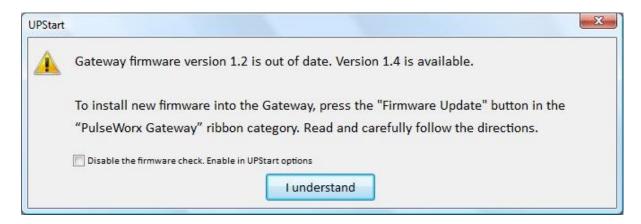


PulseWorx Gateway

Version 1.4 firmware

PulseWorx Gateway version 1.4 firmware was released on January 18, 2016. This technical note shows what the upgrade process looks like and goes over the new feature this firmware provides.

After installing the latest version of UPStart (version 8.0.44 or later), proceed by starting UPStart and connecting to the Gateway. This popup appears which tells you that new firmware is available.



Depending on your specific Gateway, the popup may show a different version of firmware in the Gateway.

Close the dialog and then select from the ribbon "Firmware update."

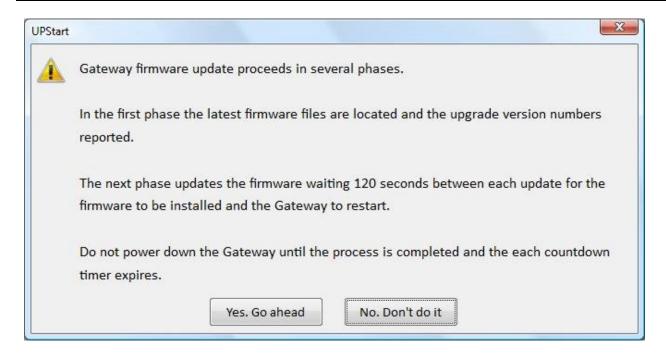


The first popup explains the process:









Press "Yes" to continue and a second popup pauses the process until UPStart confirms that the firmware files are available and of the correct version.

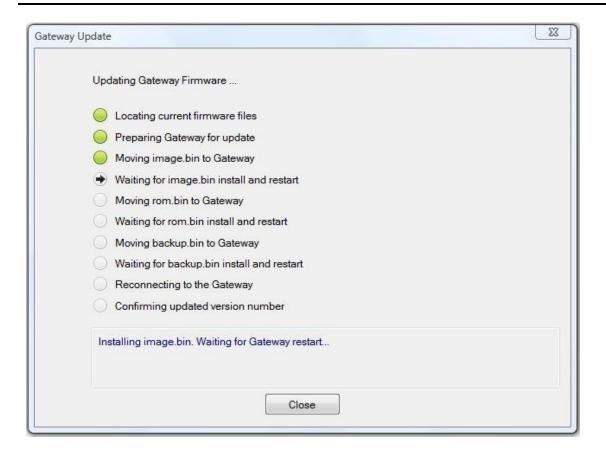


Press "Yes" to continue and then the firmware update process begins.

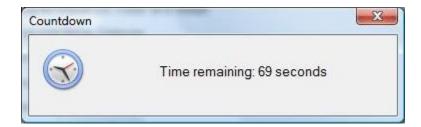








As each step completes the indicator for that step turns green. Each time a new firmware image is moved into the Gateway, the Gateway restarts. The process pauses for 120 seconds to allow the Gateway time to restart. During the pause a countdown popup displays.

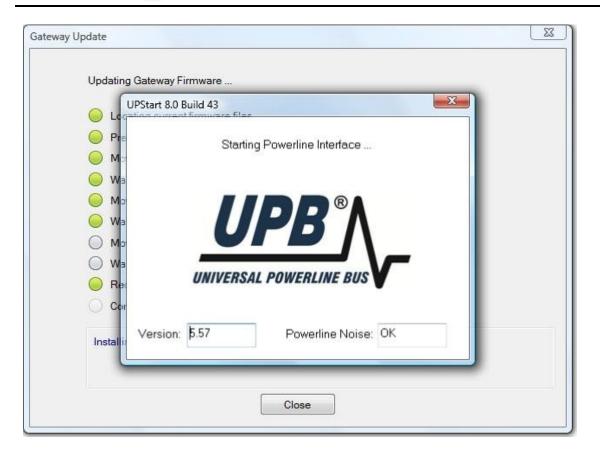


When the countdown reaches zero the next update phase begins. After all phases complete the firmware update is finished and UPStart reconnects to the Gateway.









New Firmware Feature

In the 1.4 firmware upgrade a new feature has been added. This new feature is a way to reset the password table in the Gateway from UPStart without having to use the manual procedure described in the User Guide. The advantage of this is that it can be accomplished remotely when no one can remember their password.

There is now a special "reset" password saved in the Gateway. This is not a universal password. It is unique to each Gateway and once saved in the Gateway it can't be retrieved by UPStart or any other tool so security concerns should be minimal.

In support of this new feature, after firmware upgrade completes this popup appears:

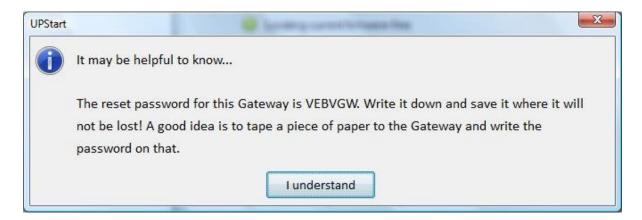








It is suggested that you press "Yes" to go ahead and create a reset password. If you do, this popup displays with the generated reset password.



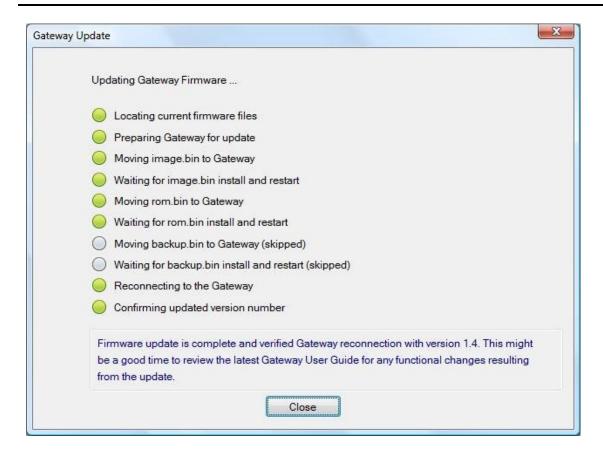
The reset password generated is always six characters in length and all in upper case. As the popup says, you MUST make note of the password. Once you close this popup it can't be retrieved using UPStart or any other tool.

When that's completed then Firmware Update is also completed.









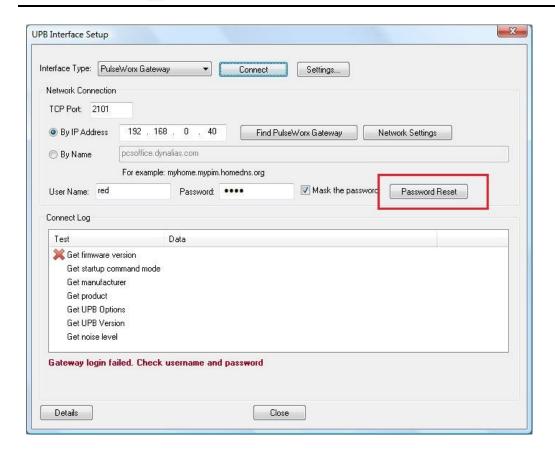
Using the Reset Password

Suppose you attempt to connect to the Gateway and get "Login failed." When this happens a reset button appears in the Interface Setup dialog.









After pressing "Password Reset" a popup requests for you to enter the reset password.

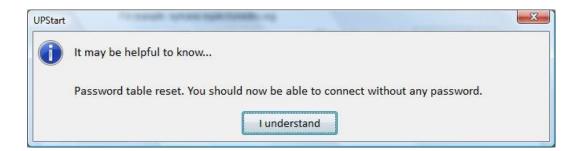


After it is entered, close the popup with OK. If the reset password is correct then a success message displays.









You should then create new users and assign them privileges and passwords using the "Users" ribbon button.



When starting that tool, since there is now no password table, as expected this popup displays.

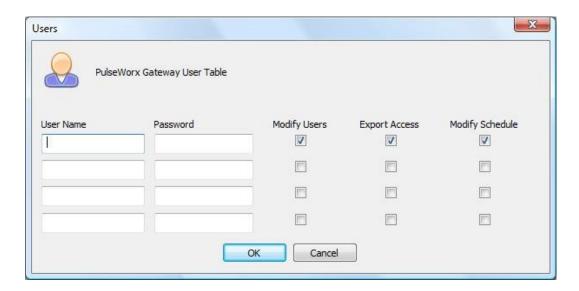


Close the popup and the user table editor opens.









What do you do if you lose your usernames and password <u>and</u> the reset password? The only solution is to perform a factory reset on the Gateway using the manual process described in the User Guide. Once done, the next time you create users, UPStart prompts to create a new reset password.



