

Advantech AE Technical Share Document

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Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	N/A
Abstract	What to do when following three error message occurs after FW upgrade (1. Error Code 400, 2. Setting Failure, 3. System Recover)		
Keyword	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

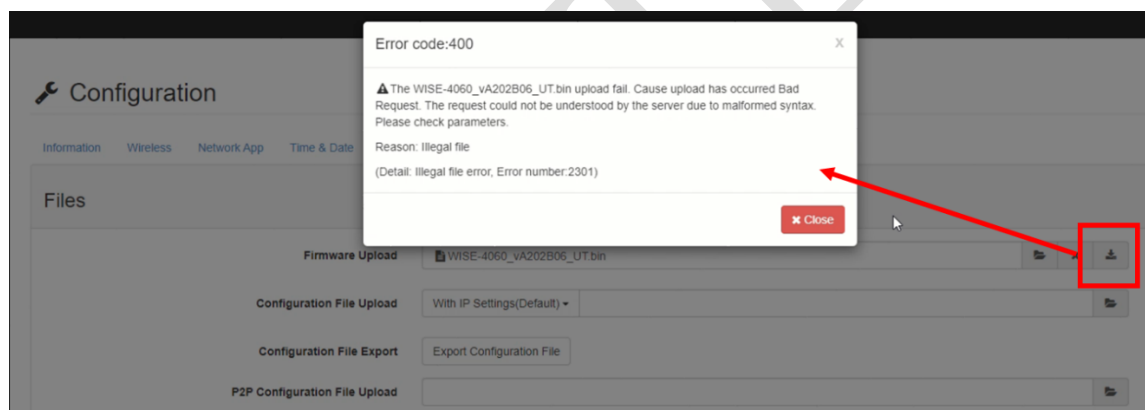


Figure 1. Webpage of Error Code:400

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

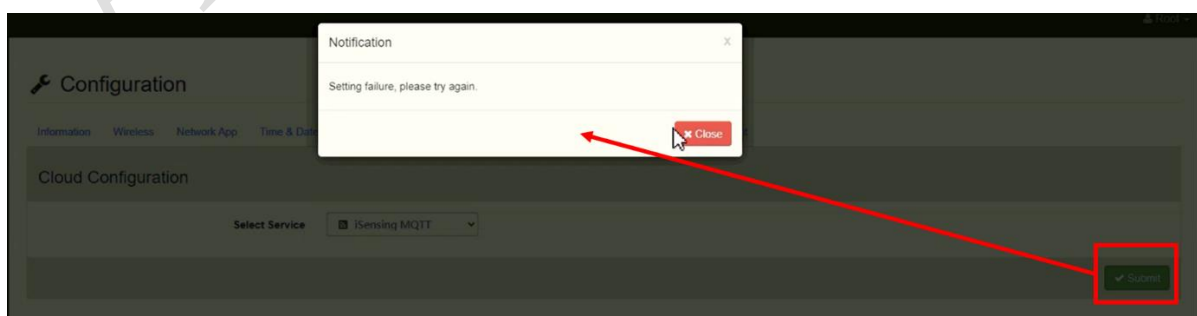


Figure 2. Webpage of Setting Failure

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

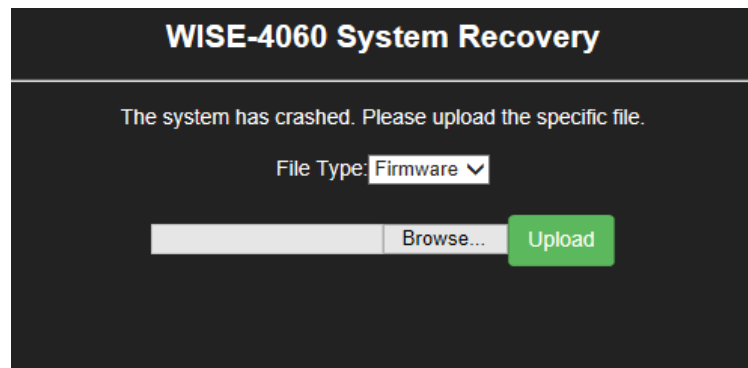


Figure 3. Webpage of System Recovery

■ **Solution:**

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”



Figure 4. Option of RMA Service

Step2: Click “Check Product Warranty”

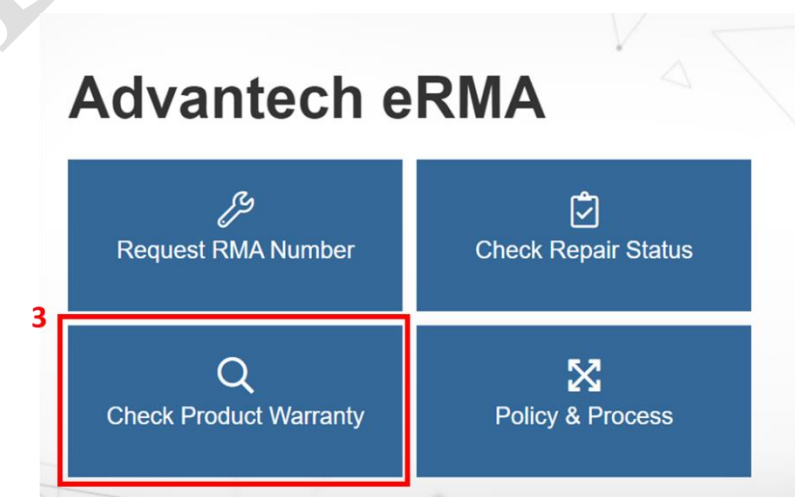


Figure 5. Option of Product Warranty

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

4	Serial Number:	IAAA977225	Product Name:	WISE-4051-AE
	Shipping Date:	10/17/2019	H/W Version:	A1-14
	Warranty:	10/17/2021	BIOS:	

Figure 6. Shipping Date

2. 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**.

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	A1.00 B01 (only for WISE-4051)	→	A2.02 B09	→	A2.02 B07 with correct bootloader
WISE-4012E					
WISE-4050			A2.02 B08		A2.02 B06 with correct bootloader
WISE-4060					

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)

Step2: 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>

WISE-4060_vA202B06_UT
2021-01-14

Download

WISE-4060_vA210B01_UT
2021-07-02

Download

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