Advantech AE Technical Share Document

Date	2021/07/09	SR#	1-4583388863		
Category	■FAQ □ SOP	Related OS	N/A		
Abstract	What to do when following three error message occurs after FW upgrade (1.				
mostract	Error Code 400, 2. Setting Failure, 3. System Recover)				
Keyword	WISE, Error Code 400, S	WISE, Error Code 400, Setting Failure, System Recover,			
Related					
Product	WISE-4012, WISE-4012E, WISE-4050, WISE-4060				

Problem Description:

When one of the following three situation occurs, the user can refer to "Solution Steps" to

solve the problem.

1. Display the "Error Code: 400" after updating FW

	Error code:400 ×	
Configuration Information Wireless Network App Time & Date	A The WISE-4060_vA202B06_UT.bin upload fail. Cause upload has occurred Bad Request. The request could not be understood by the server due to malformed syntax. Please check parameters. Reason: Illegal file	
Files	(Detail: Illegal file error, Error number:2301)	
Firmware U	Jpload WISE-4060_vA202B06_UT.bin	6 A
Configuration File U	Jpload With IP Settings(Default) +	5
Configuration File	Export Export Configuration File	
P2P Configuration File U	Jpload	5

Figure 1. Webpage of Error Code:400

2. Click Submit button and display the "Setting Failure" after setting any WISE function

	Notification	- 100 V
F Configuration	Setting failure, please try again.	
Information Wireless Network App Time & Date	Close	
Cloud Configuration		
Select Service	ISensing MQTT	

Figure 2. Webpage of Setting Failure

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3. Enter the WISE UI and display the System Recovery page directly after turning WISE

device



Figure 3. Webpage of System Recovery

■ <u>Solution</u>:

Requirement:

1. Please confirm if the shipping date is more or less around 2021/2 to 2021/7. The user can enter Advantech eRMA to check the shipping data step by step

Step1: Click "Support" and "RMA Service"

			1					
Products S	Solutions	Services	Partners	Support	Corporate	Contact	eStore	WISE-Marketplace
Downloads > 2			RMA Serv	vices >		IoT Acad	emy >	
Resources Check your products information		Service Re Warranties	Service Request Form Warranties			WISE-PaaS Forum WISE-PaaS Technical Documentation		

Figure 4. Option of RMA Service

Step2: Click "Check Product Warranty"



Figure 5. Option of Product Warranty

Step3: Key in the WISE's Barcode(Serial Number) and click "Search", user will see the shipping date.





 Check bootloader version on WISE Web UI. If the bootloader version displays A1.00 B01 for WISE-4012, WISE-4012E, WISE-4050 and WISE-4060, the user need to use workaround FW to update the bootloader to A1.11 B00.

E Module Information		
Module Name	Module Description	Firmware Description
WISE-4060	4-ch DI and 4-ch Relay IoT Wireless I/O Module	Fw:A2.02 B06 Bootloader:A1.00 B01

Figure 7. Incorrect bootloader version

3. About the update process, the user can refer to below figure

Model	incorrect bootloader for recent manufactured WISE-4000		Workaround F/W Image		Latest F/W on website
WISE-4012			A2.02 B09		A2.02 B07 with correct bootloader
WISE-4012E	A1.00 B01	\rightarrow		\rightarrow	
WISE-4050 WISE-4060	(only for WISE-4051)		A2.02 B08		A2.02 B06 with correct bootloader

Figure 8. Upgrade process

4. For example, how to use the workaround to upgrade the correct bootloader when the shipping date of WISE-4060 has the incorrect bootloader?

Step1: Choose the workaround FW (WISE-4060_vA202B08_BLworkaround.bin) in compress file and update FW to (A2.02.B08)

Stpe2: Click below link and download FW (the newest version) of WISE-4060 from the Website.

https://www.advantech.tw/support/details/firmware?id=1-13NV6CH



Figure 9. the newest FW version of WISE-4060

Step3: Update FW (A2.10.B01) on WISE-4060

Step4: Please Check FW and Bootloader Version (FW:2.10.B01 Bootloader:A1.11 B00)

Module Information		
Module Name	Module Description	Firmware Description
WISE-4060	4-ch DI and 4-ch Relay IoT Wireless I/O Module	Fw:A2.10 B01 Bootloader:A1.11 B00, Hw:1

Figure 10. Correct bootloader version