



eFamily Update Utility



eFamily Update Utility (Backup, Upgrade, And Restore eFamily Device Software)

Contents

The eFamily Update Utility provides the ability to update the firmware, backup the device configuration (including card holders, schedules, and services) and event history log, and/or restore a backup configuration to an eFamily device.

The following topics can be found within this document:

- [Installing The eFamily Update Utility](#)
- [Before Updating Your eFamily Device](#)
- [eFamily Update Procedure](#)
- [Errors That Occur During Update](#)

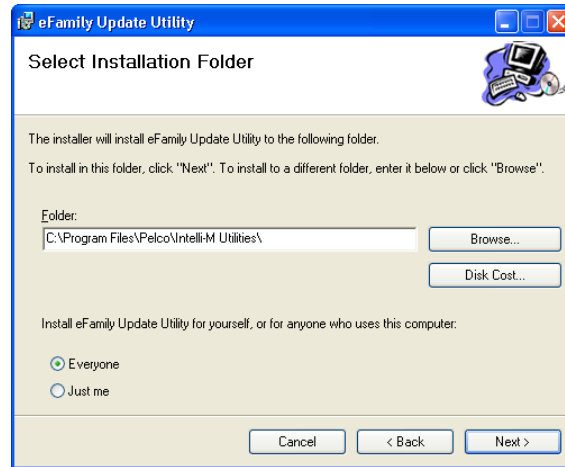


Figure 1-2: Select Installation Folder Screen

Be sure to indicate if the utility will be used by only you, or if it will be used by anyone who has access to the computer.

The “Disk Cost” button can be used to determine how much room is on each of the computer’s drives, and how much disk space (cost) will be used after the program is installed.

The “Browse” button can be used to install the utility at some location on the computer other than the default location.

4. Click the “Next” button so that the “Confirm Installation” screen is displayed.

This will prepare the installer to install the eFamily Update Utility onto the computer.

5. Click the “Next” button. A screen displaying the progress of the installation process will be displayed. Then, an “Installation Complete” screen similar to that shown in Figure 1-3 will be displayed.

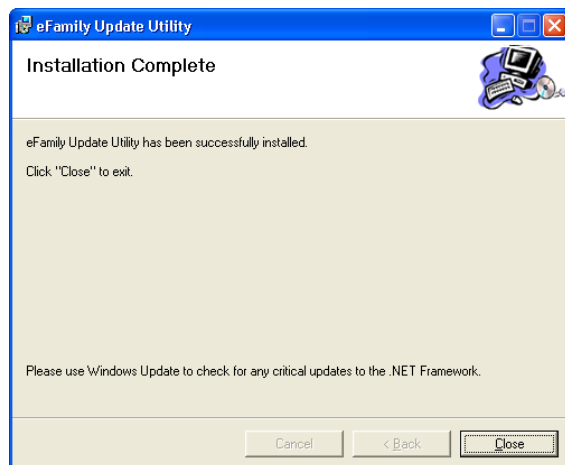


Figure 1-3: Installation Complete Screen

6. Click the “Close” button.

This completes installation of the “eFamily Update Utility”.

word for your system, then use the default information provided. In most instances, the default information will be correct. If you know that your TCP port number and/or name and password are different, then type in the correct information for your system.

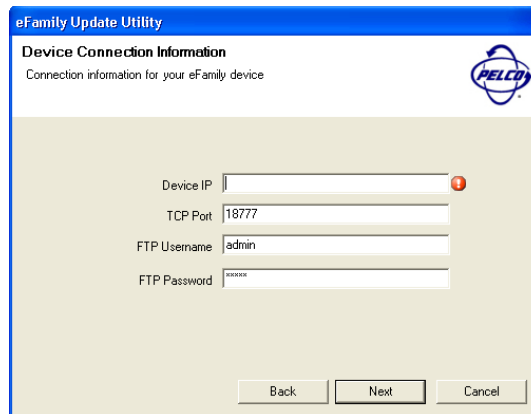


Figure 1-5: Connection Information Screen

Click the “Next” button which will display the “Backup File” screen. Since updating an eFamily device erases any configuration data coded into it, a dialog is displayed that gives the opportunity to back up the device. Refer to Figure 1-6.

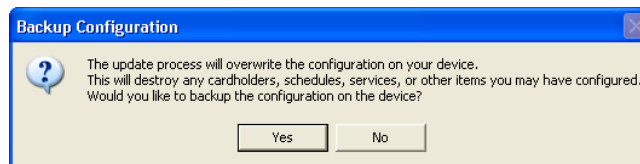


Figure 1-6: Choice To Backup Screen

If “Yes” is selected, “Backup Device Configuration” is enabled on the Backup File screen. Refer to Figure 1-7. An additional option is also given to backup up the Event Log on the eFamily device.

If “No” is selected, a verify skip backup dialog is displayed, then “Skip Configuration Backup Step” is enabled.

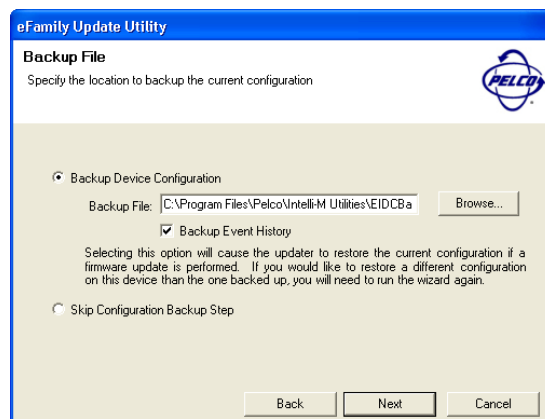


Figure 1-7: Connection Information Screen

The “Browse” button can be used to change the default name of the backup file (which is the year, month, and date per the computer’s clock in yyyyymmdd format), and can also be used to change the default location (eFamily Update folder) to which the device’s current configuration is saved.

Click the “Next” button which will display the “Update File” screen.

3. **The eFamily Update Utility file will have an .iti or .xml extension. Use the “Browse...” button to navigate to the file and open it. Refer to Figures 1-8 and 1-9.**

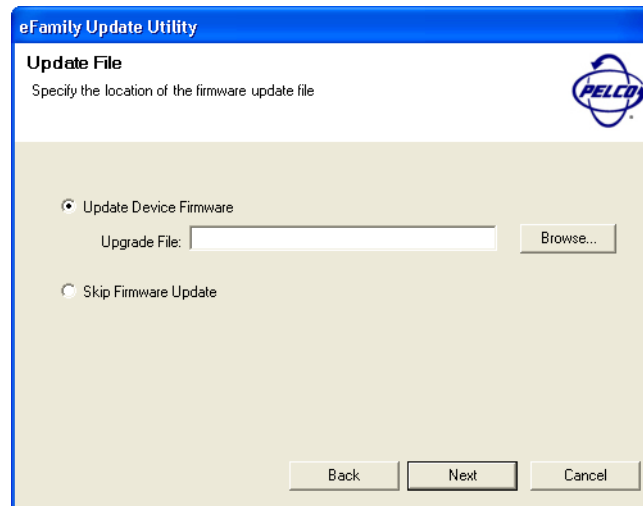


Figure 1-8: Example Use Of Path To Upgrade File Screen

If “Skip Firmware Update” is enabled (checked), go to Step 4.

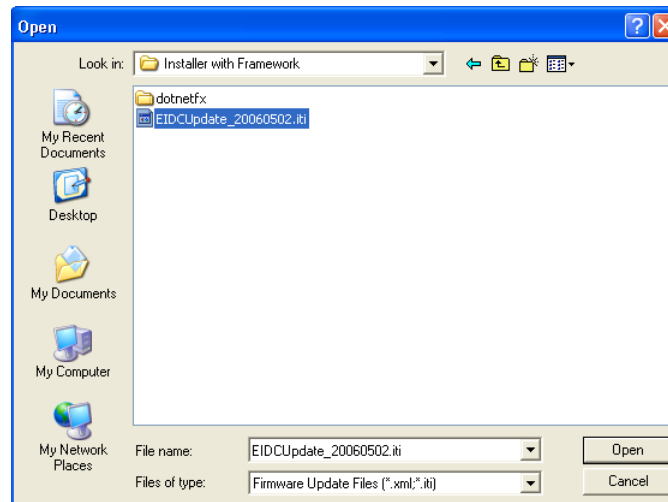


Figure 1-9: Example Of Browse Button Being Used Screen

If “Skip Firmware Update” is disabled (unchecked), click the “Next” button and go to Step 5.

4. The “Restore File” screen is used to load a configuration onto the device that is different from the one currently on the device. (An example of this would be a previously backed up configuration.) Refer to Figure 1-10. Use the “Browse...” button to navigate to the file, and then click the “Next” button.

Note: The backed up eFamily configuration file must have an .iti or .xml extension.

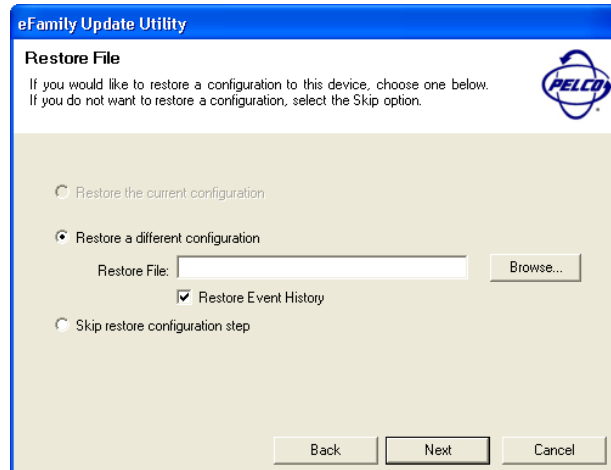


Figure 1-10: Example Of Browse Button Being Used Screen

An additional option is also given to restore the Event History on the previously backed up file to the eFamily device.

5. The “Summary of Tasks” screen will be displayed. Check the summary of tasks the update utility will perform.

A screen similar to that shown in Figure 1-11 will be displayed listing the tasks that will be performed by the utility. Check the list to make sure the tasks listed are the ones desired. The “Back” button can be used to make changes to the tasks that are to be done.

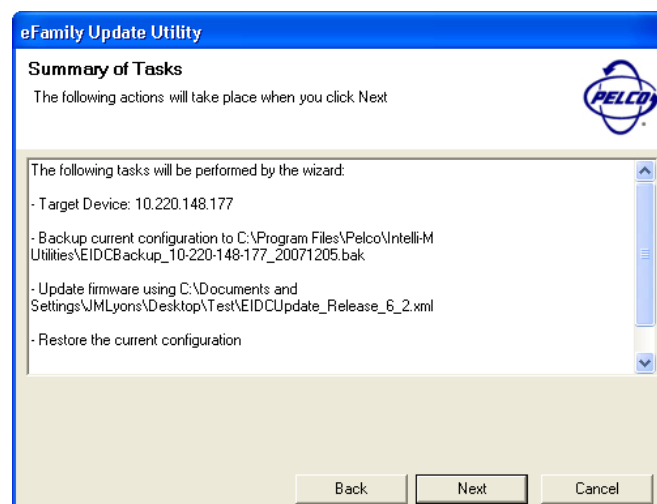


Figure 1-11: Connection Information Request Screen

6. Click the “Next” button to upgrade data to the eFamily device.

As the update proceeds, the screen will provide details about the update process. Refer to Figure 1-12.

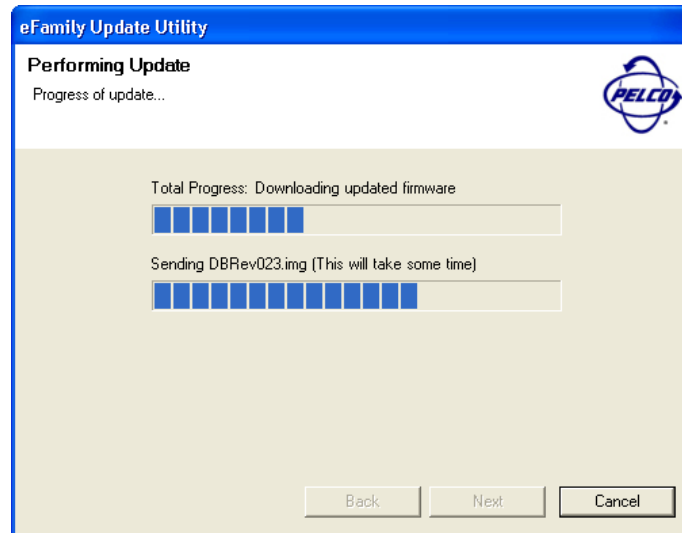


Figure 1-12: Update In Process Screen

Once the update is complete, a screen similar to that shown in Figure 1-13 will be displayed indicating that the update is complete.

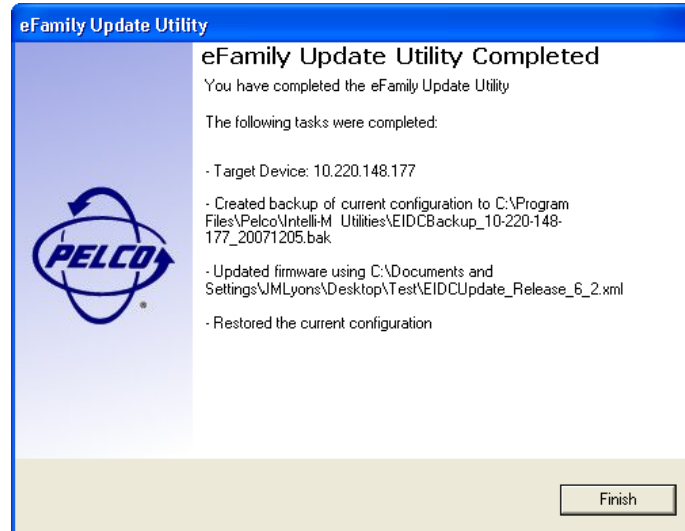


Figure 1-13: Update Complete Screen

Click the “Finish” button to close the utility, or click the back button to update a different eFamily device.

Errors That Occur During Update

If any problems occur during the update process, an error message similar to that shown in Figure 1-14 with details about the problem will be displayed.



Figure 1-14: Example Error Message

Dismiss the message by clicking the “OK” button. Verify that the device is online and operating properly. Use the “Back” button to verify the information specified on each screen, and then attempt the update again.

Important: It is very important that neither the Supervisor Plus software nor the Web Interface is actively monitoring the device during the update process. These processes will interfere with the ability of the eFamily Update Utility to configure your device. It is highly recommended that the device be removed from normal operation and isolated on the network prior to updating the firmware.