



December 12, 2018

For more information, contact
fserieshelp@doble.com

Obtaining and Updating Firmware for F6 Instruments

This application note describes the process for updating Doble F6 instruments. It is Doble's policy that you use the latest firmware release; you will benefit from the latest feature upgrades, bug fixes, and software compatibility.

Note: it is **no longer necessary to match firmware versions** for end-to-end testing. Doble has provided a start-delay setting in the instrument web-based configuration page (available with a web browser connected to the instrument IP address). Contact fserieshelp@doble.com for more information.

You must have a connection to the Internet to download the firmware. You must have an email account to receive the unzip password. When requesting the firmware password contact fserieshelp@doble.com. Include your serial number(s) and use your business email address.

The instrument displays the CPU_n number (n is a numeral indicating the hardware-revision number) and the installed firmware version on the vacuum-fluorescent display after applying power to the instrument. The firmware differs for each hardware revision:

CPU3: v5.nn
CPU2: v4.nn
CPU1: v2.23

Be sure to download and update the correct firmware for your instrument hardware revision.

Firmware Update Process

Complete the following steps to update the instrument firmware:

- 1) Apply power to the instrument
- 2) Decide the firmware that you need:
- 3) CPU3: v5.nn
- 4) CPU2: v4.nn
- 5) CPU1: v2.23
- 6) Open a web browser
- 7) Navigate to the protection download page (Figure 1) at <https://www.doble.com/support/downloads/fseries/>

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F Series Current Products

Download the latest power system simulator user guides, software, firmware and drivers. (Password required where indicated).

Want to stay informed about Doble's Protection Product/Software updates?

Subscribe to our [protection email list](#) to get notified about Doble Protection software, firmware and security updates.

HARDWARE USER GUIDES

[F6 Hardware User Guide](#)
[F6080 User Guide](#)
[F6816 User Guide](#)
[F5850 User Guide](#)
[F6052 User Guide](#)

SOFTWARE

[Protection Suite](#)
[F6080 Calibration Software for F6 Instruments](#)
[F6080 for F2 Instruments](#)
[F6 Multiple Amplifier Configurator](#)
[F6TesT](#)
[61850 TesT](#)
[F6011 Mobile Control Panel](#)

FIRMWARE

[F6 CPU3 Firmware](#)
[F6 CPU2 Firmware](#)
[F6 CPU1 Firmware](#)

Figure 1. F-Series firmware-download section at <https://www.doble.com/support/downloads/fseries/>

- 8) Select the link for the firmware that you need. Review the instructions listed at this link
- 9) Request the firmware password from fserieshelp@doble.com (per the instructions)
- 10) Click on the firmware name to download the **.zip** file to your computer
- 11) Read the return email from Doble that contains the unzip password. Copy this password
Note: be careful to copy only the characters in the password. Do not copy additional spaces behind and in front of the password—there are no spaces at the beginning and at end of the firmware password.
- 12) Open a Windows Explorer window and navigate to the downloaded **.zip** file (see Figure 2)

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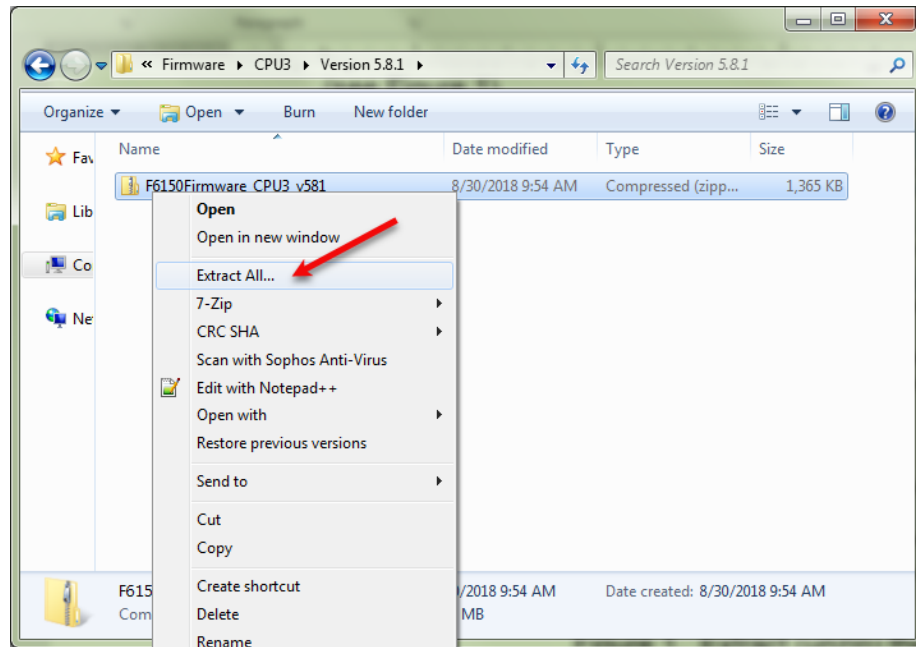


Figure 2. Extract (unzip) the downloaded file

- 13) Extract (unzip) the file with the supplied password. Create a folder in which to place the extracted files (for example: My Documents/Doble Engineering/Firmware/CPU3)
- 14) Make a note of this folder location and the resulting file “.pkg.” Figure 3 shows an example of the unzipped firmware file (and the unzipped release-notes file)

Note: other files exist in the extracted folder. The firmware-update process uses only the .pkg file.

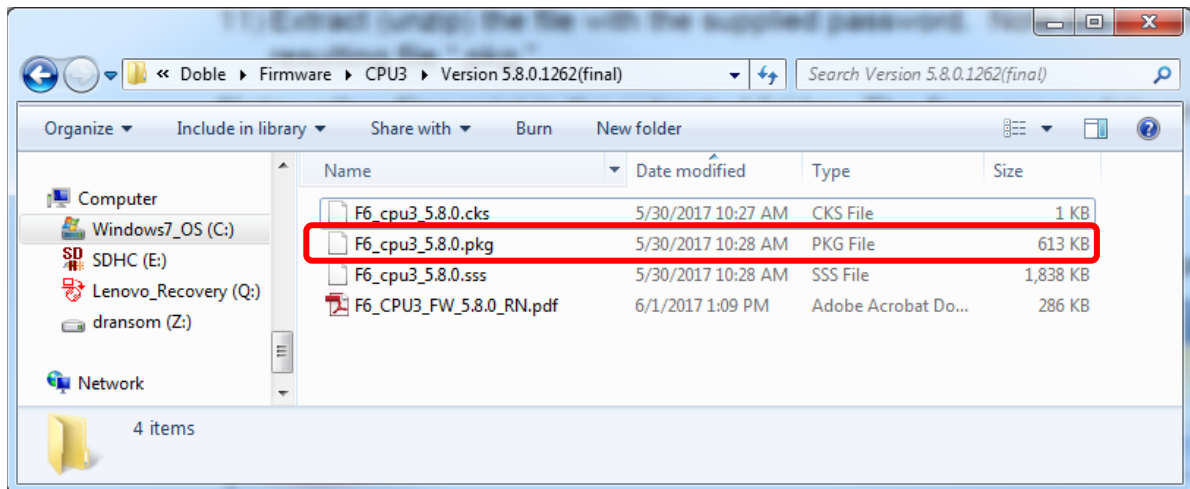


Figure 3. Unzipped F6 CPU3 firmware files and release notes

- 15) Open Protection Suite
- 16) Navigate to Instrument > Connect, Verify (format is “top tab > bottom tab;” see Figure 4)

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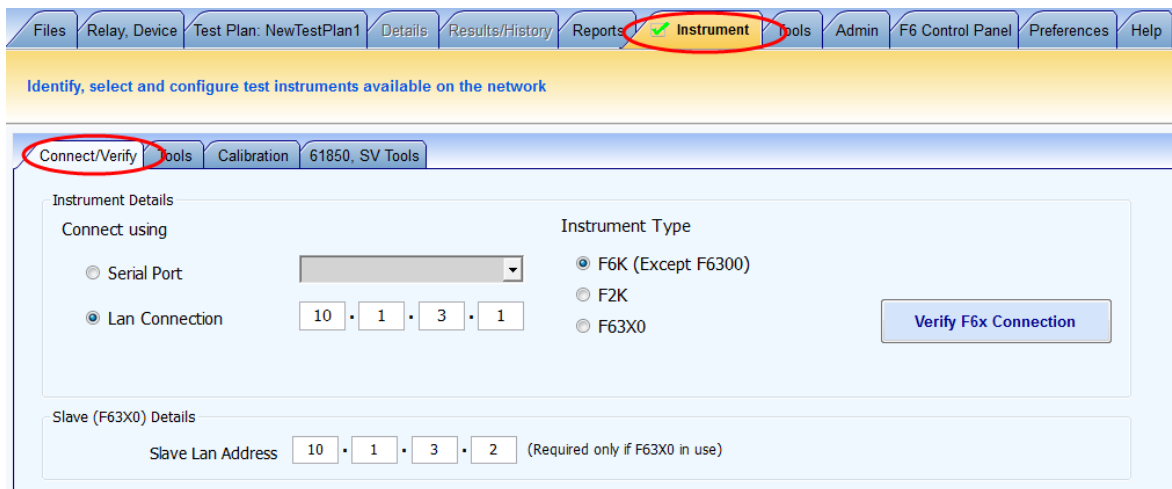


Figure 4. Connect to the F6150 instrument

- 17) Select the Instrument Type corresponding to the F-series instrument that you are updating
- 18) Click on Verify F6x Connection to connect to the instrument
- 19) Click the box with the ellipsis (three dots) to view the instrument options (see Figure 5)
- 20) Record the instrument options (a screenshot or photograph works well)

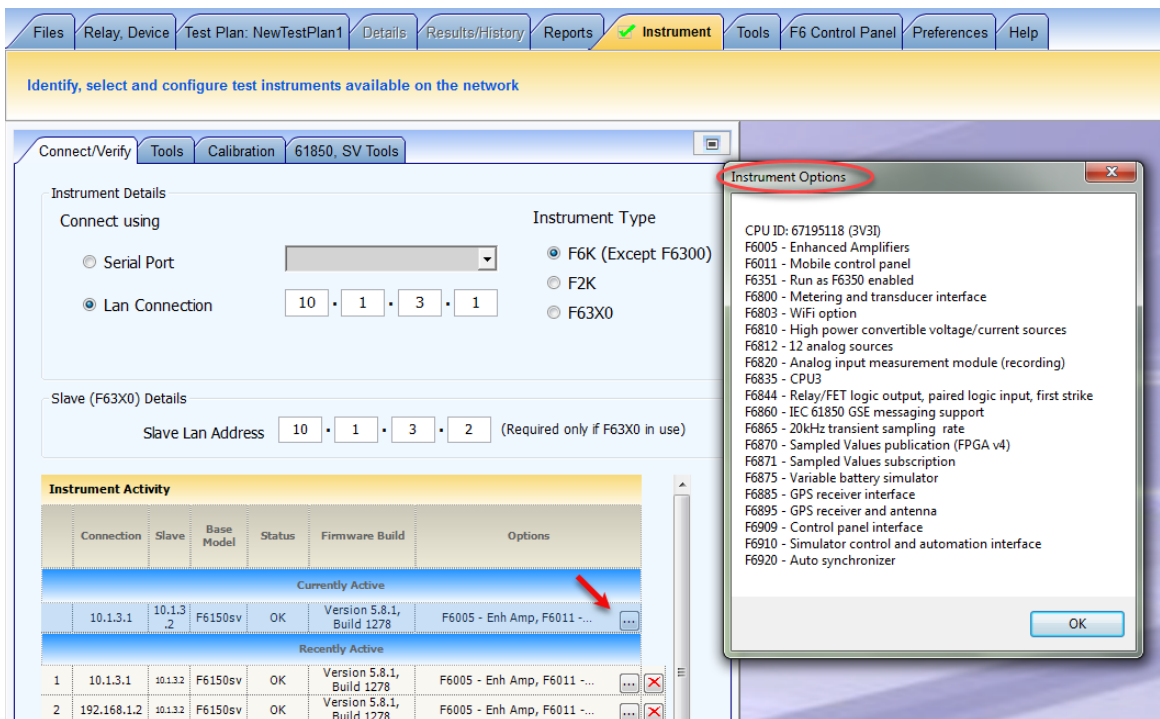


Figure 5. F6150 instrument options before firmware update

Note: this step is a precaution, to compare options on the F6150 instrument after the firmware update.

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21) Navigate to Instrument > Tools

22) Choose Firmware Upgrade (in the F6 Tools section, shown in Figure 6)

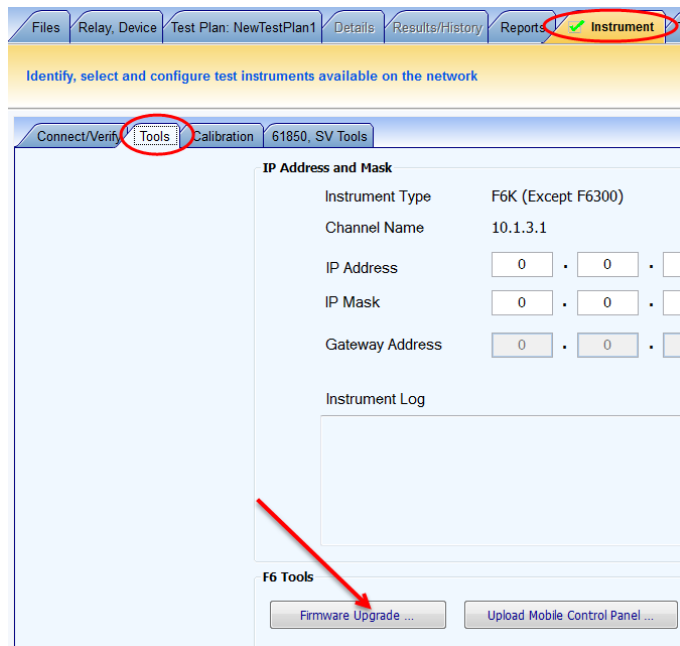


Figure 6. Location of “Firmware Upgrade” button

23) Observe the Flash Loader, shown in Figure 7

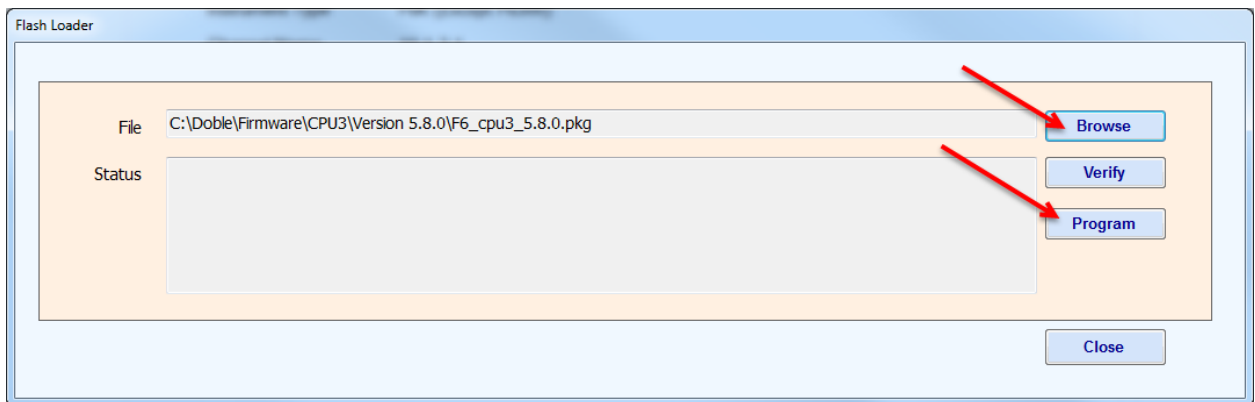


Figure 7. Flash Loader example for F6 CPU3 (Protection Suite 4.2 and later)

24) Browse to the folder that contains the **.pkg** file identified in Step 11

25) Select the **.pkg** file

Note: the Verify function checks the downloaded firmware file against the installed firmware—routine updates do not use this function.

26) Click on Program

Caution: do not disturb the file upload while in progress (keep cables attached and power applied continuously).

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Note: the firmware upgrade process takes a few seconds when using an Ethernet cable, and a few minutes when using a serial (USB) cable.

27) Power cycle the instrument when prompted

28) Observe that the front-panel, vacuum-fluorescent display shows the new firmware version during the boot process

29) Wait for five seconds after the instrument fans reduce speed

30) Navigate to Instrument > Connect, Verify (format is “top tab > bottom tab;” see Figure 8)

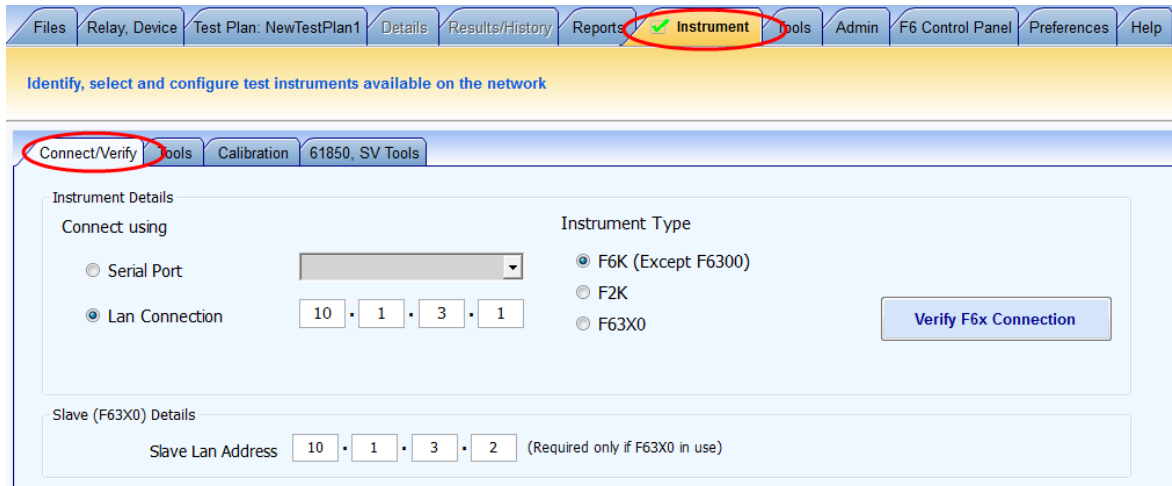


Figure 8. Reconnect to the F6150 instrument

31) Select the Instrument Type corresponding to the F-series instrument that you are updating

32) Click on Verify F6x Connection to reconnect to the instrument

33) Click the box with the ellipsis (three dots) to view the instrument options (see Figure 9)

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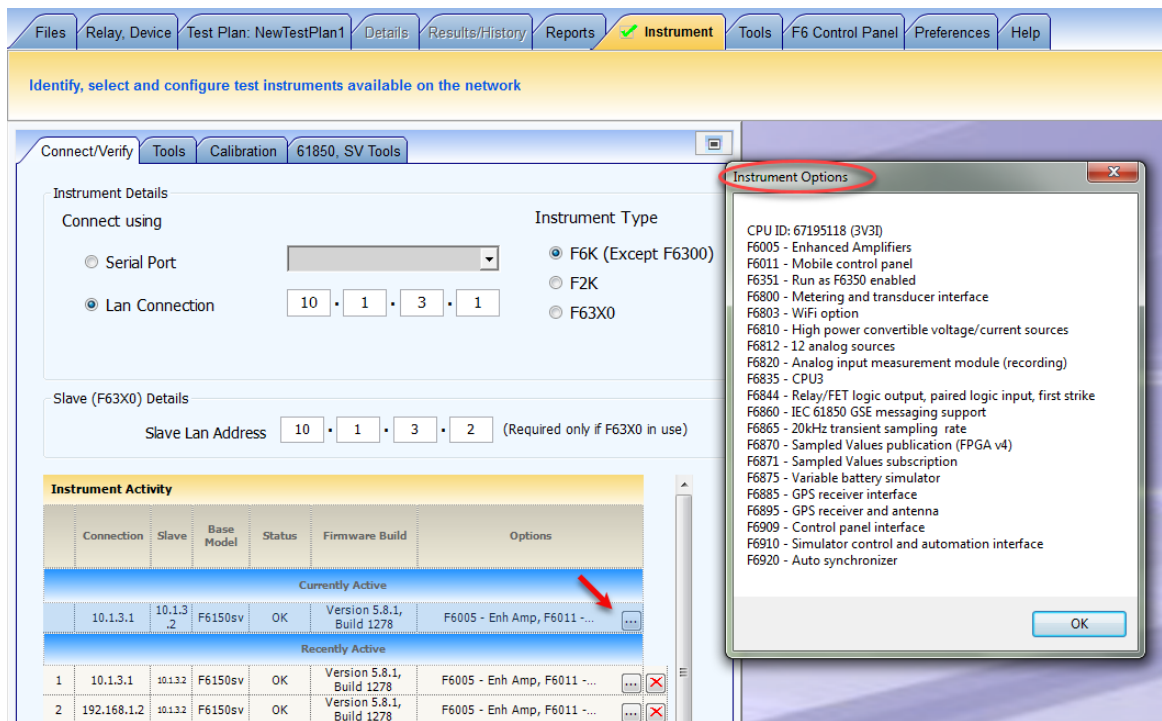


Figure 9. F6150 CPU3 instrument options after update

34) Check that the Instrument Options after the firmware update are the same as the ones before the firmware update. If an option is missing, email the following information to fserieshelp@doble.com :

- F6150 instrument serial number
- Documentation of the Instrument Options before the firmware update (screenshot or photograph)
- Documentation of the Instrument Options after the firmware update (screenshot or photograph)

Note: when updating multiple F6150s at the same time, be sure to gather the information above for each F6150 instrument separately.

Troubleshooting

Although it seldom occurs, it is possible to “brick” an instrument upon uploading new firmware (front-panel display does not appear upon restoring power). Another possibility is sending the incorrect F6 CPU firmware version (v4 to CPU3 v5, or v5 to CPU2 v4). In this case, the front-panel display shows a message similar to Figure 10.

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Figure 10. F6150 CPU2 instrument invalid-image error message after update

There is a process for recovering from these conditions. Contact fserieshelp@doble.com or view the F6 Hardware User Guide for instructions on recovery from flash-load failure: Flashload Failure Recovery Techniques.

Contact Us

Please contact us if you have any questions regarding this release or any other Doble Engineering Company protection-testing product:

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- E-Mail: fserieshelp@doble.com