Firmware Upgrade Syscom MR3000C

General Information

This guide describes how to perform a firmware upgrade on a Syscom MR3000C vibration monitor. The entire process usually takes only a few minutes. You can check the currently installed firmware version in the device's web interface under the "STATUS" tab (Fig. 1). An overview of all available firmware versions, including release notes, can be found at:

http://firmware.syscom-instruments.com/mr3000/

Please note that versions marked "rc" are pre-release or developer versions and are not intended for production use. The firmware upgrade can be performed either locally using uploaded firmware files or online via the Syscom server. Both options are described in this guide.

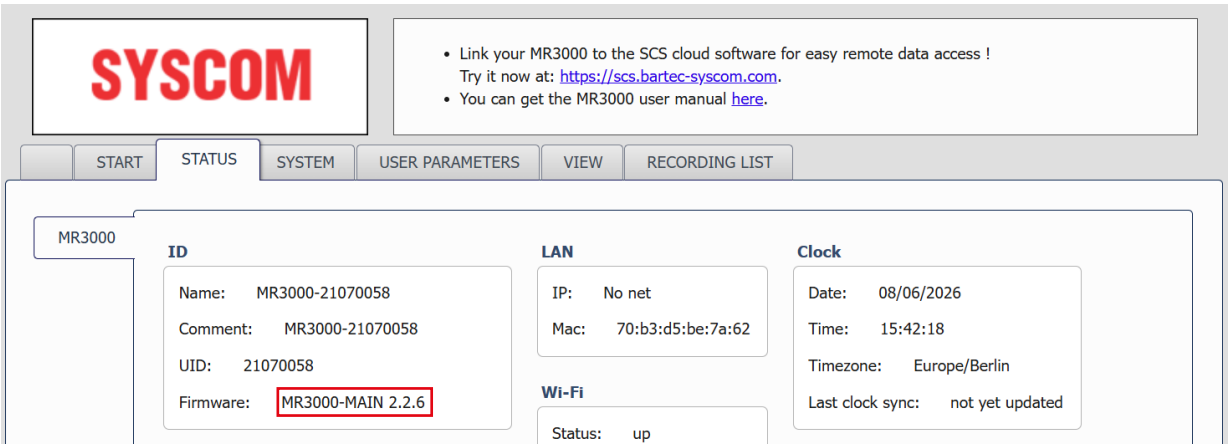


Fig. 1: Firmware version displayed in the web interface

Preparing for the Upgrade

To perform the upgrade, you will need:
- A computer/laptop with internet access
- The latest firmware files

You can select the latest firmware version directly via the following link:

http://firmware.syscom.ch/mr3000/last/

Download all six firmware files and save them locally on your computer/laptop. To do so, use "Right-click => Save link as".

Important Notes

If you are using a firmware version earlier than 1.1.2, you must first upgrade to version 1.1.2! This upgrade takes longer than usual. Only after a successful upgrade to version 1.1.2 can you upgrade to the latest firmware version.

Older MR3000C units with serial numbers 11XXXXXX and 12XXXXX may only be upgraded after consulting our support team! An upgrade must not be interrupted, as this could impair the functionality of the device. Furthermore, an uninterrupted power supply must be ensured at all times. If the customer performs the upgrade independently, this is done at their own risk. Should any problems or complications arise in the process, all warranty claims are excluded.

Performing the Firmware Upgrade

Option 1 – Local

1. Connect to the MR3000C via LAN or Wi-Fi and open the device's web interface as usual.

2. Then navigate to "SYSTEM" => "Upgrade". Use the "Choose files" button to select the six firmware files you downloaded previously. Multiple files can be selected at once (hold down the CTRL key) and uploaded by clicking "Open" (Fig. 2).

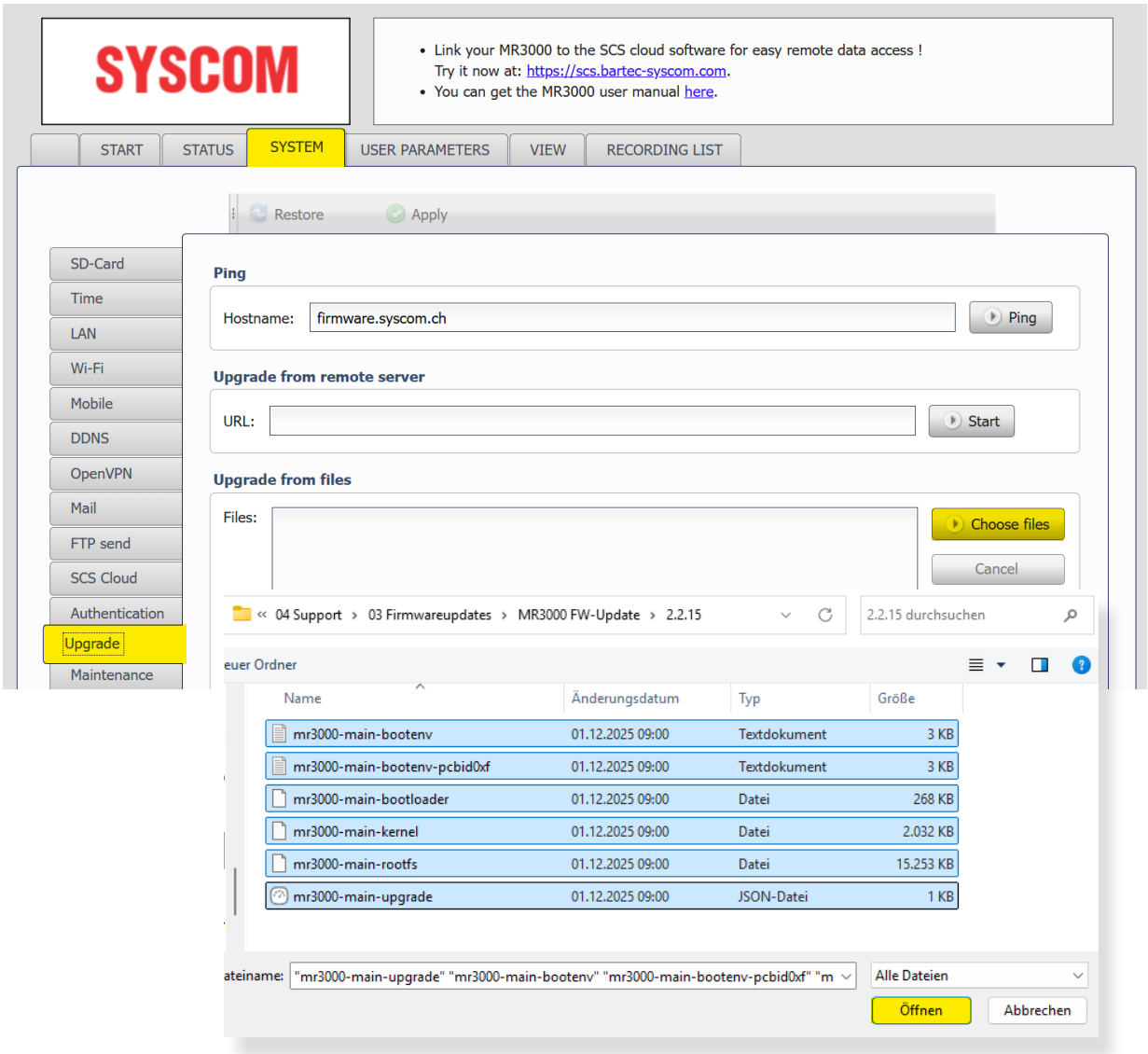


Fig. 2: Selected firmware version files

3. Once the upload has been completed successfully, a window appears asking you to confirm the upgrade (Fig. 3). Confirm by clicking "OK". The upgrade will then start automatically. Do not switch off the MR3000C during this time!

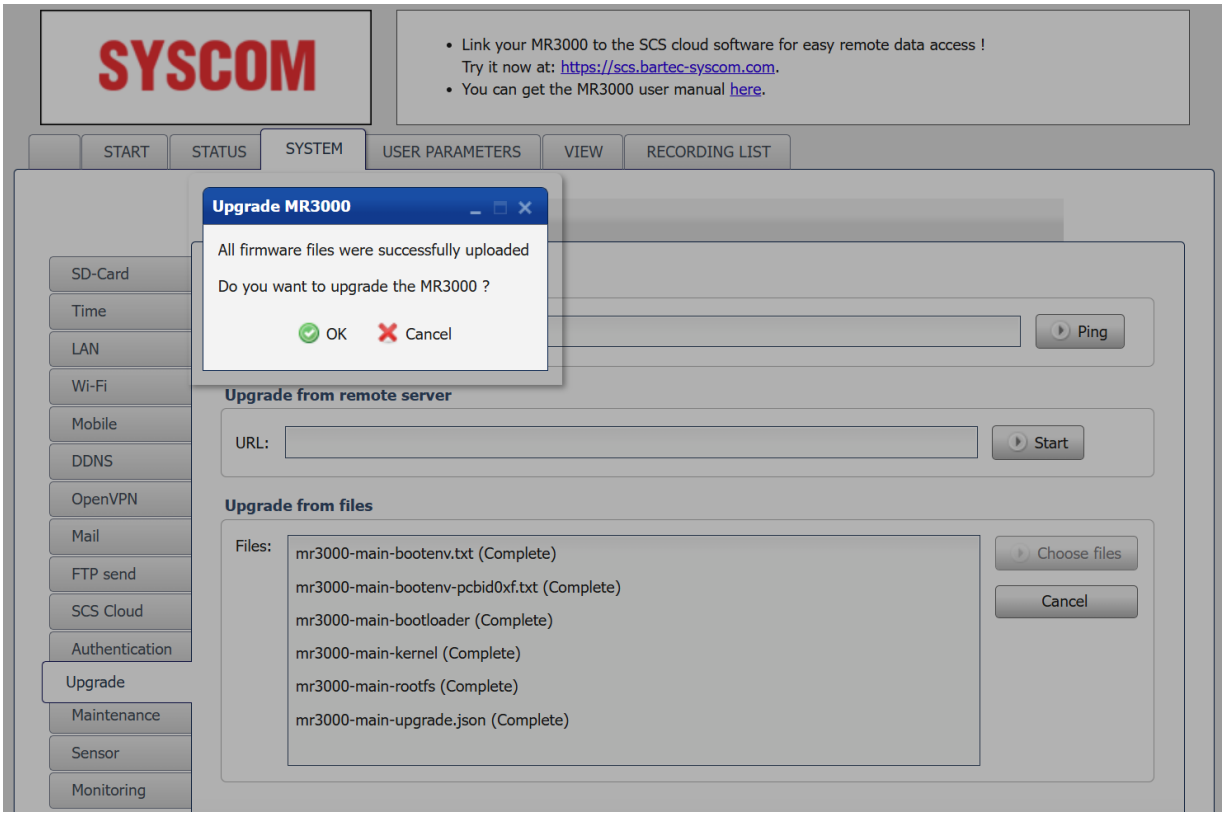


Fig. 3: Firmware files uploaded successfully

4. The MR3000C restarts automatically during the upgrade.

   - With a LAN connection, successful completion is shown directly in the browser.
   - With a Wi-Fi connection, you must reconnect to the Wi-Fi network after the restart and open the web interface again.

5. Then open the "STATUS" tab and check whether the new firmware version is displayed. As soon as the new version is visible, the device can be switched off again. It may take a few minutes for the display to update.

Alternative Option 2 – Online

1. The MR3000C is able to download the latest firmware from the Syscom server and install it automatically.
   To do so, connect to the MR3000C via LAN, Wi-Fi or VPN and open the device's web interface as usual.

2. For the online upgrade, the MR3000C requires a stable internet connection, e.g. via a LAN cable connected to an internet-enabled network or an inserted SIM card. Under the "SYSTEM" => "Upgrade" tab, you can use the "Ping" button to check whether the device is successfully connected to the internet (Fig. 4). If the ping fails, please check your network and internet settings.

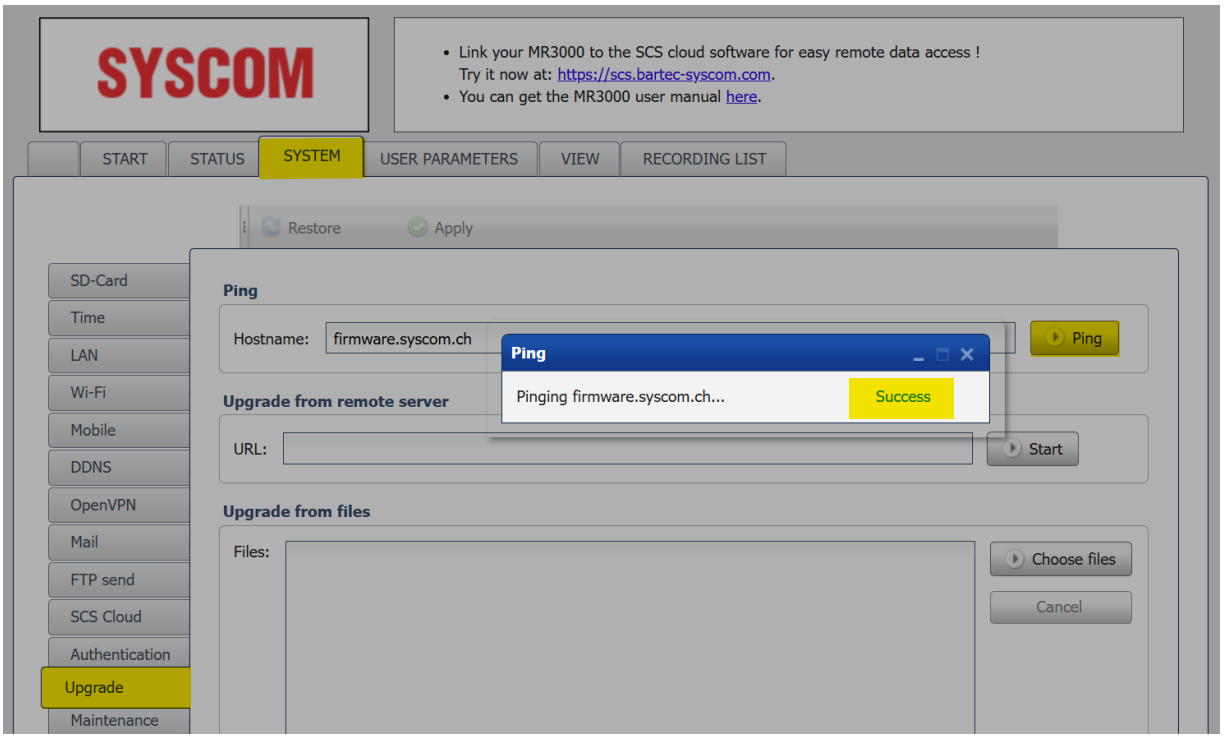


Fig. 4: Successful internet connection

3. Open the page http://firmware.syscom-instruments.com/mr3000/last/ and select the latest firmware version. Then copy the link to the last file, "mr3000-main-upgrade.json", using "Right-click => Copy link".

4. Return to "SYSTEM" => "Upgrade" in the web interface, paste the copied URL into the "Upgrade from remote server" field using the key combination CTRL+V and start the process by clicking the "Start" button (Fig. 5). The upgrade will then start automatically. Do not switch off the MR3000C during this time!

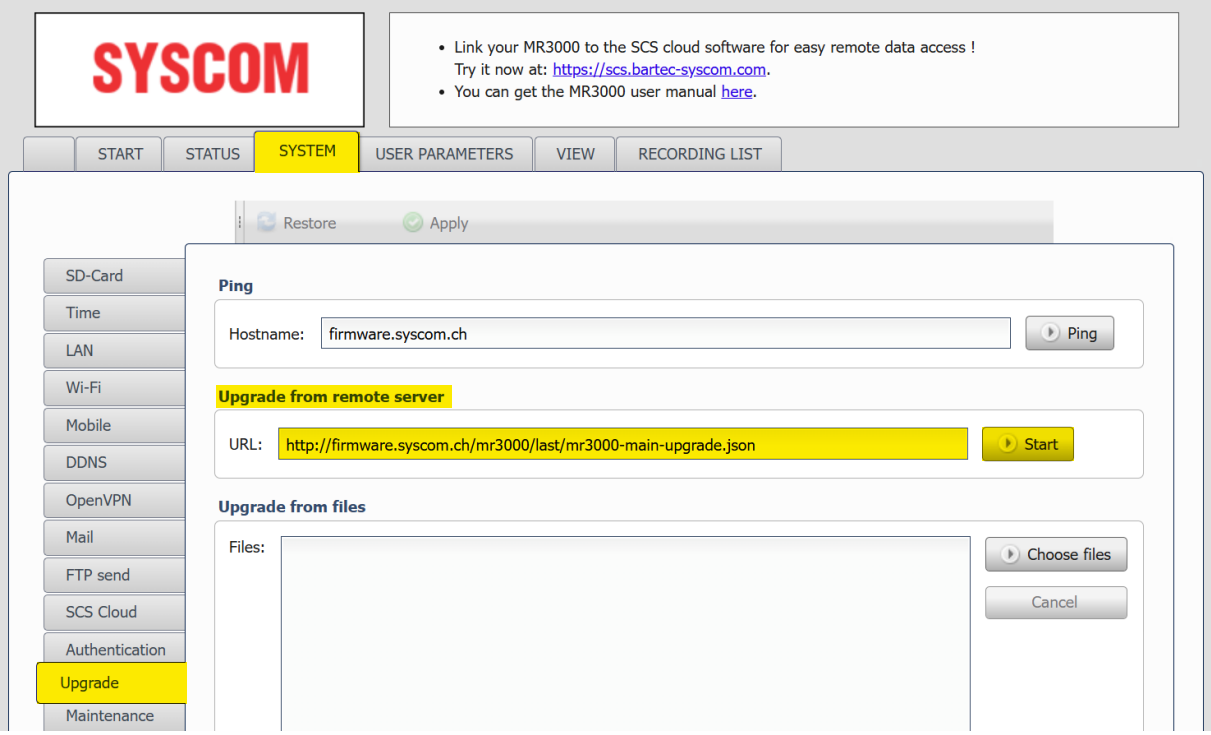


Fig. 5: URL pasted into the input field

5. The MR3000C restarts automatically during the upgrade.

   - With a LAN connection, successful completion is shown directly in the browser.
   - With a Wi-Fi connection, you must reconnect to the Wi-Fi network after the restart and open the web interface again.

6. Then open the "STATUS" tab and check whether the new firmware version is displayed. As soon as the new version is visible, the device can be switched off again. It may take a few minutes for the display to update.

Further Information

Further information on the Syscom MR3000C is available in our customer area at:
https://insights.woelfel.de/en/syscom-customer-portal