

Customer Advice Note

CAN #188

Ethernet Module Flash

Upgrade New Firmware V4.16

Build 02

Date: APRIL / 2024

Introduction

This Customer Advice Note (CAN) details the Flash upgrade process for the Galaxy Ethernet Module. This Flash upgrade will update the Ethernet module **V4.14** or above to **V4.16 build 2**.

Unfortunately, due to the kernel update this is not available MAXPRO Cloud and must be carried out via Flash Upgrade Process.

New Feature Added

With V4.16 build 2 we have added Night set to the MAXPRO Cloud Android and iOS Application.

Prerequisite

Galaxy Ethernet Module **E080-10 V4.14 or above, A083-00-10 V4.14 or above**

A221 (Universal Ramp Lead).

USB to serial converter.

Flash Programmer Software **V3.07.06**

Three Firmware files for firmware flash. **Attention Note** module must be updated in this order 1,2,3

- **1_F205-00-9999-9.kernel.et3**
- **2_F206-00-102-2.rootfs.et3**
- **3_F205-00-102-0.kernel.et3**

Firmware Availability

To download the firmware files, please visit the **Download centre** and download the firmware from the following address:

<https://myhoneywellbuildingsuniversity.com/training/support>

Alternatively contact tech support information at the bottom of this note.

Flash Programmer Software

The Flash Programming tool is a Windows® compatible application which allows the upgrading of the software within certain Honeywell Security alarm products.

Installation

To install the Flash Programmer, please visit the **Download centre** and download the software from the following address:

<https://myhoneywellbuildingsuniversity.com/training/support>

When asked to Save or Run the software, select Run and follow the on-screen instructions.

Alternatively contact tech support, information at the bottom of this note.

Products Available for Flash

Note only version V4.14 or above can be flashed to latest V4.16 build 2

- E080-10

- A083-00-10

Flash Process

Updating application software in a Honeywell Ethernet module.

1. Please note that upgrading the module application software will delete all module programming. It is advised that all programming should be noted prior to this or that the programming is copied using downloading software.
2. Power down the module to be upgraded.
3. Connect the appropriate cable A221 to PCB and USB serial converter.
4. Start the Flash Programmer software by selecting it from the start menu.
5. On the Flash Programmer, use the Browse button to search for the new application software to be loaded onto the module and click OK.

Attention Note the order of the flash files must be adhered to, module must be updated as per labels on file names 1,2,3.

6. Repower the module.

Note 1: The Power LED on the A221 Universal Ramp Lead should illuminate. If it does not, power down again and check the connections.

7. Select the com port being used by the cable

Note 2: If a product is connected via USB, the mapped com port must be selected. If this is not obvious, remove power from the product and restart the PC software. The USB com port will be the one which has disappeared. It will re-appear when the product is re-powered.

8. Click **Program** to commence programming.
9. A series of dialogue boxes will indicate the progress.
10. If an error message is displayed, check the settings, re-power the module then try again.
11. Once the software has programmed correctly, power the PCB down.
12. Remove the cable from the PCB.
13. Re-apply power to the PCB.
14. Follow order of files labelled 1,2,3 repeat process for each file.

See the installation manual of the module for further information.

Note 3: The module is non-operational when the Universal Ramp Lead is connected.

Note 4: The Flash Programming kit does not support downloading of panel programming. Separate downloading software is available for this.

Note 5: If an error message is displayed, check the settings, re-power the module then try again.

Note 6: Each file takes approx. 6-7 mins to complete.

Summary of Fixes:

- Missing Com 4 Fix. In certain scenarios (IP Check enabled) a missing com 4 was observed.
- IP Check Fail. In certain scenarios (IP Check enabled) an IP Check fail was observed.
- Fix for Night Set status on Galaxy Flex when command issued from MPC mobile app.

- Ability to support root file system upgrade via existing flash programming tool.
- Fix for MPC connection issues with special characters used in panel programming.

Self Service Tech Support Portal

<https://myhoneywellbuildingsuniversity.com/training/support>

UK

E-mail: hsguktechsupport@honeywell.com

Tel: +44 1 344 238 266

Netherlands

E-mail: hsgnltechsupport@honeywell.com

Tel: +31 108 080 688

France

E-mail: hsgfrtechsupport@honeywell.com

Tel: +33 3 66 88 01 42

Spain

E-mail: hsgestechsupport@honeywell.com

Tel: +34 911 238 038

Italy

E-mail: hsgittechsupport@honeywell.com

Tel: +39 0399 301 301

Eastern Europe

E-mail: securityacademy@honeywell.com

Nordics

E-mail: hsgnortechsupport@honeywell.com

Tel: Norway: +47 80 05 44 68

Sweden +46 20 16 04 71

Denmark +45 80 81 03 15

Finland +441928378005

Impact

Hardware	y
Reporting	n
Standards and Legislation	n
Part Numbers Affected	y

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n