

Release of Smart Wireless Gateway Firmware Version 4.6.59

Article ID: NK-1600-0232
Publish Date: 12 Jul 2016
Article Status: Approved
Article Type: Product Revision/Release
Required Action: Information Only

Article Revision History:

Revision/Publish	Description of Revision
12 Jul 2016	Original Release of Article

Affected Products:

Product Line	Category	Device	Version
Rosemount Measurement	WW-Integrated Device Solutions	1410 Emerson Smart Wireless Gateway	
Rosemount Measurement	WW-Integrated Device Solutions	1420 Emerson Smart Wireless Gateway	

This Knowledge Base Article, **NK-1600-0232**, outlines the procedure to upgrade the firmware of Smart Wireless Gateway from v4.5.x to v4.6.x.

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A. Release Information

This release includes the addition of custom user security roles, HART adapter support, and other updates to the user interface. For more information, please refer to the release notes below.

I. Firmware Version 4.6

Software Terms of Use

Download the latest firmware version 4.6 from the link below. For the installation procedure, refer to *Section D. Upgrade Procedure* in this document.

[ftp://ftp.emersonprocess.com/Pickup/FRStech/Software Update Terms of Use.pdf](ftp://ftp.emersonprocess.com/Pickup/FRStech/Software%20Update%20Terms%20of%20Use.pdf) (Size: 16 KB)

Smart Wireless Gateway Firmware 4.6 Release Notes

[https://gsuds.emersonprocess.com/pickup/PSG/4.6.59 Release Notes.docx](https://gsuds.emersonprocess.com/pickup/PSG/4.6.59%20Release%20Notes.docx) (Size: 54,650 KB)

Smart Wireless Gateway Firmware 4.6

Important:

This upgrade will not allow you to save passwords via the web browser. Make sure to have these passwords available.

Do not unzip the software before the upgrade.

<https://gsuds.emersonprocess.com/pickup/PSG/epm-1420-4.6.59-release.zip> (Size: 54,650 KB)

II. General Information

Smart Wireless Gateway Manual

Refer to the link below for the latest Smart Wireless Gateway manual:

1420 Manual:

<http://www2.emersonprocess.com/siteadmincenter/PM%20Rosemount%20Documents/00809-0200-4420.pdf> (Size: 2.36 MB)

1410 Manual:












<http://www2.emersonprocess.com/siteadmincenter/pm%20rosemount%20documents/00809-0200-4410.pdf> (Size: 2.82 MB)

User Interface Terminology Guide

Refer to the link below for the latest version of the User Interface Terminology Guide.

<http://www2.emersonprocess.com/siteadmincenter/PM%20Rosemount%20Documents/00809-1600-4420.pdf> (2.96 MB)

B. Warnings

-  This upgrade can only be performed on production version Gateways with firmware revision 4.2.9 or newer.
-  This upgrade cannot be applied to Gateways with a higher firmware version (i.e. cannot downgrade the firmware).
-  During the upgrade process, the Gateway will be restarted. This will result in the temporary loss of communications to all devices on this Gateway.
-  Take all necessary precautions to ensure the Gateway and PC do not lose power during the upgrade process. A loss of power may result in an unrecoverable error.
-  Please close all other applications while performing a firmware upgrade.
-  Do not close the web browser window or navigate to another web page during the upgrade process.
-  This upgrade will not allow you to save passwords via the web browser. Please be sure to have these passwords available.
-  Factory default passwords are recommended to be changed, however lost passwords cannot be recovered and require a hardware reset.
-  Gateway interface browsers are limited to 6 sessions at one time.
-  Microsoft Internet Explorer 6 and below is no longer supported.
-  After the upgrade, you may need to clear cache or cookies if there is a difficulty logging into the browser.

C. System Backup

A system backup should be performed before any upgrades or configuration changes. Follow the procedure below to perform a system backup.

1. Log in to Gateway using the admin user account.
2. From the navigation menu, go to *System Settings>Gateway>Backup and Restore*.
3. Click **Save Backup**.
4. Wait for the Gateway to collect configuration parameters.

5. Click **Download**.
6. Save the file in a user selected folder.

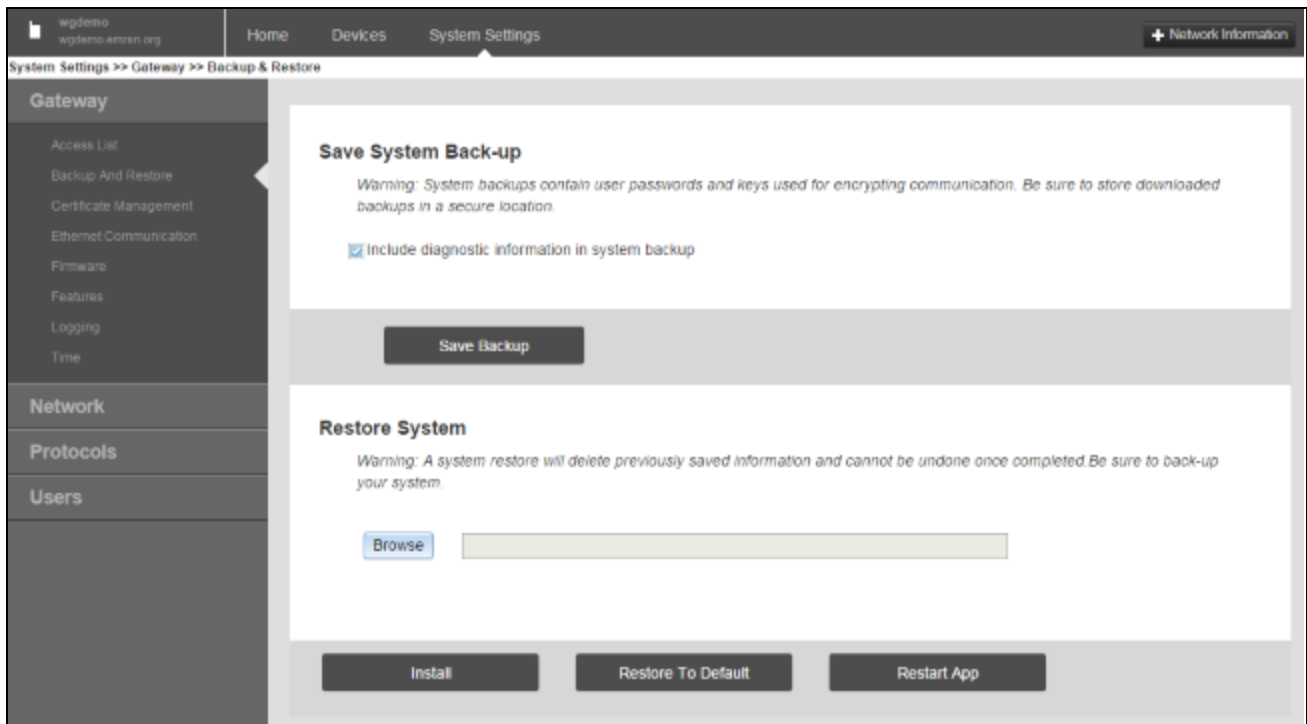


Figure 1 – Save System Back-up Screen

D. Upgrade Procedure

Start Firmware Upgrade

Everything needed to upgrade the Gateway firmware is contained in a zip file provided by Emerson Process Management. This file is digitally signed to prevent tampering. The zip file should not be unzipped.

Follow the steps below to start the firmware upgrade.

1. Log into the Gateway using the *admin* user account.
2. From the navigation menu, go to *System Settings>Gateway>Firmware* as shown in *Figure 2*.

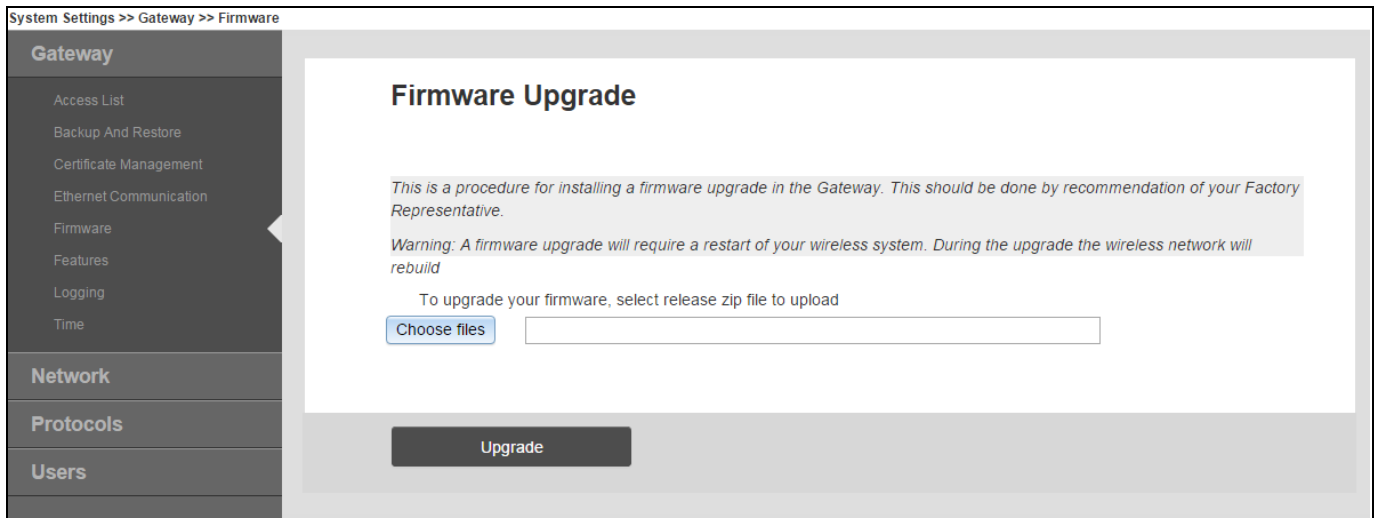


Figure 2 – Firmware Upgrade Screen

3. Click **Choose files**.

4. Please read the terms of use for the upgrade file.

ftp://ftp.emersonprocess.com/Pickup/FRStech/Software_Update_Terms_of_Use.pdf (Size: 16 KB)

5. Using the browse window, select the zip file for the new firmware.

Note: In this upgrade, the security setup utility will also need to be updated. Refer to Section F: Upgrade to the Latest Secure Setup Utility

6. Click **Upgrade**.

7. Click **OK** when the warning message in Figure 3 appears.

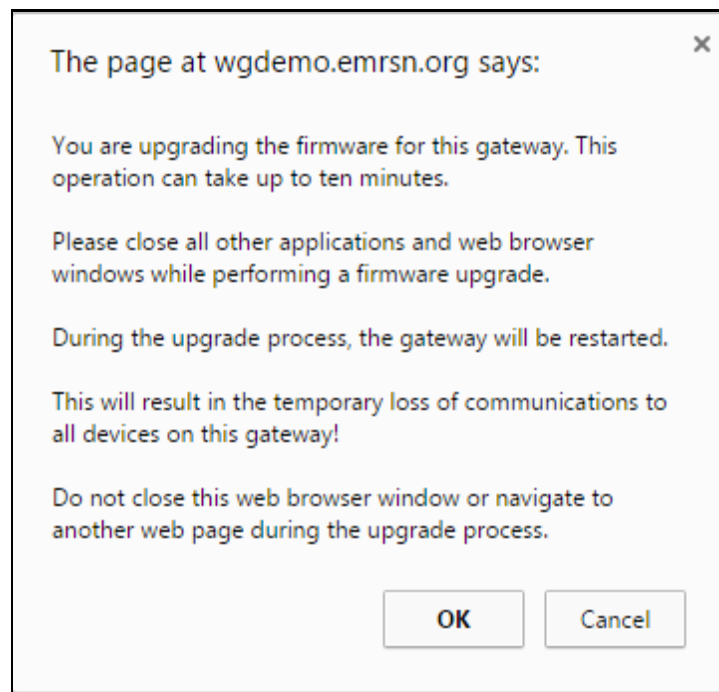


Figure 3 – Upgrade Warning Message

At this point, the Gateway will upload the new firmware file. There will be no feedback from the web browser for 1-2 minutes while the file is being uploaded.

Once the file has been uploaded, the Gateway will validate the file. A progress window will appear as shown in *Figure 4*. It will take approximately 30 minutes to complete this part of the upgrade process.

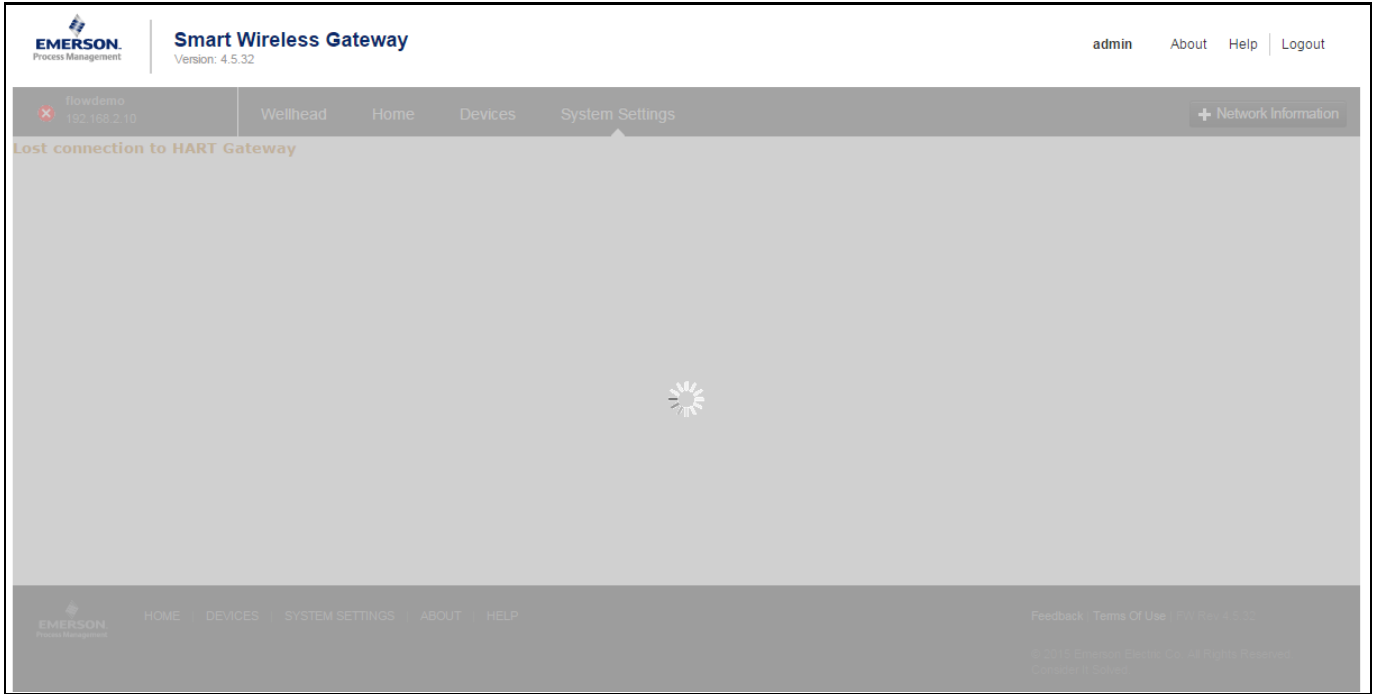


Figure 4 – Installation Screen

When the installation is finished, the Gateway will automatically restart. Once the restart is complete, a message from webpage will appear (See Figure 5). Follow the instruction in the dialog box to open up the Login Screen (See Figure 6).

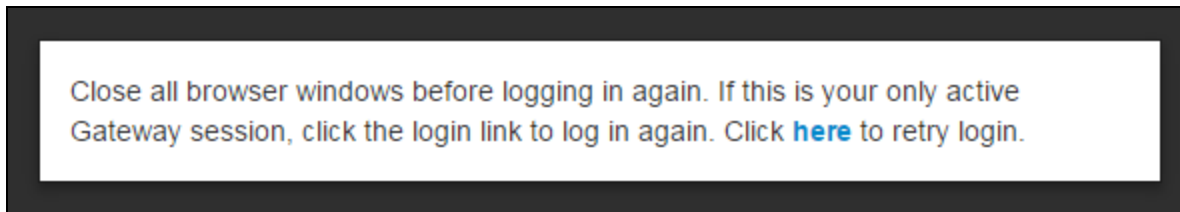


Figure 5 – Retry Login Message

Unlock?

Please enter your password to unlock this section.

Username

Password

Do not attempt to log on unless you are an authorized user. Unauthorized access will be prosecuted to the fullest extent of the law.

Figure 6 – Login Screen

E. Verify New Firmware

Once the upgrade process is complete, verify the new firmware by logging in to the Gateway and checking the version number. The firmware revision in the upper left corner should be 4.6.59.

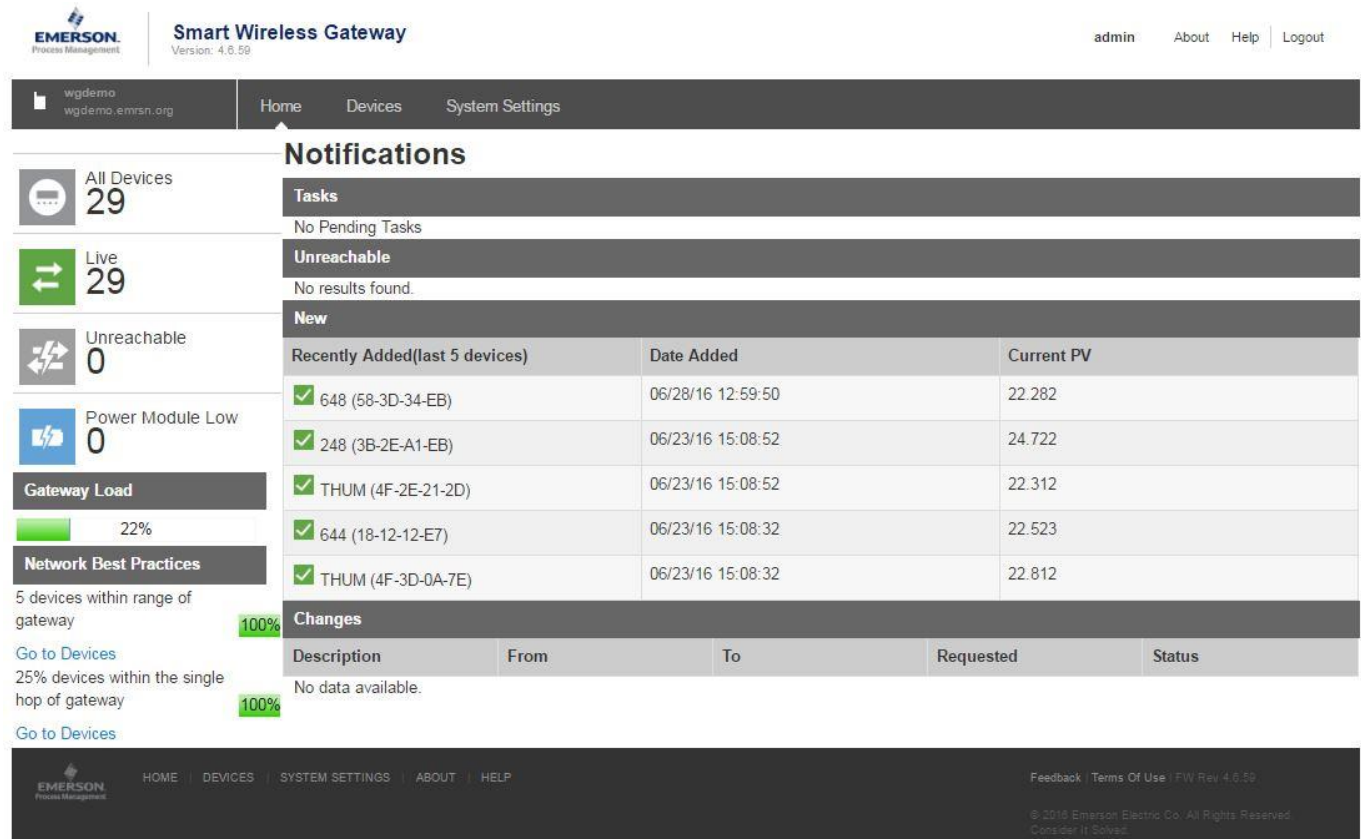


Figure 7 – Revision Number

F. Upgrade to the latest Secure Setup Utility

Follow the steps below to upgrade the Secure Setup Utility to the latest version (version 1.5.8)

Version 1.5.8 is only compatible with Gateway firmware versions 4.4.15 and later. If you are planning on using SSU with older versions of Gateway firmware, do not upgrade SSU without upgrading your version 4 Gateways first.

1. Uninstall the current version. The software will be uninstalled but the configuration files will remain.
2. Navigate to *Control Panel>Programs>Uninstall a program*.

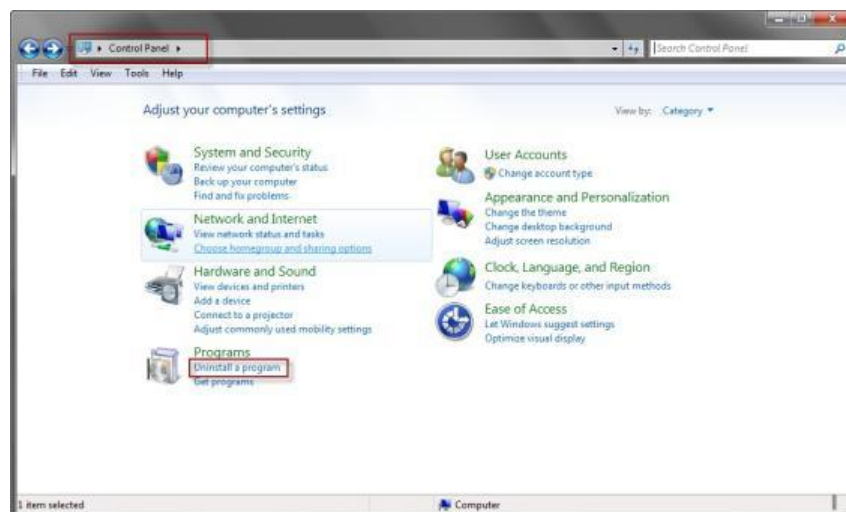


Figure 9 – Control Panel – Uninstall a Program

- a. In the table of installed programs, select *Gateway*.

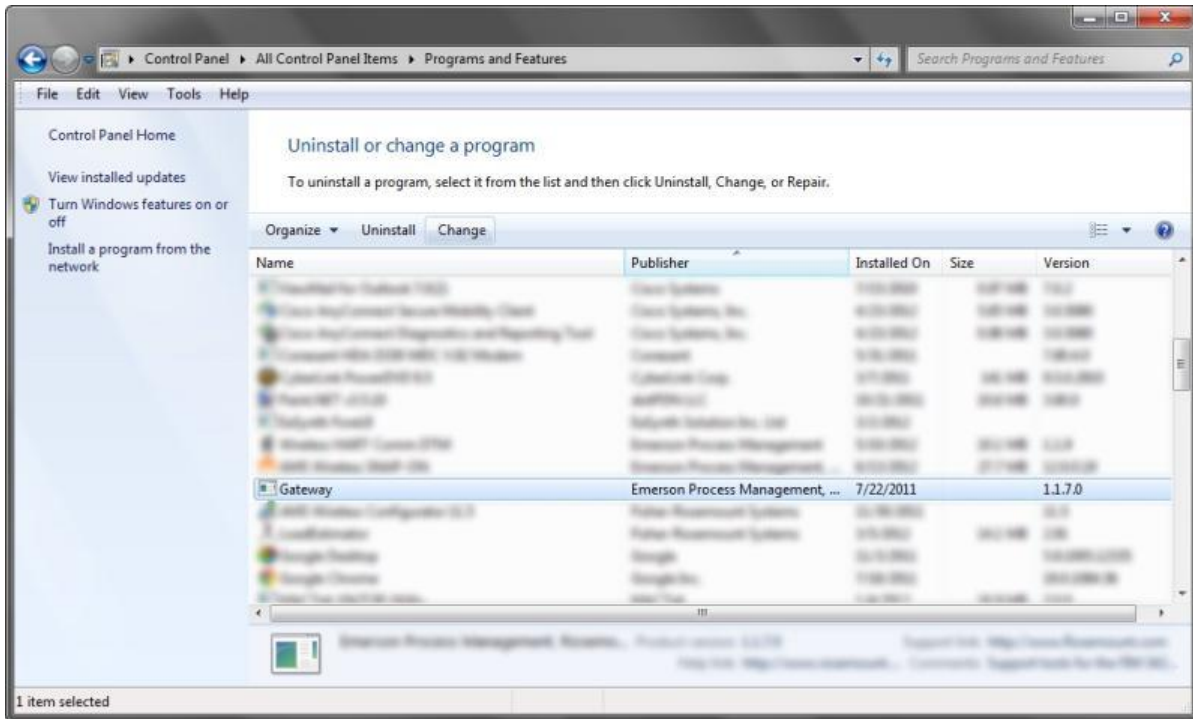


Figure 8 – Control Panel – Uninstall Secure Setup Utility

- b. In the pop up window select *Remove*.

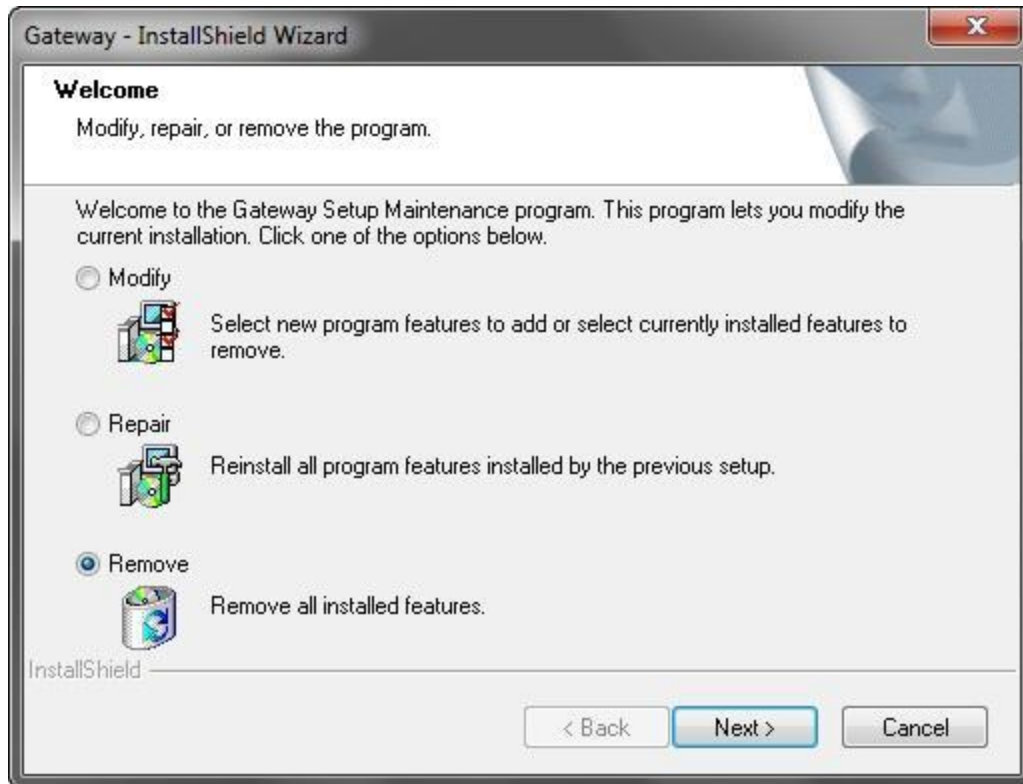


Figure 9 – Gateway – InstallShield Wizard

3. After the wizard removed the program, download the Secure Setup Utility (version 1.5.8) from the link below.
https://gsuds.emersonprocess.com/pickup/PSG/X420_SETUP_1.5.8.zip (Size: 408,702 KB)
4. Navigate to *setup.exe* in the Secure Setup Utility download.
5. Follow the steps to reinstall the secure setup utility. Once the setup is complete, verify that all previous connections are established.

G. Technical Support

For technical assistance, contacts are listed below:

Global Service Center

Software and integration support.

- United States – 1 800 833 8314
- International – 63 2 702 1111

Customer Central

Technical support, quoting, and order-related questions.

- United States – 1 800 999 9307 (7:00 am to 7:00 pm CST)
- Asia Pacific – 65 6777 8211
- Europe / Middle East / Africa – 49 (8153) 9390

National Response Center

Equipment service needs.

- 1 800 654 7768 (24 hours – USA and Canada)

Outside of these areas, contact your local Emerson Process Management representative.

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