

# Flashing Through The ICT

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## Symptom

Customers have noticed an increase in the rate of failure to update via the Flash Process with R124 firmware and higher. This process change will impact upgrading PXNplus/DirecDoor/ACUXLplus controllers to R124 firmware or higher.

Cause:

The size of the R124 firmware (and higher) is larger than previous versions, and the controller needs more resources to process the update than previous versions.

## Resolution

1. It is recommended to clear browser cookies and history prior to performing each firmware update.
2. Use browser to log into controller"s Integrated Configuration Tool (ICT).
3. Document current Controller Configuration (IP Addresses, Controller Address, Dialup Phone Numbers, and configuration options).
4. Under "Administration" select "Restore Factory Defaults". The controller"s network configuration information will not be reset by this change.
5. User will be prompted to confirm choice, follow the prompts and select OK as needed
6. The controller will automatically reboot, it will take several minutes for the controller to reboot to complete.
7. Once reboot is completed, use browser log into the ICT again, still at previous network address, and verify that no application (Host/Server Type) is selected.
8. Select the appropriate Host/Server type.
9. Select "Save"
10. Re-enter any additional parameters that were documented in step 3, for instance, if Facility Commander Wnx Host/Server Type is selected(this applies to systems licensed for either Micro or ACU), the "Controller Address" field, under "Controller information" needs to be refilled out.
11. Once Controller Configuration is completely re-entered, select "Apply Changes"
12. Select "OK"
13. Select "Flash Controller" from Left Menu bar
14. User will be prompted to browse to desired „efl“ file version
15. Select "Save"
16. This will take several minutes. Click OK when the "Uploaded update file was correctly processed" window is displayed. Another window will be immediately displayed indicating that "You must restart controller for updates to take effect". Click OK.
17. Under "Administration", select "Restart Controller" in order to reboot the panel and finalize the update.

## Applies To

FCWnx

## Additional Information

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