

Smart Wireless Gateway 3.9.9 Firmware Upgrade Procedure

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Affected Products:

| Product Line | Category | Device | Version |
|-----------------------|--------------------------------|-------------------------------------|---------|
| Rosemount Measurement | WW-Integrated Device Solutions | 1420 Emerson Smart Wireless Gateway | 3.9.9 |

Description

This document describes how to upgrade the firmware of an existing Smart Wireless Gateway to a newer version of firmware. Specifically it covers upgrading firmware version 3.7.1 (or greater) to 3.9.9. However, it can be applied generally to any Gateway firmware upgrade.

Smart Wireless Gateway 3.9.9 Firmware Upgrade Procedure

The following table indicates the revision history of upgrades to the Gateway firmware:

| Revision | Author | Date | Notes |
|----------|-----------------|-------------|-------|
| Release | Nicholas Meyer | 8-May-09 | 3.8.9 |
| Rev A | Nicholas Meyer | 15-Feb-10 | 3.9.5 |
| Rev B | Douglas Carlson | 1-Feb-12 | 3.9.6 |
| Rev C | Douglas Carlson | 22-March-12 | 3.9.7 |
| Rev D | Douglas Carlson | 12-July-12 | 3.9.9 |
| Rev E | Douglas Carlson | 24-Oct-14 | 3.9.9 |

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Warnings

-  This upgrade can only be performed on production Gateways with firmware version 3.7.1 or newer.
-  This upgrade cannot be applied to newer firmware versions (can not downgrade).
-  Take all necessary precautions to ensure the Gateway does not lose power or connectivity during the upgrade process.
-  A loss of power or connectivity may result in an unrecoverable error.
-  A hardwire connection is recommended.
-  Please close all other applications while performing a firmware upgrade.
-  3.9.7 or earlier users please set the device limit to 100. Once the upgrade is complete, this will no longer be adjustable. This can be accomplished by navigating to:

Diagnostics>>Network>>Overview. Then proceeding to Network at Device count limit. This should be changed to 100 before the upgrade.
-  Microsoft Internet Explorer 6 and below is no longer supported.
-  After the upgrade you may need to clear cache or cookies if there is difficulty logging into the browser.

System Backup

A system backup should be performed before the any upgrades or configuration changes. To perform a system backup:

1. Log into the Gateway using the **admin** user account
2. From the navigation menu, go to **Setup>System Backup>Save**
3. Click Save Configuration
4. Wait for the Gateway to collect configuration parameter
5. Click **Save**
6. Enter a save location and file name
7. Click **Save**

Enable factory support accounts

The first step in the upgrade process is to enable factory support accounts. This is needed to allow the upgrade utility access to the Gateway. To enable factory support accounts use the follow steps:

1. Log into the Gateway using the **admin** user account.
2. From the navigation menu, go to **Setup>Security>User Accounts**.
3. Click the box for **Enable factory support accounts** (see figure 1).
4. Click the **Submit** button.
5. When prompted, click the **Restart Apps** button.
6. Wait until communication has been reestablished with the Gateway and the message **The HART Gateway restart is complete** has been displayed.

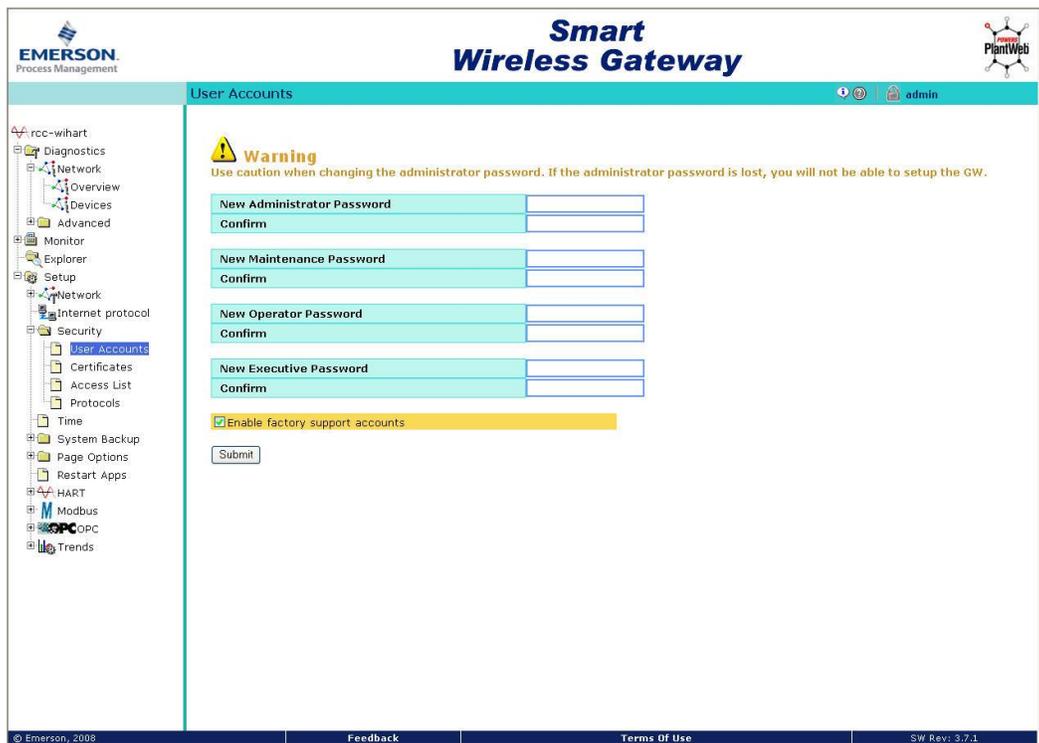


Figure 1 – Enable factory support accounts

Run the upgrade utility

The next step in the upgrade process is to run the upgrade utility. This is an executable file that contains the actual firmware upgrade. To run the upgrade utility use the following steps:

1. Close all applications before proceeding.
2. Do not open any new applications during the upgrade process.
3. Please read the terms of use for the upgrade file
4. Please click the following link to read the release notes:
ftp://ftp.emersonprocess.com/pickup/FRStech/Technical_Release_notes_3.9.9-Smart_Wireless_Gateway.txt (Size: 1 KB)
5. The download for the upgrade can be found here:

ftp://ftp.emersonprocess.com/Pickup/FRStech/upgradehgrev7-2_4_1_20051212-to-3_9_9.zip (Size: 14,225 KB)

6. Download and save to a known location for easy access.
7. Find and double click the upgrade file named upgradehgrev7-2_4_1_20051212-to-3_9_9.exe.
8. From the upgrade window enter the **IP address** of the Gateway to be upgraded (see figure 2).
9. Click the **Start** button.



Figure 2 – Enter the IP address

10. Read the message about factory support accounts and then click **Yes**.
11. Read the upgrade warning message and then click **OK**.
12. A process window will popup and attempt to locate the Gateway
13. When prompted, enter the **password** for the admin user account and then click **OK**.
14. The firmware upgrade will take between 15-20 minutes.
15. The upgrade utility will restart the Gateway application software as needed throughout the upgrade process.
16. Do not restart or disturb the Gateway until an **Upgrade complete** notification appears (see figure 3).

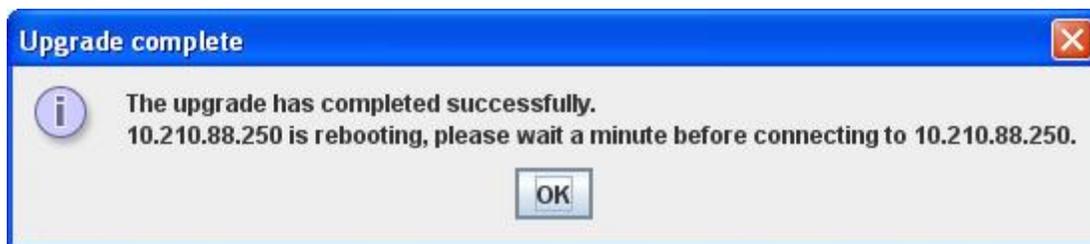


Figure 3 – Upgrade Complete

17. Click **OK** to close the Upgrade complete window.
18. Click **Quit** to close the Upgrade utility.
19. The upgrade utility will automatically disable factory support accounts through the upgrade process.

Verify New Firmware

Once the upgrade process has been completed, verify the new firmware by logging on to the Gateway and checking the version number. The firmware revision number can be found in the lower right corner (see figure 4).

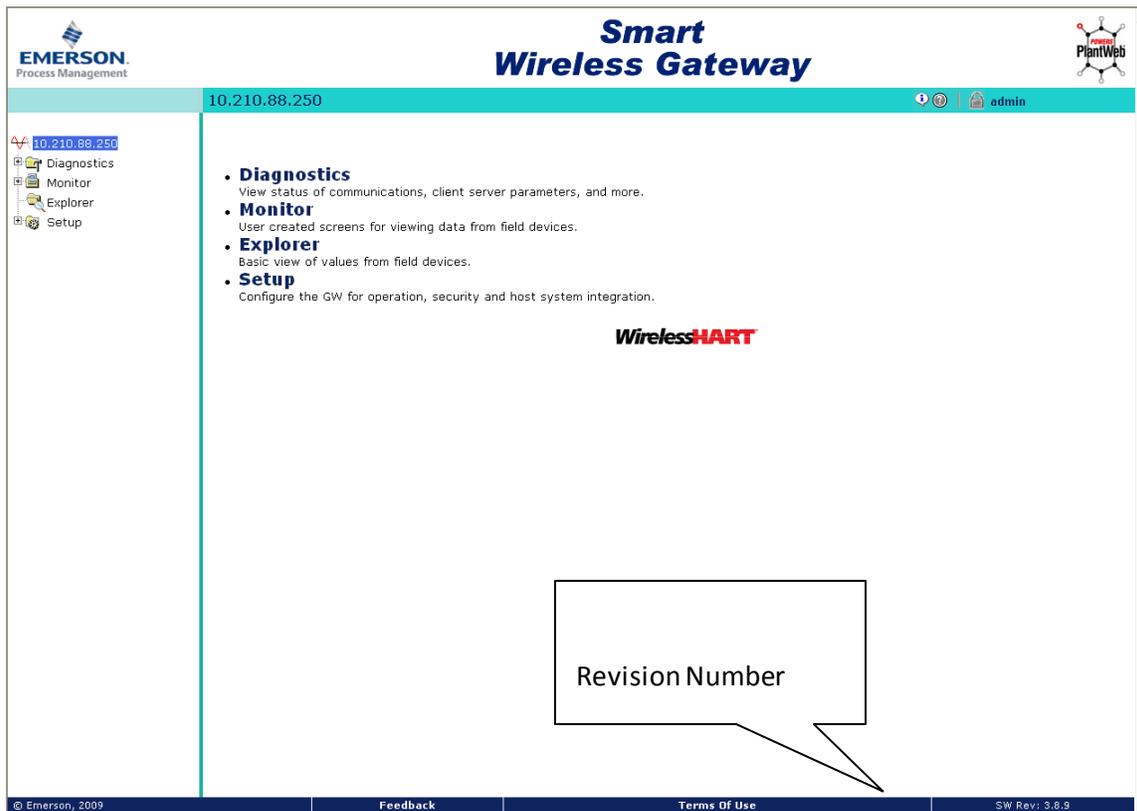


Figure 4 – Revision Number

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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