September 15, 2005

Product: Ishida AC-4000 Series

Issue: Firmware Update Wizard Cannot Load Scale Firmware

Cause: Communication is Blocked by Computer Settings

Solution: Send BIOS File from the Command Line

> Authorized distributors and their employees can view or download this document from the Rice Lake Weighing Systems distributor site at www.ricelakeretail.com.

Issue
This bulletin describes an alternate method of sending the BIOS firmware to an AC-4000 Series scale when the Firmware Update Wizard program cannot communicate with a scale.

When the main application firmware in an AC-4000 Series scale is to be updated it is loaded by the i-View program. The BIOS firmware is updated using the Firmware Update Wizard program. This program uses a different protocol than other Ishida software. It is possible that the Firmware Update Wizard program may not communicate while other Ishida software continues to work.
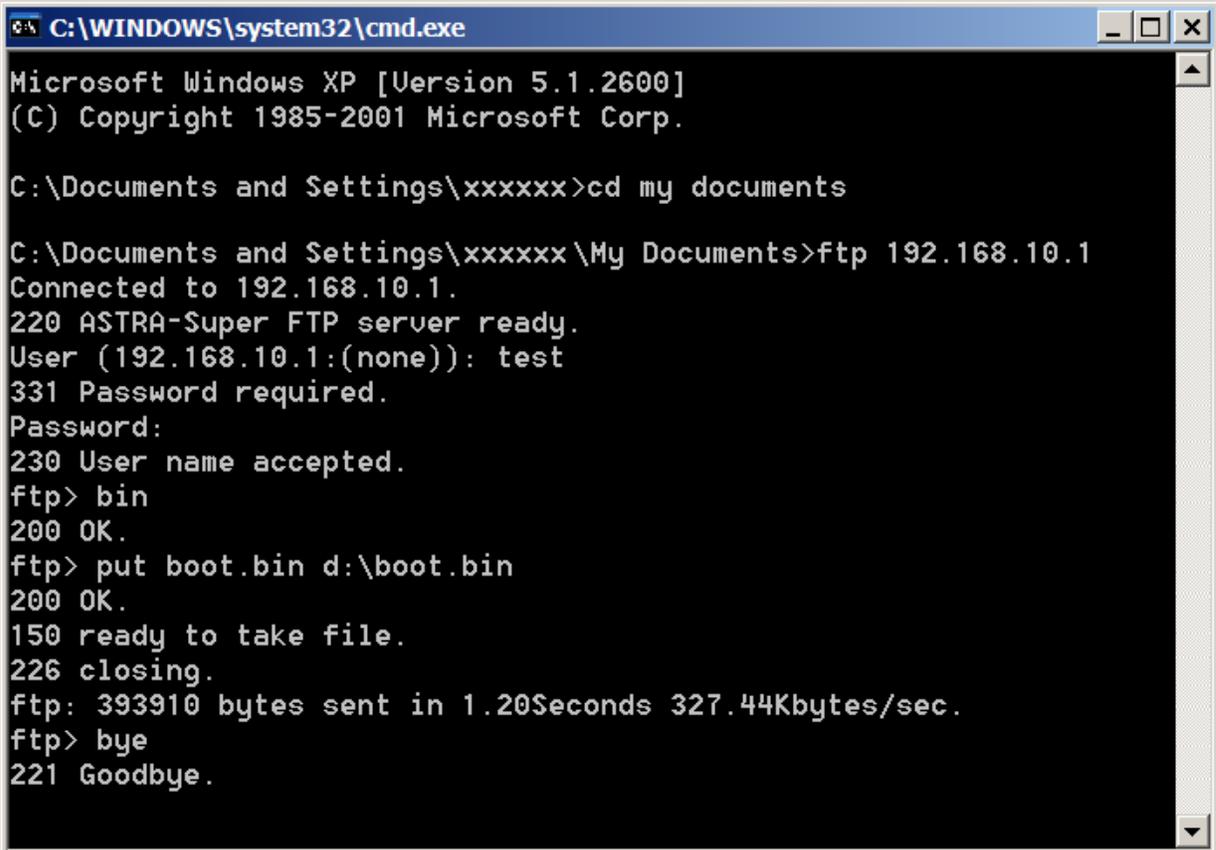
The first step to resolve this situation is to change any firewall, anti-virus, Virtual Private Network (VPN), or other security settings that may be blocking the Firmware Update Wizard program. If this does not correct the problem, use another computer to operate the Firmware Update Wizard program.

Procedure
Follow the procedure below to send the BIOS firmware program to the scale.

1. Turn off the scale.
2. Connect the computer and scale directly with a cross cable.
3. Place a copy of the BIOS program file "boot.bin" in the My Documents folder.
4. Set the computer's IP Address to a value in the range of 192.168.10.xxx.
5. From the Start Menu select Run.
6. Type: `cmd` and click OK -- the command line will appear.
7. Type: `cd my documents` to change to the My Documents folder.
8. Remove the scale's platter and the access screw to the Calibration Save button.
9. Hold down the Calibration Save button and power up the scale.
10. "C02-04 APPLICATION COPY " will appear.
11. Press the Down Arrow (↓) key.
12. "C02-05 BIOS COPY" will appear.

13. At the computer type: `ftp 192.168.10.1`
14. User name: `test`
15. Password: `usnet`
16. Type: `bin`
17. Type: `put boot.bin d:\boot.bin`
18. Confirm that the file was sent (see figure 1.)
19. Type: `bye`
20. Press the ZERO key on the scale twice to install the file.
21. After approximately 20 seconds the scale will display "PASS".
22. Turn off the scale.
23. Reinstall the platter and the access screw.
24. Power up the scale.
25. Use i-View to load the appropriate main application firmware.

```
C:\WINDOWS\system32\cmd.exe                                    _ □ ×

Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\xxxxxx>cd my documents

C:\Documents and Settings\xxxxxx\My Documents>ftp 192.168.10.1
Connected to 192.168.10.1.
220 ASTRA-Super FTP server ready.
User (192.168.10.1:(none)): test
331 Password required.
Password:
230 User name accepted.
ftp> bin
200 OK.
ftp> put boot.bin d:\boot.bin
200 OK.
150 ready to take file.
226 closing.
ftp: 393910 bytes sent in 1.20Seconds 327.44Kbytes/sec.
ftp> bye
221 Goodbye.
```

Figure 1. Sending AC-4000 BIOS file "boot.bin" by the command line.

Notes
- The AC-4000's IP Address is fixed at 192.168.10.1 when it is powered up while holding down the Calibration Save button.

Reference
- FwUpdate.wiz User Guide, 2nd Edition.