Upgrade firmware of Ewon® Cosy+ devices

PRODUCT TYPE: COSY+, TALK2M PRO

Important User Information

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1. Introduction

Keeping an Ewon device's firmware updated helps protect it against known security threats and gives you access to the latest fixes and features.

There are several different ways to update your Ewon device's firmware to make it easy to keep it up to date.

This document is for Ewon® Cosy+ devices. For other Ewon devices, see our Knowledge base.

> **NOTE**
>
> A firmware update on an Ewon® Cosy+ first involves transferring a firmware file to the Ewon® Cosy+.
>
> When the Ewon® Cosy+ receives the file, the update is applied and the Ewon® Cosy+ reboots. During the reboot, communication through the Ethernet switch of the Ewon® Cosy+ will be temporarily interrupted.

2. Automatic Firmware Update

The Ewon® Cosy+ offers an embedded Firmware Update feature inside its web interface. From this option, you can configure the Ewon® Cosy+ to automatically retrieve and apply firmware updates. The **Automatic Firmware Update** feature allows you to keep your Ewon® Cosy+ up to date without any user intervention.
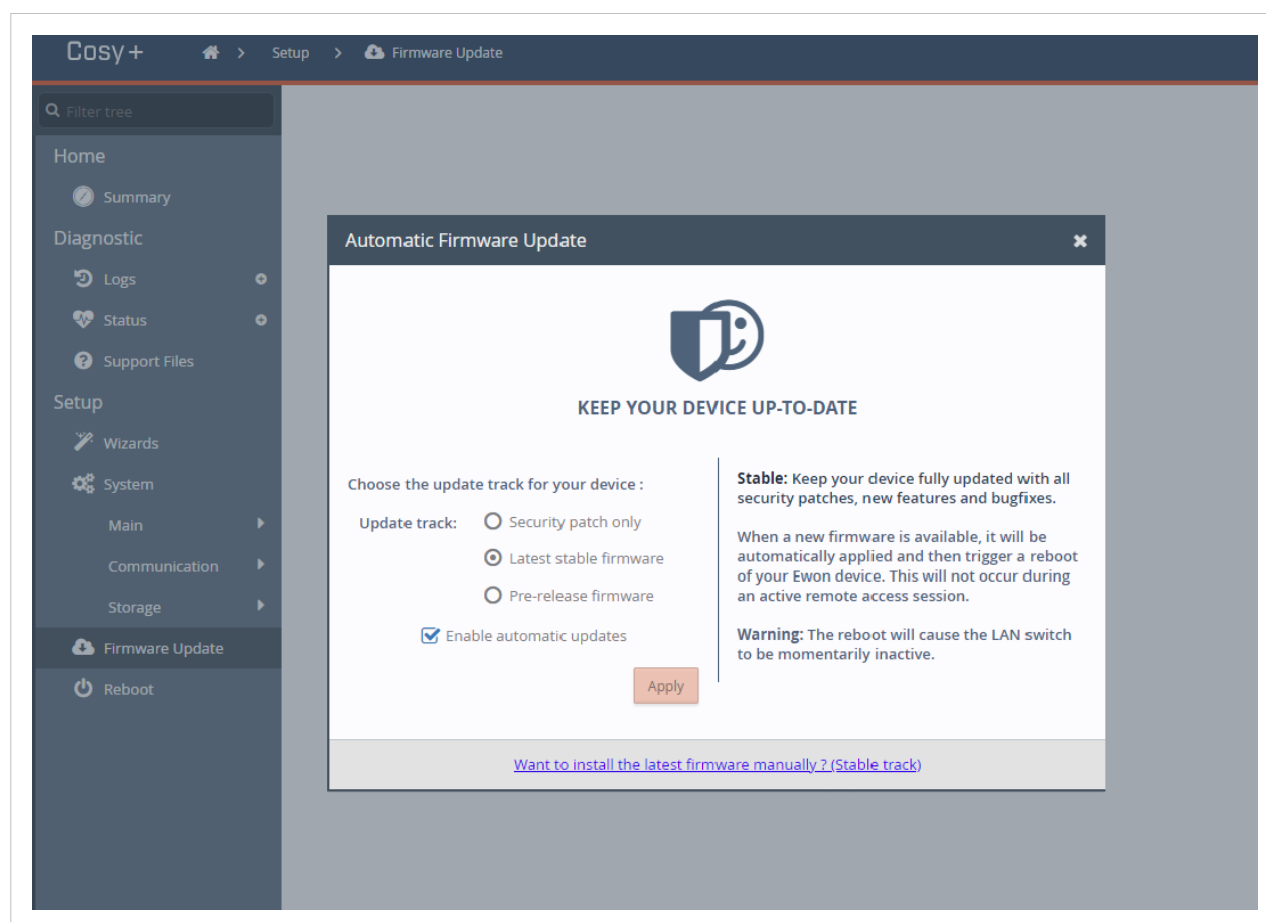
The Ewon® Cosy+ can be configured to:

• Apply only security patches
• Apply the most recent official release
• Apply the most recent release including pre-release firmware

> **NOTE**
> Pre-release firmware should be applied only to units for testing purposes unless told otherwise by a support representative.

The Ewon® Cosy+ will perform a reboot automatically after each automatic firmware update.

> **NOTICE**
> The automatic firmware update check occurs every 24 hours from the boot time and the firmware is automatically installed without any confirmation.

Every day the Ewon® Cosy+ checks if a new firmware (for the selected track) is available on the https://deviceupdate.talk2m.com endpoint. The reboot will never occur when a remote user is connected to the Ewon® Cosy+. When the update process starts, it checks first if someone is connected at the same time. If yes, it cancels the operation and will wait for the next day to start the process.

Check our KB-0209-00 - Adresses and ports used by Talk2m for more information.

To enable the automatic firmware update feature, follow the procedure below:

1. Use the radio buttons to **select** the update track for your device.
2. **Check** the *Enable automatic updates* box.
3. Click **Apply**

> **NOTE**
> You can decide wether or not to use the automatic update and choose to trigger it from Ecatcher instead through the Firmware Management feature in your Talk2m pro (only). You can find more info on our Ecatcher Online Help.

3. Talk2m Firmware Management (Talk2m Pro only)

You can easily keep all your Ewon Cosy+ devices up to date using the Talk2m Firmware Management feature in Ecatcher.
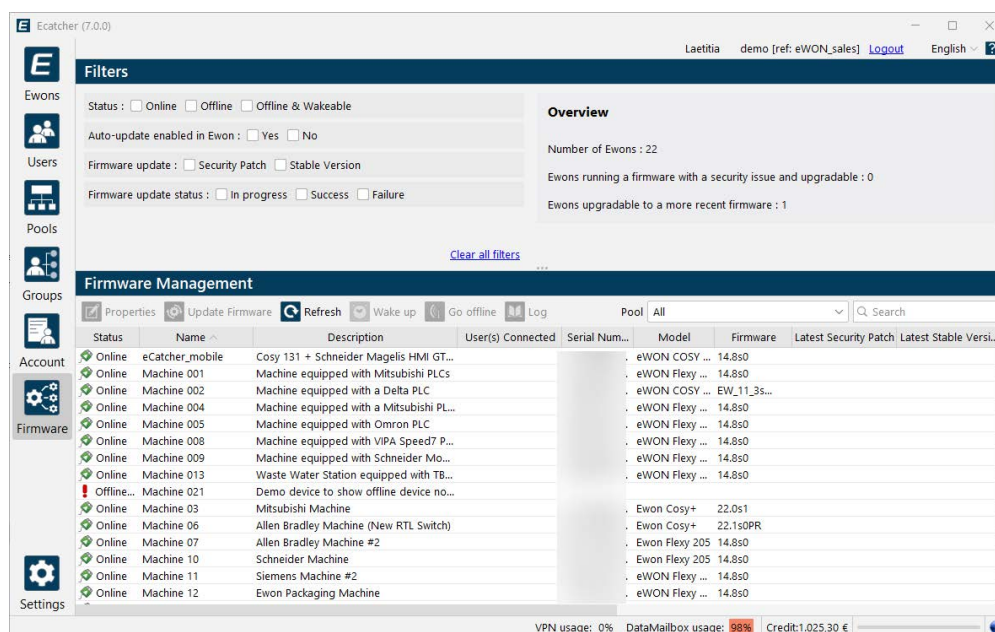
With the Firmware Management feature, account administrators can:

- Quickly see which Ewon® Cosy+ devices need security updates or are running older firmware versions. You can apply filters to display only those devices that can have security patches or newer firmware versions applied. Also, icons in the **Firmware** column identify devices in need of special attention.
- Control which firmware versions are applied. Some organizations require new firmware to be internally qualified before being applied. With the Firmware Management feature, you can apply the latest firmware version or a specific earlier firmware version.
- Update the firmware of multiple Ewon® Cosy+ devices at the same time. You can quickly protect all your equipment when new security patches become available.
- Control when firmware updates are applied. Administrators can apply updates at times when the reboot associated with a firmware update will not interfere with normal operations.

> **ℹ NOTICE**
>
> The Ewon® Cosy+ reboots during the upgrade process, with this feature you can choose when it will be the best time to perform it.

The Firmware Management feature requires Ecatcher version 6.10 or higher and Ewon® Cosy+ firmware version 21.1s1 or higher.

> **💡 TIP**
>
> To control which firmware versions are applied and when they are applied, be sure the Automatic Firmware Update feature on the Ewon® Cosy+ is **NOT** enabled. The **Auto-update** column in Ecatcher displays **Yes** if the Automatic Firmware Update feature is enabled.

To use the Firmware Management feature:

1.   Launch Ecatcher.

2.   Log in using your Talk2m account credentials.

3.   Click the **Firmware** button from the left side menu.

4.   Select the Ewon® Cosy+ devices you wish to upgrade. Use Shift+click or Ctrl+click to select multiple devices.
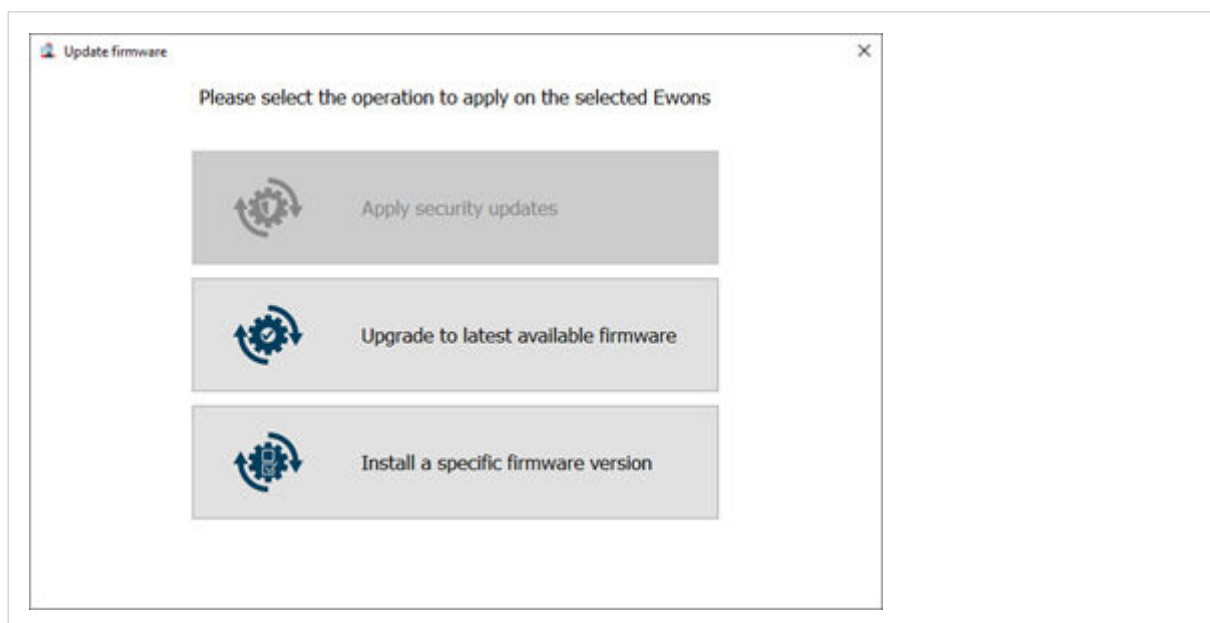

The **Overview** section of the screen gives you a summary of how many devices require a security patch or can be updated to a newer firmware version.
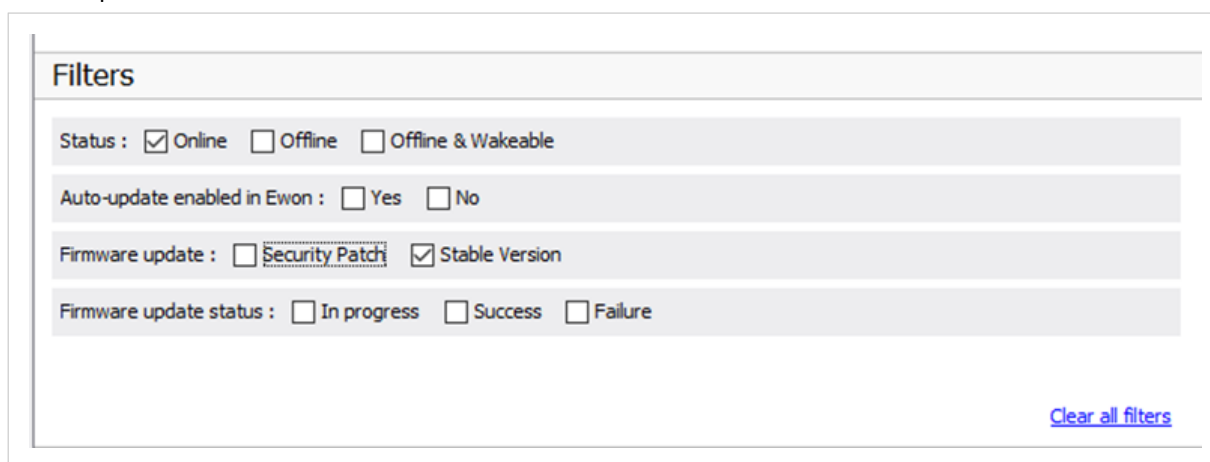
The **Filters** section lets you restrict the displayed Ewon devices to make it easier to find the ones you want.

5.   Click the **Update Firmware** button. A dialog box appears.

6.   When the dialog box appears, select the correct operation. You can:

     a.   Apply security updates (if available)

     b.   Update to the latest available firmware (if available)

c.   Install a specific firmware version. In this option, you are prompted to select which firmware version to apply. You can use this option to update to a firmware version that is not the latest, update to a pre-release firmware version, or downgrade the firmware.

> **NOTE**
> Pre-release firmware should be applied only to units for testing purposes unless told otherwise by a support representative.

7.   Click the **Update Firmware** button. A dialog box appears to show the status of your firmware update requests. Communication errors or problems transferring the firmware file appear here.

8.   Click the **Close** button to return to the main firmware management screen.

9.   Click **Refresh** to update the **Current Update Status** column to watch the firmware update progress.

You can also update the firmware of an individual Ewon® Cosy+ from its Properties page.

4. Manual Firmware Update

Embedded Firmware Update Feature

The Ewon® Cosy+'s **Firmware Update** feature can also be used to manually update the Ewon® Cosy+.

To manually install an update:

1. Use the radio buttons to select the firmware version to apply. You can choose:
   a. The latest security patches
   b. The latest official firmware version
   c. The latest firmware version including pre-release versions

2. Click the link at the bottom of the **Automatic Firmware Update** window.
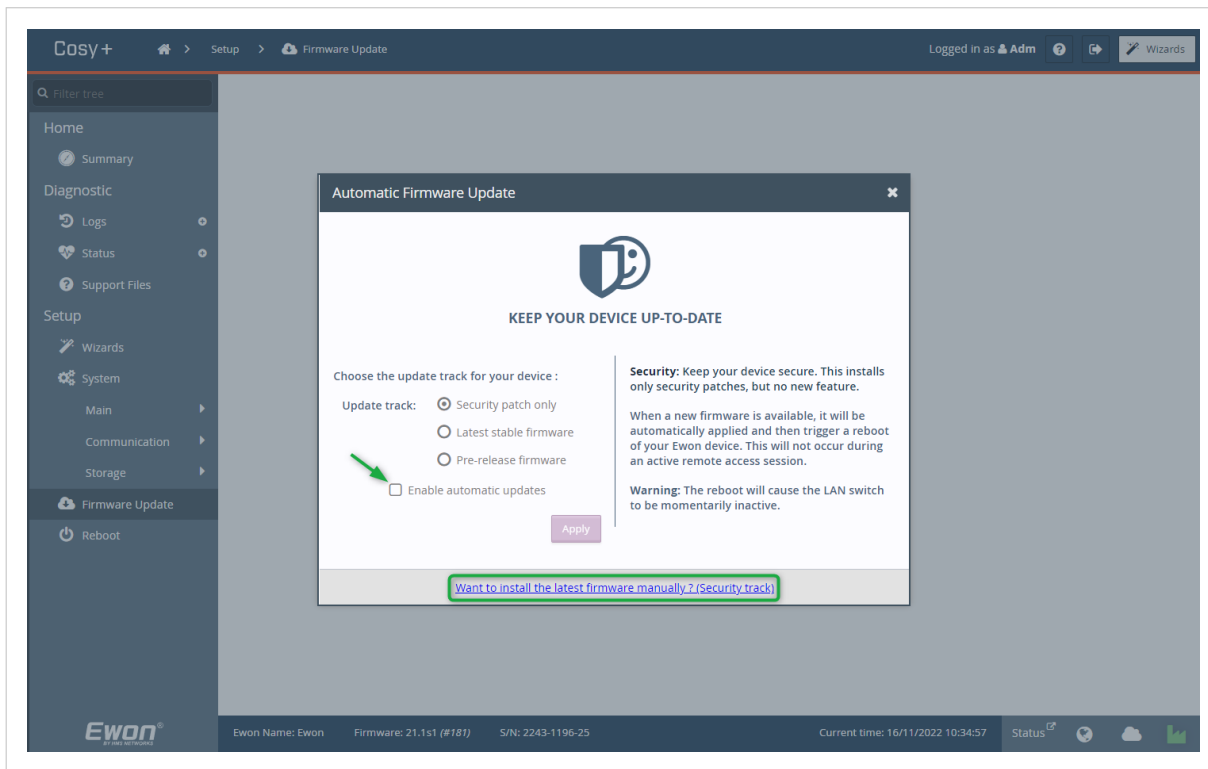
3. A prompt will appear and ask you to confirm that you want to complete the update process.
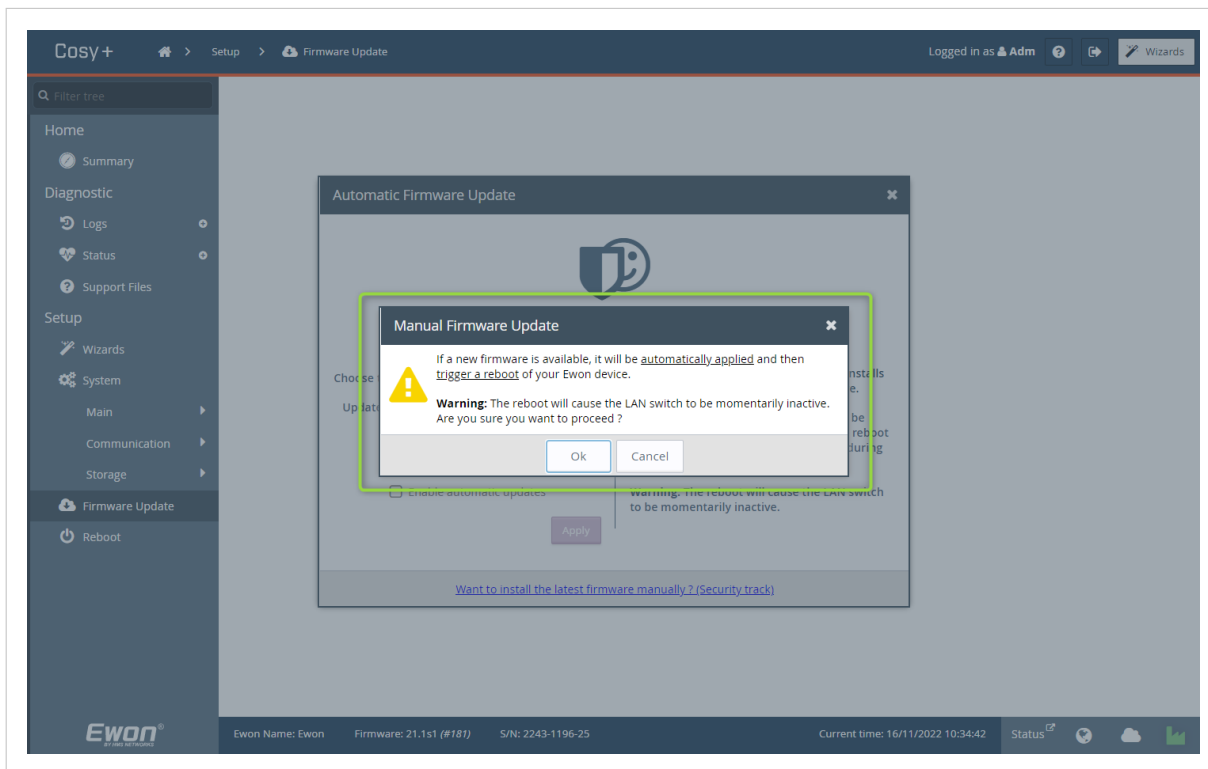
The upgrade process includes a reboot of the Ewon® Cosy+ at the end. If you are connected to the Ewon® Cosy+ remotely, you will be disconnected.

5. Alternative ways to update your Ewon® Cosy+

Under certain circumstances, you might not be able to use any of the firmware update methods explained above.

For example, if you need to update your Ewon® Cosy+ when it has no internet access, you will need a different method to transfer the firmware update to your Ewon® Cosy+.

Alternative ways exist to upgrade or downgrade the firmware of your Ewon Cosy+. However, these methods take more time and effort than the methods previously described.

> ⚠️ **WARNING**
> You must use caution to **not disrupt power during the upgrade process** or your device may be come unusable.

5.1. Update by SD Card/USB drive

The irmware iles required for updating using an SD card/USB drive can be retrieved from the Ewon firmware website, go to the section *Support and downloads > Firmware*.
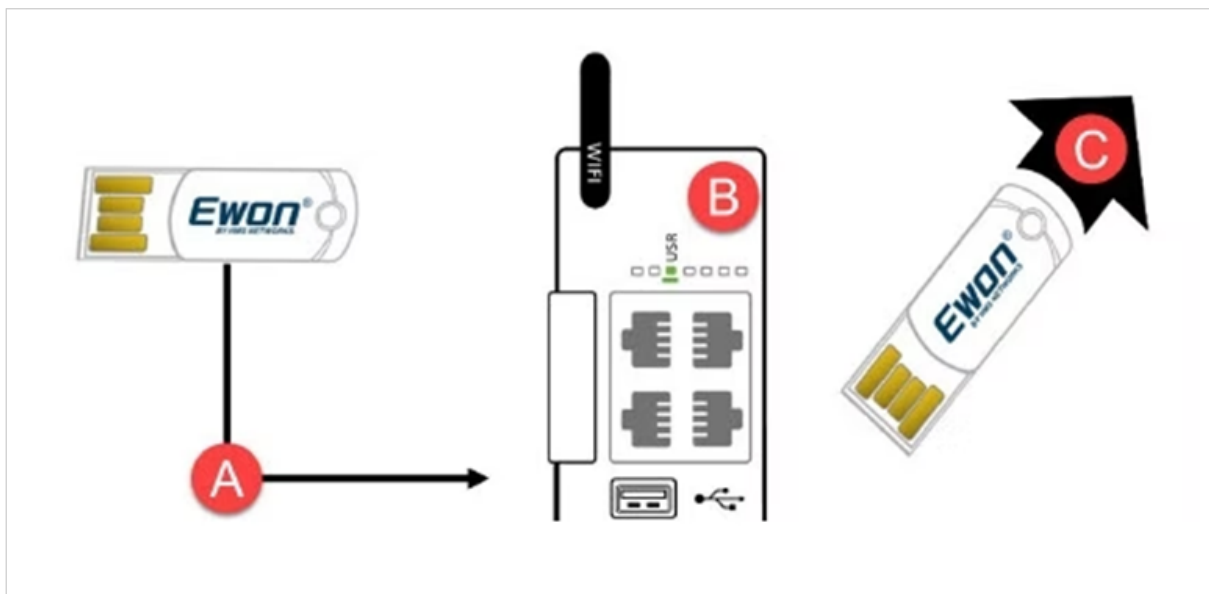
> 💡 **TIP**
> From the website, you can either download a simple firmware update file or a file that can be used to both update the firmware and perform a factory reset of the Ewon device.
>
> You will need to reconfigure your Ewon® Cosy+ after applying the factory reset version.

1. Download the latest firmware file to your PC.
2. Rename the file ewon.upkg. If the file is not named **ewon.upkg**, the Ewon® Cosy+ will not recognize it as a firmware update file.
3. Insert the SD card/USB drive into the appropriate port or reader of your PC.
4. Copy the firmware file to the SD card/USB drive.
5. Remove the SD card/USB drive from your reader.
6. Insert the SD card/USB drive into the powered off Ewon device.

7. With the SD card/USB drive inserted, power on the Ewon device.
8. Check the USR LED.
    The USR LED will flash orange to indicate it is processing the firmware file. **DO NOT** power **OFF** the Ewon® Cosy+ during this process or this could make it unusable. When the file is processed, the USR LED will turn solid green. This process can take several minutes.
9. When the USR LED is solid green, remove the SD card/USB drive and reboot the Ewon device.

5.2. Upgrade by FTP

The Ewon device's firmware can also be upgraded using FTP.

From the website, you can either download a simple firmware update file or a file that can be used to both update the firmware and perform a factory reset of the Ewon® Cosy+Ewon device. You will need to reconfigure your Ewon® Cosy+ after applying the factory reset version.

You can do this using any FTP client software, but be sure that the FTP client is using binary transfer mode and not ASCII transfer mode.

1. Download the correct firmware file for your Ewon model from the Ewon firmware website. You will need to reconfigure your Ewon® Cosy+ after applying the factory reset version.
2. Rename the firmware file **ewon.upkg**. If the file is not named ewon.upkg, the Ewon® Cosy+ will not recognize it as a firmware update file.
3. Connect to your Ewon device. This can be either through a local connection or through a remote connection using Ecatcher.

> **NOTE**
> Do not use a remote connection if applying the factory reset version.

4. Open your FTP client software. Use the Ewon device's LAN IP address as the FTP server address and the **adm** user's credentials as the login credentials.
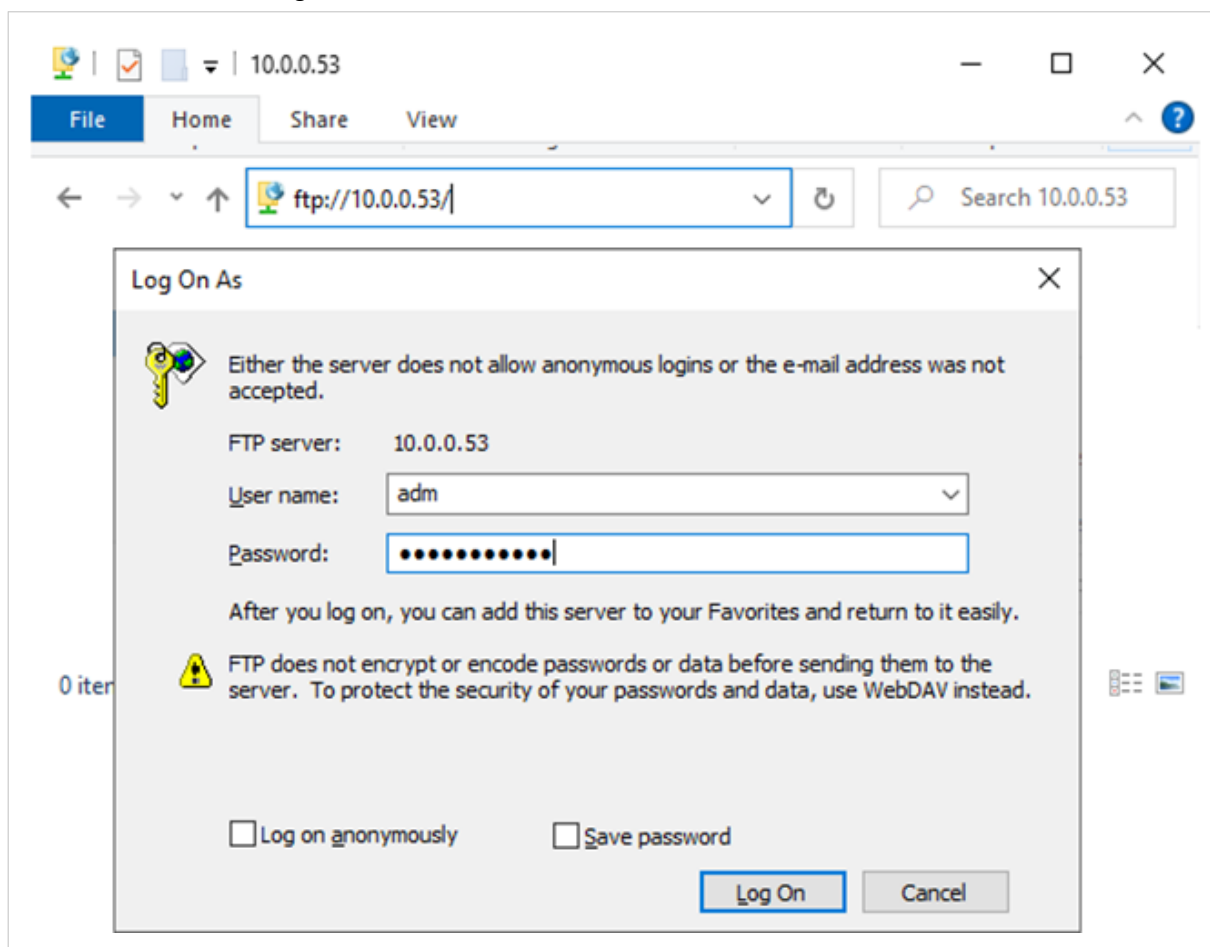
5. Drag the new firmware to be uploaded and drop it to the root of the Ewon device's file system. A confirmation window may appear asking you the action to be performed. If so, confirm that you want to overwrite the existing file.
6. Once the file transfer is complete, close the connection between the FTP client and the Ewon device. Depending on your FTP client, this could mean clicking a disconnect button or closing the application.

After a few moments, the Ewon® Cosy+ will automatically reboot. When it boots, the USR LED will flash orange to indicate it is processing the firmware file. This process may take several minutes.

> **WARNING**
> **DO NOT power OFF** the Ewon® Cosy+ during this process or this could make it unusable.

Once it has applied the new firmware file, the Ewon® Cosy+ will continue the boot process.

When the Ewon® Cosy+ has fully booted, the USR LED will slowly flash green.

5.3. Downgrade with .upkg File

To perform a downgrade on a Ewon® Cosy+, follow the procedure for upgrading the firmware through FTP or with an SD card/USB drive, but use a firmware version lower than the currently running version.

The firmware downgrade erases the whole configuration of your Ewon® Cosy+.