ISONAS Firmware Update Process

With the new configuration tool from ISONAS, you can now update firmware for all hardware device models from a single interface. The configuration tool allows you to discover your hardware units and update the firmware by model. This tool is a utility that can be downloaded from the ISONAS website onto a local machine and then will communicate with all hardware devices on that subnet.

**Please note: This tool will communicate with units on the same subnet only.**

**Please Note: Devices must be un-encrypted in order for the firmware to be updated. See encryption instructions on how to un-encrypt a device for a firmware load.**

Each hardware device has different firmware files that need to be updated. Below is matrix showing which updates are required per device.

<table>
<thead>
<tr>
<th>Device Model</th>
<th>Coldfire</th>
<th>Coprocessor</th>
<th>Bluetooth Low Energy</th>
</tr>
</thead>
<tbody>
<tr>
<td>RC-04</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>RC-03 (Classic and Coldfire)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>IP-Bridge</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

**Getting Started:**

You may have received a notification that firmware updates are available for your hardware in Pure Access. In order to see which devices require an update click on the Access Control tab on the left, then under the access points view there is a column for Firmware. If the column shows ‘current’, your firmware is up to date. If the device shows ‘update’ a firmware update is available.
Updating Firmware

1. Navigate to the ISONAS website and download the ISONAS configuration tool. The tool can be found at [www.isonas.com](http://www.isonas.com) in the quick links section on the top right hand side.

2. Once this tool has been downloaded, launch the application.

3. From here select the Discover Units button, this will run a UDP search for all ISONAS devices on the network, within the subnet. On the Discovered Units section, you will see all units found, the MAC ID, Model and IP Address will be displayed.

4. To Update the firmware, select the update firmware button. **Please Note: all units must be discovered first before updating the firmware.**
5. On the firmware Update page, select the model you wish to update (RC-03 Cold fire or Classic models, RC-04, IP-Bridge – see below for specific IP-Bridge instructions).

![Firmware Update Page](image)

6. Once you select the model, all units discovered will appear in the list with their current cold fire firmware version. From here navigate to our website’s support page to find the latest version of our firmware for your selected device. [https://www.isonas.com/support/category/firmware/](https://www.isonas.com/support/category/firmware/)

7. Download these files to the machine and as you will need to browse for these.

8. Select the specific device or select all devices you wish to update. Then select the Prepare Devices button. **Please Note: A full update can take up to 15 minutes to complete**
9. The device will be configured into server mode in order for it to be updated. While the firmware update is taking place the device will not be available to accept credentials and will show an amber/yellow LED. Once the firmware update is complete the device will be re-connected to the host software and ready to accept credentials.

10. When the device is ready, the status will show ‘Ready for update’ and the update button can be selected. From here browse to discover the firmware files you downloaded from the website previously.

11. The Cold fire update will take place first and the progress column will show you a percentage of completion. While the update is taking place the device will show a yellow/amber light while it is updating and be unavailable. Upon completion of this update the device will fully reboot.
12. The co-processor update will happen following the cold fire. Status and progress will be displayed. Again the device will show an amber/yellow light and during this update the LED’s will flash red and green. Once the update is complete the device will reboot.

13. For an RC-04 device there are 3 firmware versions to load and the last one is the BLE firmware. The process will be the same as the cold fire update. The device LED’s will turn yellow/amber and upon completion the device will fully reboot.

14. Once all versions have been updated the version numbers will update all at once.

15. Should an error occur, please check your network connectivity and try the process again.
For an IP-Bridge Update:

Follow steps 1-8 just as stated above.

1. On the IP-Bridge, the display is slightly different due to the multiple door functionality.

   **Please Note: there is a single coldfire processor per IP-Bridge and a separate coprocessor per door. This is why there is only one coldfire version listed.**

2. IP-Bridge devices will appear in a list by MAC ID and the individual door details will display across the top navigation. You can choose to update all doors on an IP-Bridge or individual Doors, by selecting Door 1, Door 2, Door 3.

![IP Bridge Update GUI](image)

3. Once you have selected your IP-Bridge and the appropriate doors, Select the Prepare Devices button to set the IP-Bridge in server mode.

4. Once this is complete the configuration tool will show the IP-Bridge as ‘Ready for Update’
5. From here select the Update button and the firmware update process will begin. You can watch the status bar for the progress of the updates.

6. As the individual doors are updated the LED’s will show an amber state and each door will reboot after the update process is complete.

7. Once the doors selected have been updated the coprocessor version will appear under each door.

Should you have any additional questions, please check our website or our Support portal that can provide more information on our firmware update process.