

# **ETREL INCH**

## **PART FIRMWARE UPDATE**

Document version: 1.0  
Confidential – intended only for recipient



# 1

## FIRMWARE MANAGEMENT

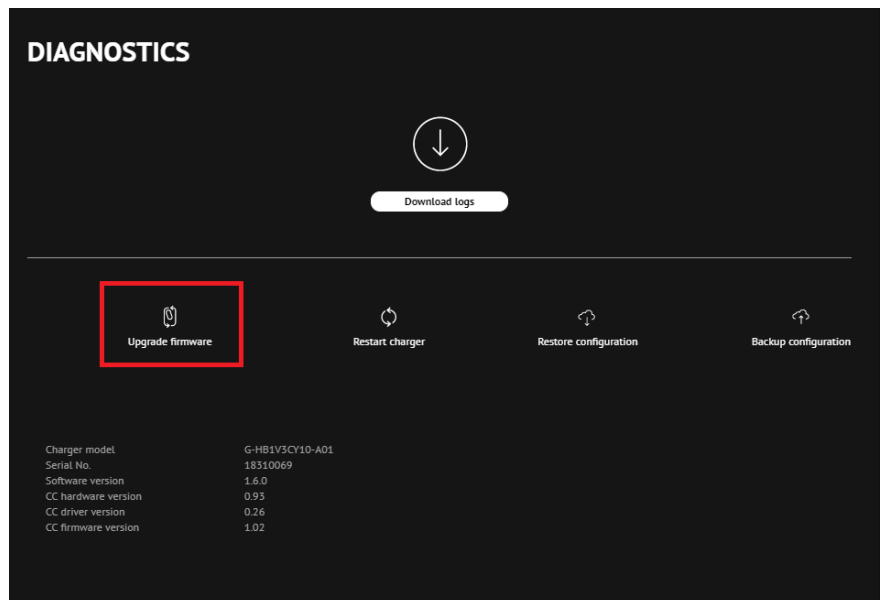
Firmware of the INCH charging station can be managed either from charging station configuration interface or from the backend central system if station is connected and this is supported by central system.

**Important:** You can locate the latest INCH firmware upgrade file in the Jira support web app: [link](#)

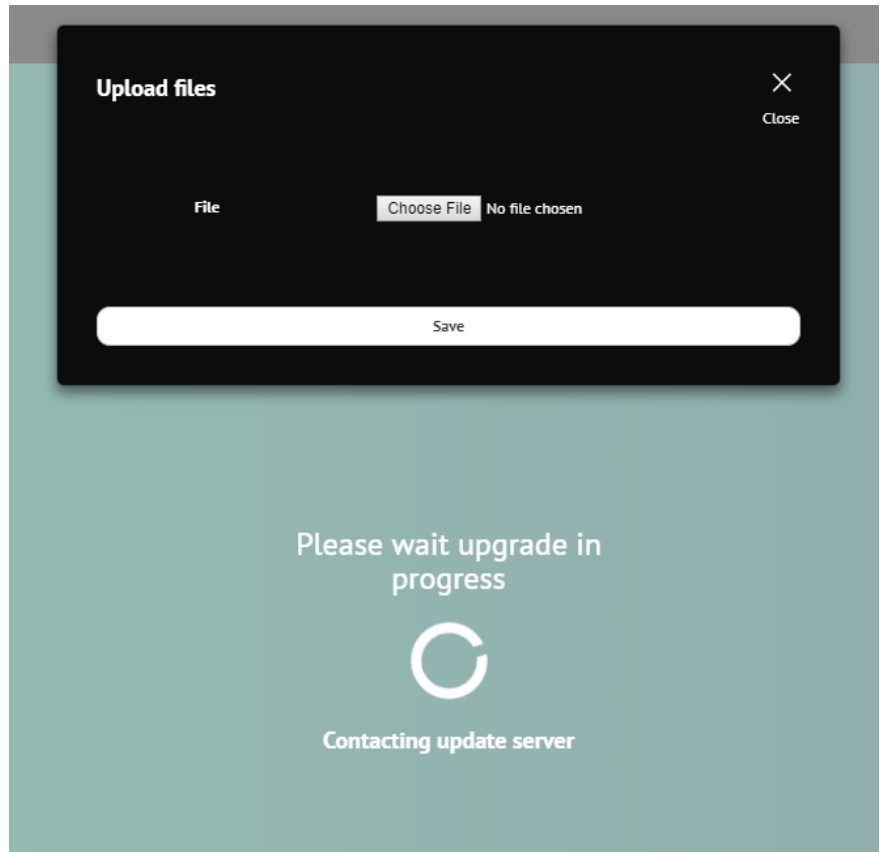
### LOCAL SW UPDATE

If you want to make firmware update from the configuration interface you need to be able to access the interface. The procedure is described in the Etrell Inch configuration document.

Once you are able to run the interface go to the Diagnostic menu, where you can find “Upgrade firmware” button.



When you press the button you will be asked to choose the upgrade file to upload it and start the upgrade procedure. You need to download the file beforehand. Link is on the left side.



## REMOTE SW UPDATE

Remote software firmware update can be done through the central control system, if it is supported by the system. The examples below will be from the Ocean backend system.

### Upload new firmware version to Ocean

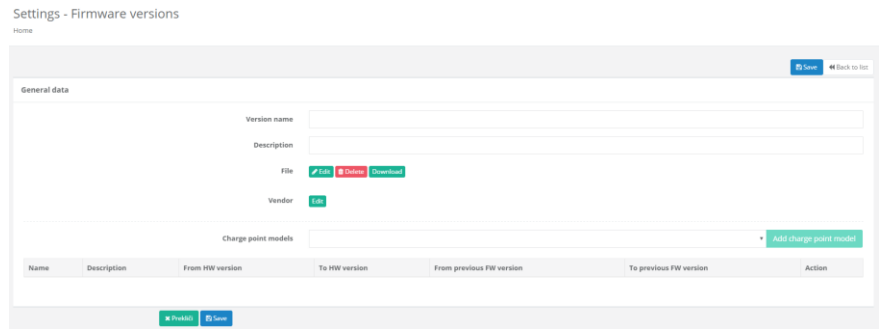
In order to execute the firmware update from Ocean you should go to the “Support” module and to the “Firmware version” section first to upload new firmware version to the Ocean system. You can find the newest firmware update on the link at the start of this chapter on the left.

“Support” → “Firmware version“ module allows operator to check, edit all previous firmware versions and also to create new ones with the click on the “Add” button.



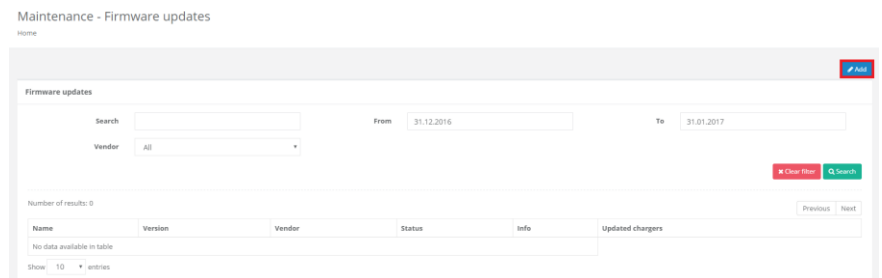
New window will open where you can input all the information regarding new version and also upload file with the new firmware update version using the “Edit” button next to the file.

Every Charge point model needs its own firmware update so correct model must be chosen in the drop down menu for EMSP's update as well as vendor of the charge station.

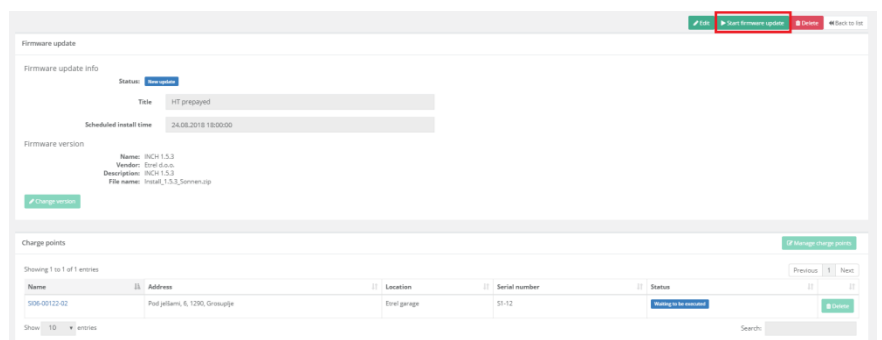


## Firmware update through Ocean

Once the new firmware version is uploaded to the Ocean go to the "Support" → "Firmware update" where you are able to see all the updates and their statuses that were executed during a set time period. New firmware update can be scheduled by clicking the "Add" button.



This will open new window that will allow you to name the new Firmware update, chose date and time of the execution and version of the new update. You can also decide which charge points will be updated on the chosen date. Once the Firmware created is saved you have to press "Start firmware update" in order to start the update.



You can check whether the firmware was applied to chosen charging station by going to "Monitoring & Control" and by locating the charging station which was updated and click the "Communication logs" button.

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The screenshot shows the 'Charge point' dashboard for 'Connector 1, AC Type 2 socket, 22.0kW'. It displays 'Communication established' at 22.08.2018 09:36:51. A red box highlights the 'Communication logs' link. The 'Past charging statistics' section shows 0 charging sessions, 0.0 kWh active energy, 0.0 h charging duration, and 0.0% utilization. The 'Asset data' section on the right provides details for the charge point model (INCH-PAG (G7) WEBSOCKETS), serial number (18220024), and location (Strada Silinta Vineri, 29, 030205, BUCHAREST).

This will open raw messages where you can locate the “FirmwareStatusNotification” message.

18220024	↑ Toward Central System Service	Heartbeat	22.08.2018 09:59:39	Response Sent
18220024	↑ Toward Central System Service	FirmwareStatusNotification	22.08.2018 09:49:53	Response Sent
18220024	↑ Toward Central System Service	StatusNotification	22.08.2018 09:49:52	Response Sent
18220024	↑ Toward Central System Service	StatusNotification	22.08.2018 09:49:51	Response Sent
18220024	↑ Toward Central System Service	StatusNotification	22.08.2018 09:49:22	Response Sent
18220024	↑ Toward Central System Service	BootNotification	22.08.2018 09:49:22	Response Sent
18220024	↑ Toward Central System Service	StatusNotification	22.08.2018 09:47:33	Response Sent
18220024	↑ Toward Central System Service	FirmwareStatusNotification	22.08.2018 09:47:09	Response Sent
18220024	↑ Toward Central System Service	FirmwareStatusNotification	22.08.2018 09:47:09	Response Sent
18220024	↑ Toward Central System Service	FirmwareStatusNotification	22.08.2018 09:47:03	Response Sent

By pressing the message you will see the message where status of the firmware update will be displayed.

### Protocol message log

The screenshot shows the 'Protocol message log' for a message received at 'Response timestamp' 22.08.2018 09:49:53 from 'Request client IP' 82.76.223.148. The 'Request' payload is highlighted with a red box: [2, "G7-5", "FirmwareStatusNotification", {"status": "Installed"}]. The 'Response' payload is: [3, "G7-5", {}].

You can also see the history of all updates on certain station by clicking on the “Firmware updates” in the “Monitoring and Control” module on the charge point screen.

The screenshot shows the 'Infrastructure - Charge point dashboard' for 'Connector 1, AC Type 2 socket, 22.0kW'. It displays 'Communication established' at 22.08.2018 09:36:51. The 'Past charging statistics' section shows 9.2 h charging duration and 1,007.8 kWh active energy. The 'Asset data' section on the right provides details for the charge point model (G7 XXX Web socket), serial number (34MR 5424), and location (Fond pitarii, 6, 1206, Giurgiu). The bottom navigation bar has 'Firmware updates' highlighted with a red box.

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List of all updates and their statuses in the chosen time frame will be displayed.

Charge point firmware update

Charge point firmware updates

From: 12 Aug 2019 To: 12 Sep 2019

Number of results: 3

Name	Version	Vendor	Status	Install started	Status updated
INCH-V11.13.0dest	INCH-V11.13.0dest		Install in progress	02.09.2019 10:40:50	
INCH-V11.13.0dest	INCH-V11.13.0dest		Install in progress	02.09.2019 11:09:21	04.09.2019 07:02:07
INCH-V11.13.0dest	INCH-V11.13.0dest		Install in progress	04.09.2019 11:00:05	10.09.2019 07:30:42

Show 10 \* entries