Advantech AE Technical Share Document

Date	2020/10/27	SR#	1-4333720639
Category	■FAQ □SOP	Related OS	N/A
Abstract	How to upgrade firmware from A1.01 B002 to A1.01 B005 on ADAM-6750		
Keyword	ADAM-6700, Firmware, failure, 500 error		
Related Product	ADAM-6750, ADAM-6700		

■ **Problem Description:**

User couldn't upgrade the firmware on ADAM-6750 from A1.01 B002 to A1.01 005. Whenever they upgrade it in web utility, web page will show code: 500 error message as shown below.
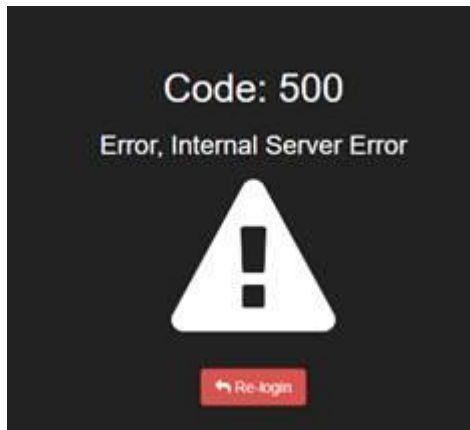
Even after reinstalling the image (different version of image& Utility), this problem still wouldn't get resolved.

■ **Solution:**

It's due to the bug in FW A1.01 B002 and compatibility between OS and FW as well.
To resolve this issue, you won't need to reinstall image at all, you'll just have to follow below procedures,

1. Close Web Utility
2. Delete the flow related to local DO and disable every flow in Node-RED.
3. Access ADAM-6750 via SSH console like Putty to give ASCII command
    /home/root/advio/iotest ascii \$010C01111111122222222
    Then, you shall see !01 as well-received as picture below,

```
root@adam67c1:~# /home/root/advio/iotest ascii \$010C011111111122222222
lib: serportio device is opened successfully.
lib: GetModuleName() = 'ADAM-6750', ok.
lib: The device is ADAM-6750.
=========================================
      Send $010C011111111122222222
=========================================
Send Length=23
Real Recv Length=4
=========================================
      Receive....
=========================================
21 30 31 d


[Send]] $010C011111111122222222 (23)
[Recv]] !01 (4)

!01

Error code = 0
```

4. Open up Web Utility again and you shall be able to successfully upgrade the FW from A1.01 B002 to A1.01 B005.

Caution: if you still couldn't upgrade the firmware successfully, please redo the procedures from step 3 again.