Firmware Upgrade Syscom ROCK

General Information

This guide describes how to perform a firmware upgrade on a Syscom ROCK vibration monitor. The entire process usually takes less than a minute. You can view the currently installed firmware version in the Syscom Cloud Software (SCS) on the device's configuration interface under the "General" tab (Fig. 1). An overview of all available firmware versions, including release notes, can be found at: http://firmware.syscom.ch/ROCK/

Please note that versions marked "rc" are pre-release or developer versions and are not intended for production use.

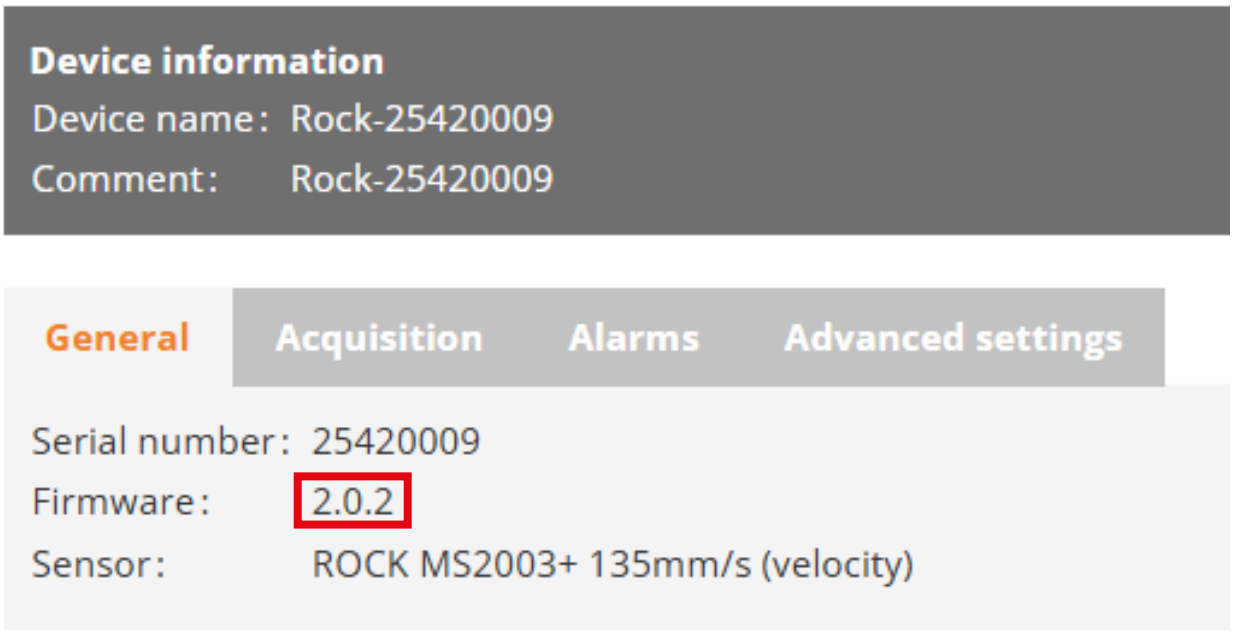


Fig. 1: Firmware version displayed in the SCS

The ROCK cannot download and install firmware upgrades from the server by itself. The upgrade must be performed manually.

Preparing for the Upgrade

To perform the upgrade, you will need:

- A computer/laptop with internet access
- A USB cable (Micro-USB on the ROCK, USB Type-A on the computer)
- The latest firmware file

You can download the latest firmware version directly via the following link:
http://firmware.syscom.ch/ROCK/last

Save the downloaded file locally on your computer/laptop.

Important Notes

An upgrade must not be interrupted, as this could impair the functionality of the device. Furthermore, make sure that the ROCK has a battery charge of at least 10%. You can check the battery level in the Syscom Cloud Software (SCS) on the configuration interface. 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

1. Connect your ROCK to the computer/laptop using the USB cable (Fig. 2). The ROCK is automatically recognized as a drive, and the default ROCK folder is displayed in Windows Explorer.



Fig. 2: Connecting the ROCK to a laptop via the USB cable

2. Press and hold the power button of the ROCK until the "Status" and "Record" LEDs light up yellow (approx. 8 seconds), then release the button. The "4G" LED must not be lit green during this process, as this indicates that the ROCK is currently uploading data to the SCS. The folder then closes and a new folder containing a "README" text file opens (Fig. 3). If this window does not open, look for "Drive (D:)" or a similarly named drive in Explorer.

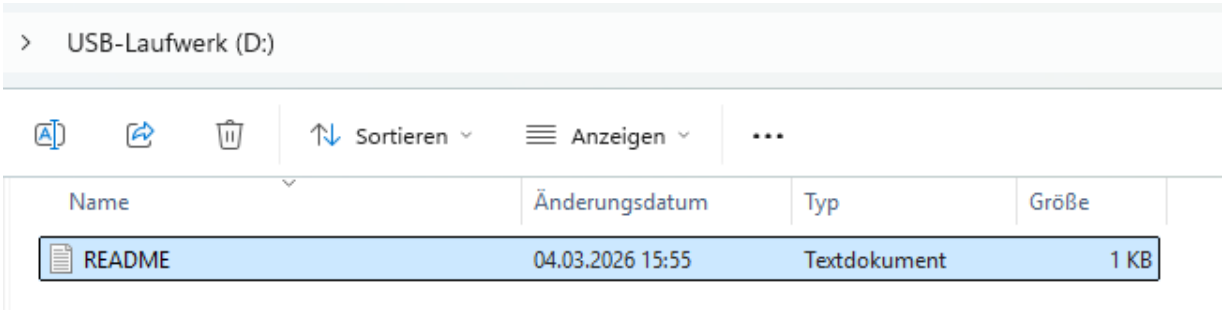


Fig. 3: Folder with "README" text file

3. Drag or copy the new firmware file onto this drive (Fig. 4). The upgrade process then starts automatically.

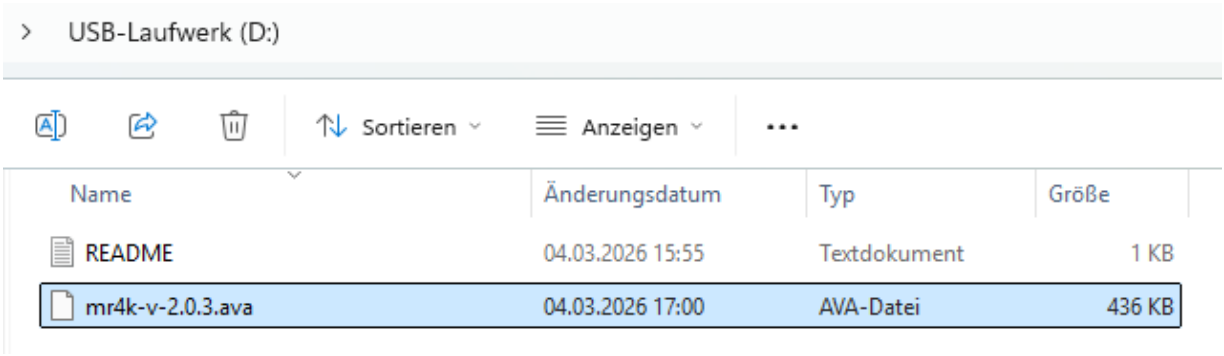


Fig. 4: Inserting the new firmware file

The file is displayed in the folder for only a few seconds. The drive then closes automatically and the default ROCK folder opens again, as in step 1 (Fig. 5).

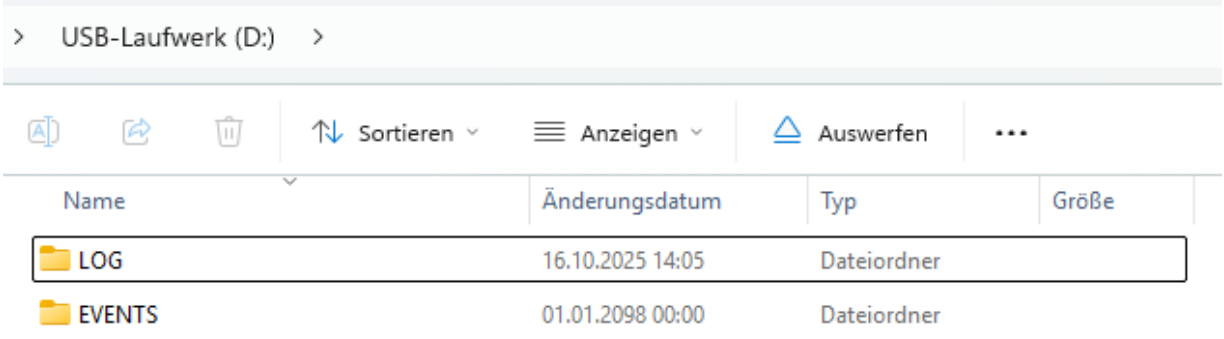


Fig. 5: Default ROCK folder

The device and the USB cable connection should remain in place for a few minutes.

4. Open the configuration interface of the ROCK in the SCS again and check in the "General" tab whether the upgrade was successful. If you are still on this tab, refresh the browser by pressing F5. It may take a few minutes for the display to update. As soon as the new firmware version is displayed, the USB cable can be removed and the ROCK switched off.

Further Information

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