

**Title: 3500Plus/Win3500Plus Upgrade**

**Products: 3500Plus System Controller**

**Date: 4/19/02**

**Introduction:**

This technical bulletin provides the instructions for upgrading the 3500Plus and Win3500Plus software.

**Upgrade Installation:**

**Part 1 – 3500Plus Embedded Software Installation Using Load3500Plus**

The 3500Plus embedded software resides in Flash ROM and is upgraded by running Load3500Plus on the same PC that is used to run Win3500Plus.

To install the upgrade program, insert the 3500Plus CD into the PC and run Load3500Setup.exe. This installation wizard will add four program icons to the PC. If Load3500Plus has previously been used on this computer, some of icons of previous versions of 3500Plus software may already exist. (These may be used for downgrading the controller software.)

- Load3500Interactive
- LoadInstallerVx\_x
- LoadLoaderVx\_x
- LoadUserVx\_x

Where x\_x corresponds to the current version of the program. (As of V3.3 of the Load3500Plus program, the installer and loader programs were at V3.0 and the user program was at V3.2.)

**CAUTION:** Load3500Interactive is a powerful troubleshooting tool, which should only be used under the guidance of Customer Service. Do not attempt to use this utility unless instructed to do so. Incorrect operation may result in rendering your 3500Plus System Controller inoperable.

When Load3500Setup.exe has finished installing the data files and icons, complete the 3500Plus controller software installation as follows:

### NOTE

The upgrade process will delete the configuration currently residing on the system controller. To avoid loss of data, ensure that a copy of this configuration has been saved.

Only one controller board at a time may be upgraded in a dual controller. While upgrading one controller board, remove the other from the chassis. Always ensure that both controller boards have been upgraded to the same version before returning the unit to service.

1. Use the previous version of Win3500Plus to upload and save a copy of the configuration currently residing on the 3500Plus. This copy will be needed in Part 4 – Configuration Conversion.
2. Exit Win3500Plus.
3. Remove power from the 3500Plus.
4. Remove the 3500Plus from the chassis.
5. Set the Operational Mode DIP switch S1-1 to Software Upgrade Mode (ON).
6. Install the 3500Plus in the chassis.
7. Apply power to the 3500Plus. The red Alarm LED, the green Run LED, and the yellow Active LED will all turn ON.

(Steps 4-7 guarantee that the 3500Plus will place itself into the reprogramming mode. The Load3500Plus program will attempt to cause the 3500Plus to enter its programming mode without the DIP switch set. If the program is unable to do this, then the switch S1-1 must be set. )

### NOTE

After each file is installed in Steps 8 through 10 below, the following dialog box will be displayed:



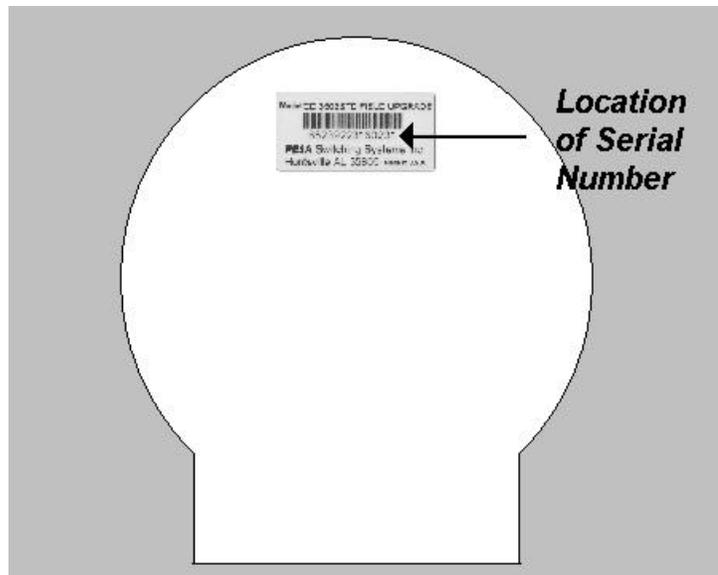
The user program (installed in Step 10) is a much larger file than the other two. The installation of this file may take several minutes to complete. Do not proceed with Step 11 until the dialog box shown above is displayed for Step 10.

**NOTE**

During the operation of Steps 8, 9, and 10, the user will be prompted to enter in a license number. This license number allows the program submitted by the user to be written into FLASH memory on the controller card.



The license entered is taken from the serial number of the upgrade kit used to upgrade the controller. The serial number is printed on the serial number label that is attached to the plastic CD case. The number can be located as shown below:



8. Use the LoadInstallerVx\_x icon to install the Installer module. (Provides the interface for reFLASHing the controller.)
9. Use the LoadLoaderVx\_x icon to install the Loader module. (Sets the 3500Plus controller board parameters after system reset.)

10. Use the LoadUserVx\_x icon to install the user module. (The actual router control software.)
11. Remove power from the 3500Plus.
12. Remove the 3500Plus from the chassis.
13. Set the Operational Mode DIP switch S1-1 to Normal Operation Mode (OFF).
14. Install the 3500Plus in the chassis.
15. Apply power to the 3500Plus. The red Alarm LED will turn ON briefly, then turn OFF. The green Run LED and the yellow Active LED will turn ON.

### Part 2 – Win3500Plus Control System Installation

The earlier version of the Win3500Plus may be needed to convert existing configurations to the latest version of Win3500Plus software. Read Part 4 below before installing the latest Win3500Plus software. (It may be desirable to install the new software in a new folder, and retain the older Win3500Plus software for future use.)

Insert the new edition Win3500Plus CD into the PC and run W35Plus Setup.EXE, the installation wizard. Follow the directions given.

#### **NOTE**

Some upgrades of the 3500Plus controller do not require an upgrade of the Win3500Plus software. Please refer to the readme file on the Load3500 CD to determine which version of the Win3500Plus is required for operation with the 3500Plus controller.

### Part 3 – Upgrade Verification

After completing Parts 1 and 2, verify that the upgrade was performed correctly as follows:

1. Press and hold the Reset button on the front of the 3500Plus System Controller for approximately three seconds. The yellow Active LED will turn OFF and the red Alarm LED will turn ON.
2. Release the Reset button. The red Alarm LED will turn OFF and the yellow Active LED will turn ON when the reset is complete. Since there is no configuration in residence, the reset cycle should take five seconds or less.
  - If the yellow Active LED does not turn ON within five seconds, repeat Steps 1 and 2. If it still doesn't turn ON, contact Customer Service.
  - If the red Alarm LED does not turn OFF within five seconds, repeat Steps 1 and 2. If it still doesn't turn OFF, contact Customer Service.
3. Start Win3500Plus and select **Help|About** from the pull down menu. Verify that new version of the software is running. Click the OK button.
4. In Win3500Plus, select **Diagnostics|CPU Link Test** from the pull down menu. Verify that the 3500Plus controller board is running the latest version of software. Click the OK button.

#### **Part 4 – Configuration Conversion**

Configurations stored in earlier versions of the Win3500Plus may not be compatible with newer versions of the software. To verify this, read an old configuration into the latest version of Win3500Plus. An error message will appear if the program cannot understand the configuration.

If the older version of Win3500Plus configurations are not compatible with the latest version of Win3500Plus, the configurations must be converted as follows:

1. Start the older Win3500Plus and open the configuration saved in Part 1 Step 1.
2. Select **Diagnostics|Import/Export Functions|Database Convert to ASCII File** from the pull down menu. When the Open dialog box is displayed, specify a drive and directory to be used for the temporary ASCII file. Then enter a filename (e.g., SAMPLE.TXT) in the ASCII Definition File text box and click the Open button.
3. Exit the older Win3500Plus.
4. Start the latest Win3500Plus.
5. Select **Diagnostics|Import/Export Functions|Import ASCII File to PC** from the pull down menu. When the Open dialog box is displayed, select the file created in Part 4 Step 2 and click the Open button.
6. Save the converted configuration on the PC.
7. Download the configuration to the 3500Plus.