

# TECHNICAL BULLETIN:

## 3500PRO CONTROLLER FIELD UPGRADE

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# 3500PRO Controller Field Upgrade

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## Introduction:

This technical bulletin provides the instructions for upgrading the 3500PRO controller software.

## Controller Upgrade Installation:

**If you are upgrading from a 3500 or 3500Plus to the 3500Pro, you will need to perform the following:**



- **You need to run the 3500PRO Installer Vx.x upgrade first.**
- **When prompted for the License number, you will need to enter the license: 652392X04172004**
- **You may now run the upgrades to the Boot Loader and User modules using the serial number that accompanied the upgrade CD.**

## Part 1 – 3500PRO Embedded Software Installation

The 3500PRO embedded software resides in Flash ROM and is upgraded by running 3500Pro Field Upgrade Kit on the same PC that is used to run Win3500PRO.

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

- Interactive Flash Program
- 3500PRO BootLoader Vx.x
- 3500PRO Installer Vx.x
- 3500PRO User Vx.x

Where x.x corresponds to the current version of the program. (As of V1.1 of the 3500Pro Field Upgrade Kit program, the installer and loader programs were at V3.0 and the user program was at V1.1.)



**Interactive Flash Program 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 3500PRO System Controller inoperable.**

When 3500Pro Controller Field Upgrade.exe has finished installing the data files and icons, complete the 3500PRO controller software installation as follows:



**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 the 3500PRO Configuration Editor to upload and save a copy of the configuration currently residing on the 3500PRO. This configuration will need to be reloaded onto the controller after the User software has been upgraded
2. Exit all 3500Pro Windows applications.
3. Remove power from the 3500PRO.
4. Remove the 3500PRO from the chassis.
5. Set the Operational Mode DIP switch S1-1 to Software Upgrade Mode (ON).
6. Install the 3500PRO in the chassis.
7. Apply power to the 3500PRO. The red Alarm LED, the green Run LED, and the yellow Active LED will all turn ON.

(Steps 4-7 guarantee that the 3500PRO will place itself into the reprogramming mode. The 3500Pro Field Upgrade Kit program will attempt to cause the 3500PRO 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. )



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



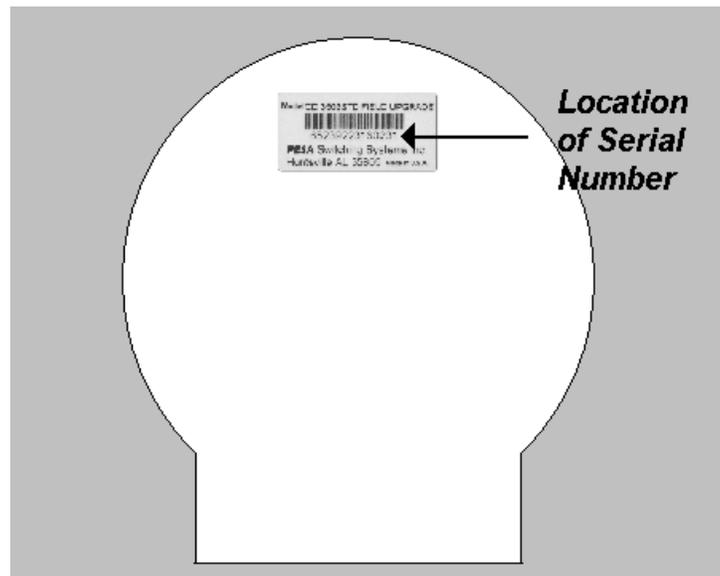
**The user program (installed in Step 10) is a much larger file than the other two. The installation of this file may take several minutes to complete. Do not proceed with Step 11 until the dialog box shown above is displayed for Step 10.**



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 3500PRO Installer Vx.x icon to install the Installer module. (Provides the interface for reFLASHing the controller.)
9. Use the 3500PRO BootLoader Vx.x icon to install the Loader module. (Sets the 3500PRO controller board parameters after system reset.)
10. Use the 3500PRO User Vx.x icon to install the user module. (The actual router control software.)
11. Remove power from the 3500PRO.
12. Remove the 3500PRO from the chassis.
13. Set the Operational Mode DIP switch S1-1 to Normal Operation Mode (OFF).
14. Install the 3500PRO in the chassis.
15. Apply power to the 3500PRO. 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 – 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 3500PRO 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 3500Pro Configuration Editor and select **FILE > Controller Status** from the pull down menu. Verify that new version of the software reported back from the controller. Click the OK button.
4. Download the configuration saved in step 1 of part 1 to the controller.