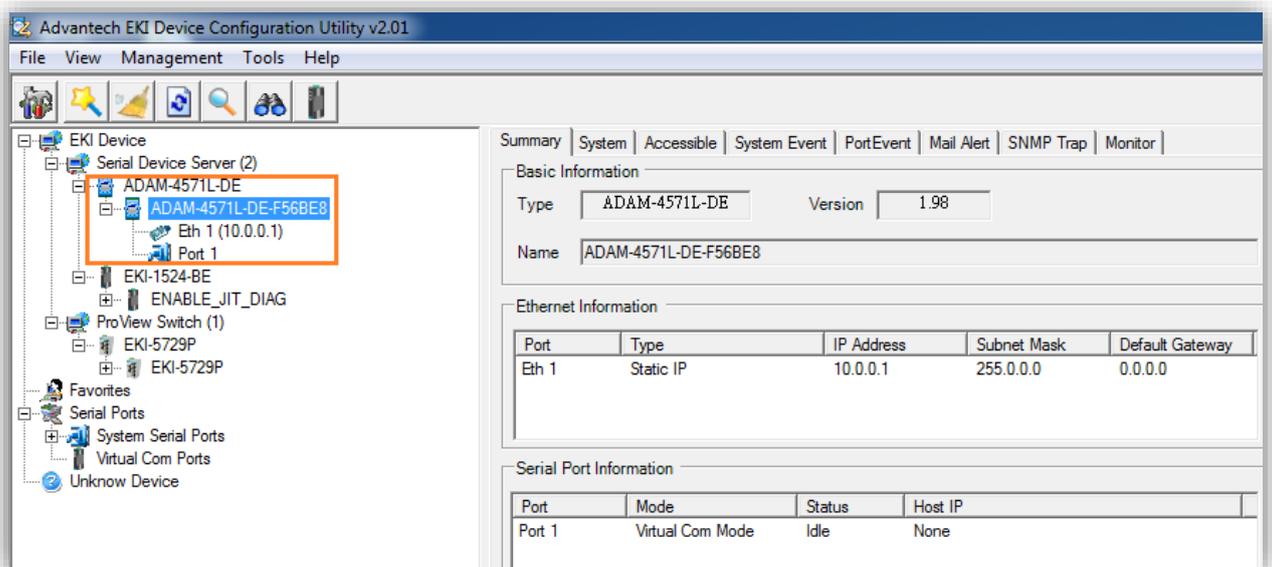
Now, you can configure the device server or import the backup configuration file.

■ **Reference:**
   EKI-1521_1522_1524_Manual_Ed3.pdf (Ed3)
■ **Contact Window and File Link:**
   If you have any questions, please contact local support team.
   You can download this file on www.advantech.tw

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