Your Global Automation Partner



GEN... Firmware Update via PACTware

Technical Support Document

Hans Turck GmbH & Co. KG | T +49 208 4952-0 | F +49 208 4952-264 | more@turck.com | www.turck.com



1 About these instructions

These instructions describe the process for updating the firmware of the GEN... Ethernet gateway via PACTware.

1.1 Target groups

These instructions are intended for qualified personnel and must be read carefully by anyone operating and maintaining the device.

When using the device in Ex circuits, the user must also have an additional knowledge of explosion protection (IEC/EN 60079-14 etc.).

1.2 Feedback about these instructions

We make every effort to ensure that these instructions are as informative and as clear as possible. If you have any suggestions for improving the design or if some information is missing in the document, please send your suggestions to **techdoc@turck.com**.

2 Carrying out a firmware update with PACTware

Requirements

The PACTware FDT frame application, the DTM for the device and the latest firmware can be downloaded free of charge from www.turck.com.

- The module rack must be connected to the power supply.
- The screws of the power supply modules have been tightened or the locking cap has been locked in place.
- The gateway is plugged in and is connected to a PC via an Ethernet cable.
- PACTware 6.0 must be installed.
- The latest firmware file has been downloaded.

The device is operational automatically once the power supply is switched on.

Adding a gateway in PACTware

- Open PACTware.
- Create a new project.
- Double-click BL Service Ethernet.

>	\gg	Add device							:
Project	:								
Device tag			×	۹ Reset all	filters				
		Device 1	:	Туре	Protocol	Vendor	Group	Device versio	FDT vers
		🕂 📕 BL Service Ethernet	\odot	Communication	BL Service Eth	Turck	DTM specific	1.0.0 / 2007-0	1.2.0.0
		+ B L Service RS232	\oslash	Communication	BL Service	Turck	DTM specific	1.0.0 / 2007-0	1.2.0.0
		(+) O CommDTM PROFIBUS DP	\oslash	Communication	Profibus DP/VI	Trebing & Himstedt Pro	not specified	4.0.0.8 / 2010	1.2.0.0
		🕂 🤤 HART Communication	\oslash	Communication	HART	CodeWrights GmbH	not specified	1.0.52 / 2015-0	1.2.0.0
		🕂 🔰 isNet Lite	\oslash	Communication	isNet Lite; isN	Thorsis Technologies	not specified	2.0 / 2018-06	1.2.1.0
		🕂 🚊 PROCENTEC DP-VI Master	\oslash	Communication	Profibus DP/VI	PROCENTEC	not specified	1.2.1.0 / 2015-0	1.2.0.0
		🕂 🔮 PROFIdtm DPVI	\oslash	Communication	Profibus DP/VI	Softing Industrial Auto	not specified	V 2.23.0(163) /	1.2.0.0
		🕂 💿 smartLink HW-DP HART	\oslash	Communication	HART	Softing Industrial Auto	DTM specific	1.0 / 2020-10-13	1.2.0.0

Fig. 1: Adding a gateway in PACTware



Carrying out a firmware update

- Double-click **TCP:192.168.167.110**.
- Select the Ethernet interface.
- ▶ To select the gateway for the firmware update: Click the Search icon.

>	>>	·∧ TCP:192.168.167.110 ×
Project	:	Address Channel
Device tag		Device type BL Service Ethernet
TCP:192.168.167.110	0:	турск
		BL Service Ethernet BL Service over ethernet communication DTM
		🗖 👻 😰 😰 🕸 🕸 💷 印印 🕕 🏨 👗 🌲 🛛 Busaddress management
		Online available devices Add devices manually
		Ethemet 4 (192.168.167.110/255.255.255.0)
		Ethemet (10.17.110.141/255.255.255.0) Ethemet 4 (192.168.167.110/255.255.255.0)

Fig. 2: Select the Ethernet interface

In the Busaddress management window, select the firmware update icon with the green arrow.



Fig. 3: Firmware update icon

 \Rightarrow The window for selecting the firmware update opens.



NOTE
When updating to V.1.6.0.0, the current boot loader must be installed first.
► In the next step, select the boot loader file instead of the firmware update.

- Open the folder where the firmware update is saved and select the file.
- Click Open.

📢 🏹	fnen								×
~	→ ~	↑ 🛃 → Dieser PC → Desktop →	FW-GEN-3G 1.6			م ن			
Orga	nisieren	▼ Neuer Ordner						-	?
	^	Name	Änderung	gsdatum Typ	Größe				
× *	5	excom_GEN_3G_01510035_V1.6.0.	0_b1130 15.12.202	1 08:47 DAT2-Dat	ei 703 KB				
		excom_GEN_3G_01510035_V10.0.	1.0_boot 22.11.202	1 13:35 DAT2-Dat	ei 33 KB	Wählen Sie	eine Datei für di	e Vorschau a	us.
-	× <				>				
		Dateiname:				→ Firr	mware (.dat2) Öffnen	Abbrechen	

Fig. 4: Selecting the firmware update



The firmware update is carried out. A progress bar appears under **TCP:192.168.167.110** in the sidebar and above the PACTware logo. The firmware update may take up to five minutes.

📢 PACTware 6.0			
		Ð	
>			>>
Project			:
Device tag			
🔳 💳 TCP:192	.168.1.110		0:
	PACTU	iare 🍸 🍢	

Fig. 5: Firmware update in progress

If the firmware update is successful, the following message is displayed:

📢 PACTware Message	—	×
BL Service Ethernet		
Dev[192.168.1.107], Firmware download succeeded.		
Close		

Fig. 6: Firmware update carried out successfully

Checking the firmware version

- ▶ In the **Busaddress management** window, click the search icon.
- ⇒ The **Version** column displays the current firmware version.

Address	<
Address	
Channel	
Device type BL Service Ethernet	
Device type BL Service Ethernet Description BL Service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service over ethernet communication DTM Image: The service	ment
Online available devices Manually	
Ethernet 4 (192.168.167.110/255.255.255.0)	\sim
Device type Online ID IP address Netmask Gateway Ethernet address Version Mode	
excom GEN-3G 1510035 <u>192 168 1.107</u> 255.255.255 0 0.0.0 0 00:07:46:8D:8B:46 <mark>V1.6.0.0</mark> PGM_DHCP	

Fig. 7: Current firmware version in PACTware



Alternatively, the firmware version can also be checked in the web server. The device is factory set to IP address 192.168.1.254. To open the web server via a web browser, enter 192.168.1.254 in the address bar of the web browser. Navigate to EXCOM GEN-3G \rightarrow Info \rightarrow Firmware revision via the left-hand sidebar to display the current firmware version.

EXCOM GEN-3G	excom GEN-3G - Gateway -	Info
ji Info ξ [*] ₂ } Parameter Diagnosis y→y Status y→y Control y Event log	Multiprotocol-Interface for GEN	
Ex- / Import	Device	
🔍 Change Password	Station information	
 Firmware	Туре	GEN-3G
	ldent. no.	100004545
SLOT 1: DM80EX S	Firmware revision	1.6.0.0
SLOT 2: DO40EX	Bootloader revision	10.0.1.0
SLOT 3: AIH40EX	Firmware revision (CPU 2)	1.6.0.0
SLOT 4: AOH40EX	Bootloader revision (CPU 2)	1.0.5.0
SLOT 5: DE20EX E	EtherNet/IP revision	2.7.55.0
	PROFINET revision	1.7.27.0
SLOT 6: TI41EX	Modbus/TCP revision	2.4.9.0
SLOT 7: EMPTY SLOT EX	WEB revision	1.4.18.0
SLOT 8: EMPTY SLOT EX	Software build number	1130

Fig. 8: Current firmware version in the web server

3 Turck subsidiaries — contact information

Germany	Hans Turck GmbH & Co. KG Witzlebenstraße 7, 45472 Mülheim an der Ruhr www.turck.de
Australia	Turck Australia Pty Ltd Building 4, 19-25 Duerdin Street, Notting Hill, 3168 Victoria www.turck.com.au
Belgium	TURCK MULTIPROX Lion d'Orweg 12, B-9300 Aalst www.multiprox.be
Brazil	Turck do Brasil Automação Ltda. Rua Anjo Custódio Nr. 42, Jardim Anália Franco, CEP 03358-040 São Paulo www.turck.com.br
China	Turck (Tianjin) Sensor Co. Ltd. 18,4th Xinghuazhi Road, Xiqing Economic Development Area, 300381 Tianjin www.turck.com.cn
France	TURCK BANNER S.A.S. 11 rue de Courtalin Bat C, Magny Le Hongre, F-77703 MARNE LA VALLEE Cedex 4 www.turckbanner.fr
Great Britain	TURCK BANNER LIMITED Blenheim House, Hurricane Way, GB-SS11 8YT Wickford, Essex www.turckbanner.co.uk
India	TURCK India Automation Pvt. Ltd. 401-403 Aurum Avenue, Survey. No 109 /4, Near Cummins Complex, Baner-Balewadi Link Rd., 411045 Pune - Maharashtra www.turck.co.in
Italy	TURCK BANNER S.R.L. Via San Domenico 5, IT-20008 Bareggio (MI) www.turckbanner.it
Japan	TURCK Japan Corporation Syuuhou Bldg. 6F, 2-13-12, Kanda-Sudacho, Chiyoda-ku, 101-0041 Tokyo www.turck.jp
Canada	Turck Canada Inc. 140 Duffield Drive, CDN-Markham, Ontario L6G 1B5 www.turck.ca
Korea	Turck Korea Co, Ltd. B-509 Gwangmyeong Technopark, 60 Haan-ro, Gwangmyeong-si, 14322 Gyeonggi-Do www.turck.kr
Malaysia	Turck Banner Malaysia Sdn Bhd Unit A-23A-08, Tower A, Pinnacle Petaling Jaya, Jalan Utara C, 46200 Petaling Jaya Selangor www.turckbanner.my



Mexico	Turck Comercial, S. de RL de CV Blvd. Campestre No. 100, Parque Industrial SERVER, C.P. 25350 Arteaga, Coahuila www.turck.com.mx
Netherlands	Turck B. V. Ruiterlaan 7, NL-8019 BN Zwolle www.turck.nl
Austria	Turck GmbH Graumanngasse 7/A5-1, A-1150 Wien www.turck.at
Poland	TURCK sp.z.o.o. Wroclawska 115, PL-45-836 Opole www.turck.pl
Romania	Turck Automation Romania SRL Str. Siriului nr. 6-8, Sector 1, RO-014354 Bucuresti www.turck.ro
Russian Federation	TURCK RUS OOO 2-nd Pryadilnaya Street, 1, 105037 Moscow www.turck.ru
Sweden	Turck Sweden Office Fabriksstråket 9, 433 76 Jonsered www.turck.se
Singapore	TURCK BANNER Singapore Pte. Ltd. 25 International Business Park, #04-75/77 (West Wing) German Centre, 609916 Singapore www.turckbanner.sg
South Africa	Turck Banner (Pty) Ltd Boeing Road East, Bedfordview, ZA-2007 Johannesburg www.turckbanner.co.za
Czech Republic	TURCK s.r.o. Na Brne 2065, CZ-500 06 Hradec Králové www.turck.cz
Turkey	Turck Otomasyon Ticaret Limited Sirketi Inönü mah. Kayisdagi c., Yesil Konak Evleri No: 178, A Blok D:4, 34755 Kadiköy/ Istanbul www.turck.com.tr
Hungary	TURCK Hungary kft. Árpád fejedelem útja 26-28., Óbuda Gate, 2. em., H-1023 Budapest www.turck.hu
USA	Turck Inc. 3000 Campus Drive, USA-MN 55441 Minneapolis www.turck.us





205



www.turck.com