

PM5500/5600/5700 SERIES FIRMWARE UPGRADE TOOL

Document Version	Date	FW Upgrade Tool Version	Remarks
2.5	28-Sep-2021	2.5	Document control introduced and Document version matched with Tool version. Tool now supports PM5560, PM5580, PM5563 models upgrade to firmware revision 4.1.3 and later.
3.4	03-Mar-2022	3.4	Firmware upgrade support for PM5561 model. Tool now supports PM5561 model upgrade to firmware revision 12.0.4 and later. Tool now supports PM5560, PM5580, PM5563 models upgrade to firmware revision 4.1.8 and later.
3.10	22-April-2022	3.10	Firmware upgrade support for PM5650 model. Tool only supports PM5650 model upgrade to firmware revision 4.10.3 and later.

User Instructions

NOTE: This document must be used in conjunction with the latest version of the PM5500/5600/5700 Series user manual.

Firmware Upgrade:

Following pre-requisites are required for firmware upgrade:

- Latest firmware upgrade tool which is included in firmware upgrade package.

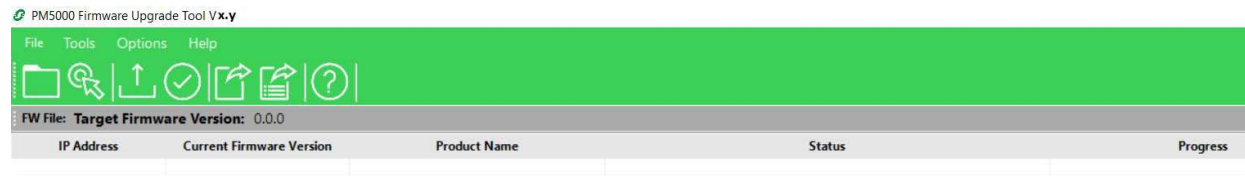
 CAUTION
POTENTIAL FOR PRODUCT DAMAGE AND IRRECOVERABLE Always use the firmware upgrade tool version which is available with the compatible firmware upgrade package. Failure to follow these instructions may result in product being damaged and irrecoverable.

- PC with Windows 10 or later version operating system connected to meter via Ethernet network.
- Latest compatible firmware upgrade package (Download the latest firmware upgrade package from www.se.com).
- Meters configured with STATIC IP under **Stored** method.
- Uninterrupted power supply to the control power input of the meter, with stable Ethernet communication.
- ION Setup configuration tool.

Steps: -

NOTE:

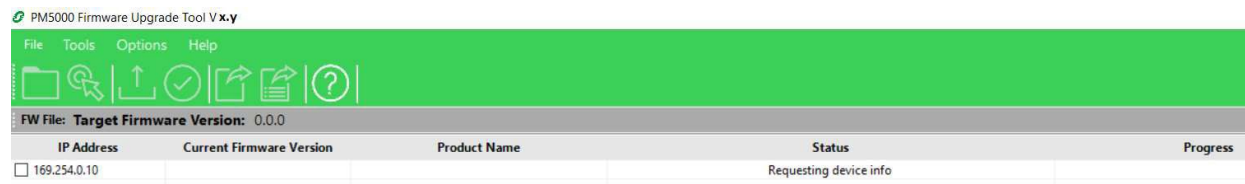
- If PM55xx device is using HTTP, then set HTTP port number to 80 through webpages (**Settings > Advanced Ethernet Settings**) or through ION Setup.
 - If PM55xx device is using HTTPS, then set HTTPS port number to 443 through webpages (**Settings > Communication > Advanced Ethernet Settings**) or through ION Setup.
 - For PM5561 model with firmware version 10.7.3 or 10.8.2, if the FTP server is **Disabled**, you need to **Enable** the FTP server through meter display.
1. Modify the Config.csv file in Notepad and enter the meter's configuration in below order without the <> brackets and without any spaces around the commas:
 <IP Address>,<Modbus Slave ID>,<Web-master username>,<Web-master password>,<Product-Master username>,<Product-Master password>
NOTE: Before saving the Config.csv file, ensure that the file contains only one line text, and the last character of this line is the Product-Master password without space, dot, comma etc.
Example: 192.168.0.10,255,user1,pass1,user2,pass2
 A sample file “config.csv” is available in the tool package. You can modify its contents, save it and use it.
 2. Double click the “**PM5000fwupgrade.exe**” to open the firmware upgrade tool.
NOTE: Make sure the latest version of tool is used for firmware upgrade.



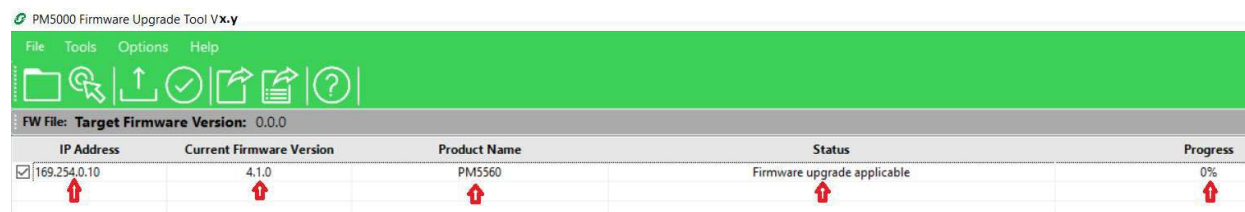
3. Navigate to **File -> Open** OR click  icon to select the **config.csv** file.




The firmware upgrade tool tries to connect and retrieves the information and displays the device status.



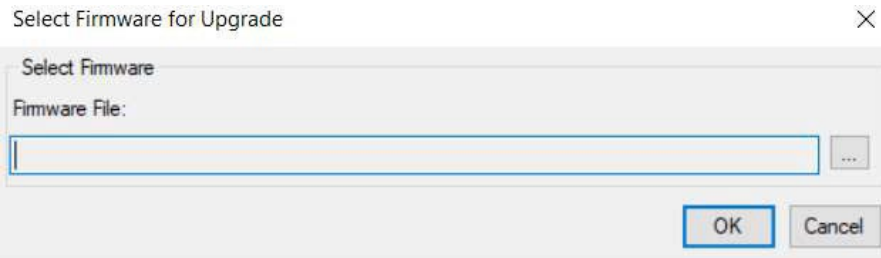
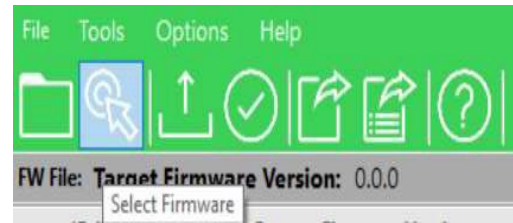
4. The firmware upgrade tool displays data with IP address, current firmware version, product name and status. Cross-check these details before proceeding further.



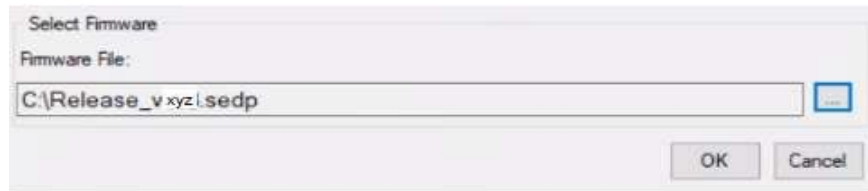
5. Navigate to **Tools > Select Firmware** OR click the  icon to select the firmware file to upload.



OR




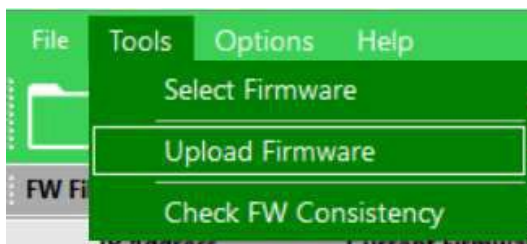
6. Select the firmware **.sedp** file to upload to the device.



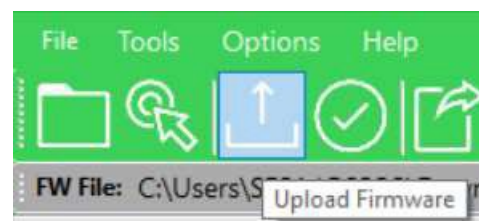
The firmware **.sedp** file path and version are displayed in the tool bar.



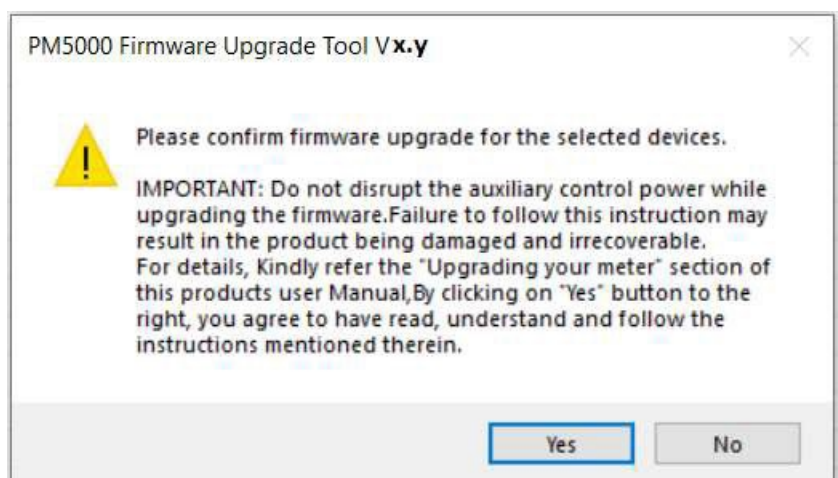
7. Navigate to **Tool > Upload Firmware** OR click the  icon to upload the firmware to connected device.



OR



8. A warning message displays. Make sure that you read and understand the message. Click **Yes** to proceed with the upgrade process.



9. During the upgrade process, all the options in the window are disabled until the firmware upgrade is completed and the device status is shown in the **Status** column.

Screenshots to show the progress of firmware upgrade:

IP Address	Current Firmware Version	Product Name	Status	Progress
<input checked="" type="checkbox"/> 169.254.0.10	4.1.0	PM5560	FTP port available	0%

IP Address	Current Firmware Version	Product Name	Status	Progress
<input checked="" type="checkbox"/> 169.254.0.10	4.1.0	PM5560	File Uploaded FWAPack.cms	45%

IP Address	Current Firmware Version	Product Name	Status
<input checked="" type="checkbox"/> 169.254.0.10	4.1.0	PM5560	Upgrading File ComCard.bin

IP Address	Current Firmware Version	Product Name	Status
<input checked="" type="checkbox"/> 169.254.0.10	4.1.0	PM5560	Upgrading File FWAPack.bin

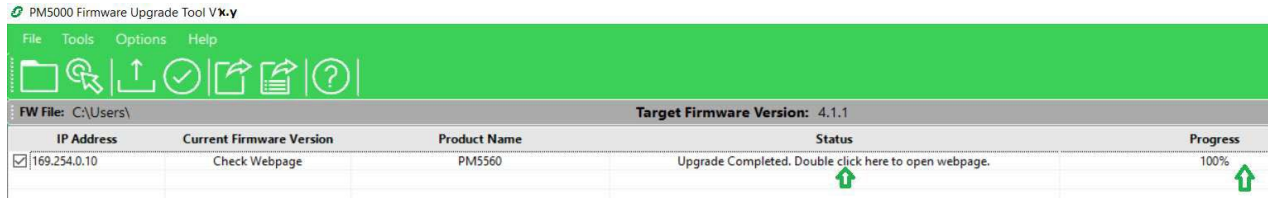
IP Address	Current Firmware Version	Product Name	Status
<input checked="" type="checkbox"/> 169.254.0.10	4.1.0	PM5560	Success File FWAPack.bin

IP Address	Current Firmware Version	Product Name	Status
<input checked="" type="checkbox"/> 169.254.0.10	4.1.0	PM5560	Ping test successful

IP Address	Current Firmware Version	Product Name	Status	Progress
<input checked="" type="checkbox"/> 169.254.0.10	4.1.0	PM5560	Device is preparing to complete the upgrade process.	95%

IP Address	Current Firmware Version	Product Name	Status	Progress
<input checked="" type="checkbox"/> 169.254.0.10	Check Webpage	PM5560	Upgrade Completed. Double click here to open webpage.	100%


10. When the firmware upgrade process is completed, double-click on the row to visit the webpage.
NOTE: If the firmware upgrade process is unsuccessful or if the meter does not power up normally or if the Ethernet communication is not established with the meter, contact Schneider Electric Technical Support.



11. Navigate to **File > Exit** to close the firmware upgrade tool.




Checking firmware consistency of the selected device

Navigate to **Tools > Check FW Consistency** OR click the  icon to check the firmware consistency of the selected device.

Device firmware consistency status is shown in the **Status** column.




Saving firmware upgrade log

Click the  icon to save the firmware upgrade logs of the selected device.



FAQs: -

Problem	Probable cause / Solution
Pop up with Validation error and No device selected in list	Make sure to select at least one device or IP address to proceed with firmware upgrade. 
Status message - Firmware up-to date	If the device current firmware version and target firmware version are same, the status message " Firmware up-to date " is displayed. NOTE: Firmware upgrade is not possible within same firmware version.
Status messages: <ul style="list-style-type: none"> • Device info operation failed due to invalid authentication • Device not responding • Device connection failed • Ping test failed 	Firmware upgrade tool unable to connect or validate credentials. Check if config.csv settings are correct, and meter is communicating over network. Check the meter model whether firmware upgrade tool supports for firmware upgrade or not. Contact SE. Check the default configured HTTPS (443) / HTTP (80) port numbers.
Status message - Firmware upgrade not supported for this product identifier	Contact SE if the current version of tool is not supported for product identifier that you are trying to load, or firmware binary is not intended for this product identifier.
Status messages: <ul style="list-style-type: none"> • Invalid firmware version • Firmware version not supported 	Contact SE if the firmware version is not compatible for the product identifier.
Status message - FTP port not available	Enable the FTP.
Status messages: <ul style="list-style-type: none"> • Device upgrade failed • Firmware upload failed 	Check if the firmware version is compatible with product identifier. Check if meter is communicating over network to the assigned IP. Open webpage and cross-check the version and meter model supported.
For PM5561 model: <ul style="list-style-type: none"> • Upgrade is not possible. Meter is MID locked. • Upgrade is not possible, maximum allowed upgrades are exceeded • FTP is disabled. • Changing to device fw support version failed. 	Check if the MID lock is Enabled . You need to Disable the MID lock using the meter display. When maximum allowable firmware upgrades are exceeded, further attempts will be blocked. Contact SE. Enable FTP via meter display to proceed further. Contact SE if the firmware support version failed during upgrade.