



Using the enCloud™ Management System to Update Firmware

Encore Networks' cloud management system, enCloud™, provides management of your connected Encore devices via a web portal. Using a web browser, you can gain access to enCloud from anywhere. The enCloud management system manages Encore Networks' EN-1000™, EN-2000™, and EN-4000™ devices. Those devices include coordinated software for enCloud management.

This document provides procedures for using your enCloud account to upgrade firmware in the EN-1000 and the EN-2000.

The procedures assume that you are a distributor user with administrator access to customer accounts.

C.1 Configuring enCloud to Update Firmware in Devices

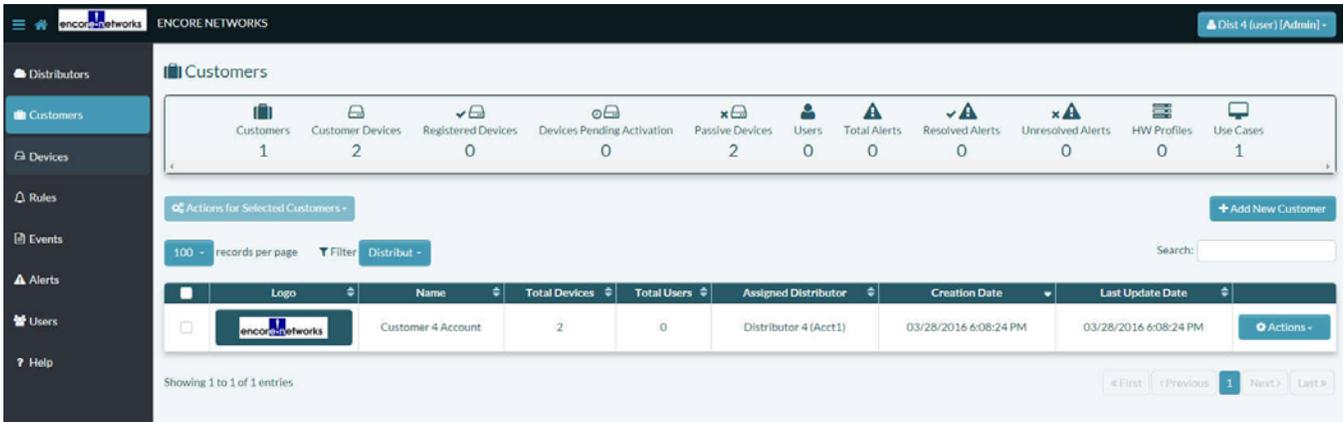
- 1 Log into enCloud.
 - » Your distributor table is displayed (Figure C-1).

Figure C-1. Table of Distributor Accounts

	Name	Description	Creation Date	Last Update Date	Total Customers	Total Users	Total Devices	
<input type="checkbox"/>	Distributor 4 (Acc1)	-	03/23/2016 4:39:15 PM	03/30/2016 6:53:43 AM	1	2	4	Actions -

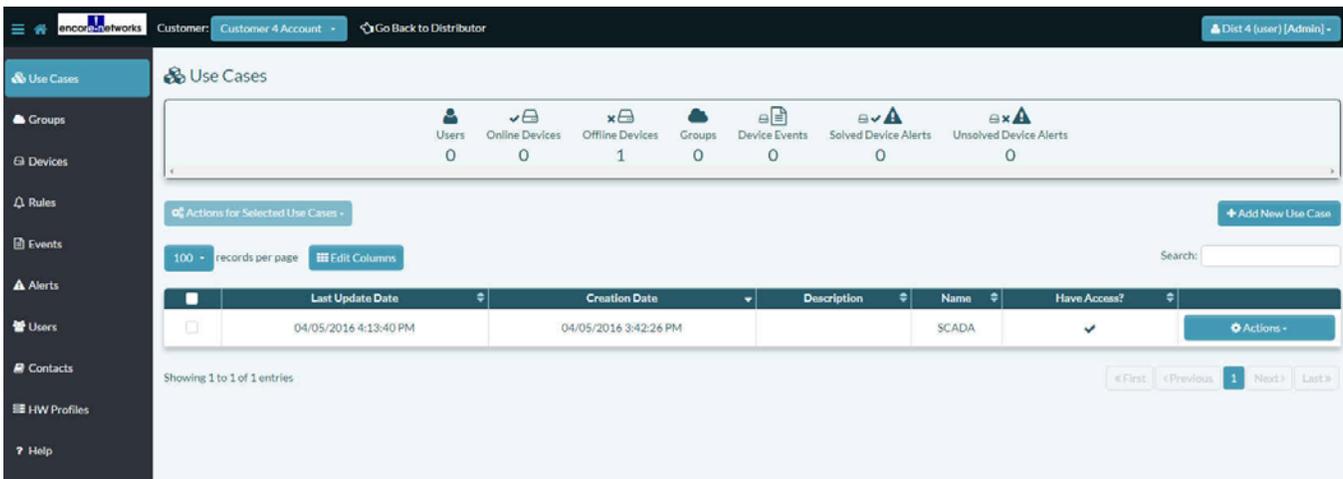
- 2 In the menu on the left side of the screen, select **Customers**.
 - » The Table of Customer Accounts is displayed (Figure C-2).

Figure C-2. Table of Customer Accounts



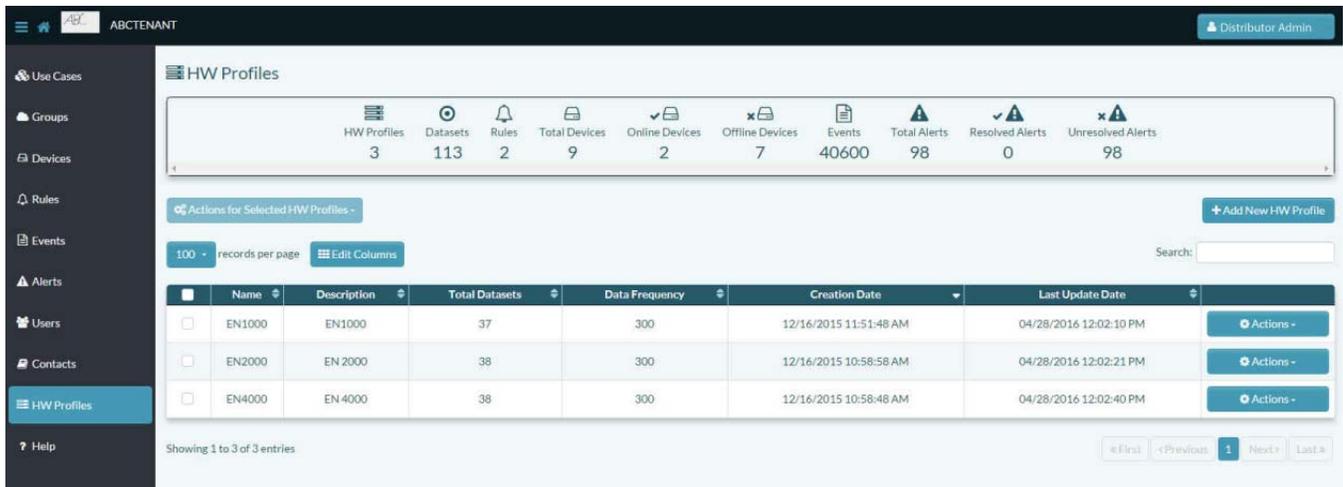
- 3 Select a customer account.
 - » The customer’s Table of Use Cases is displayed (Figure C-3).

Figure C-3. Table of Use Cases



- 4 In the menu on the left side of the screen, select **HW Profiles**.
 - » The customer’s Table of Hardware Profiles is displayed (Figure C-4).

Figure C-4. Table of Hardware Profiles



- 5 Select the **Actions** button on the right side of a profile that is ready for firmware updates and, in the button's dropdown menu, select **Configure Firmware Files**. (See [Figure C-5](#) to select the EN-1000 profile, or [Figure C-6](#) to select the EN-2000 profile.)

Note: You can update firmware for only one profile at a time.

Figure C-5. Selecting Option to Configure Firmware for EN-1000 Profile

The screenshot shows the 'HW Profiles' section of the enCloud Management System. At the top, there are statistics for HW Profiles (3), Datasets (113), Rules (2), Total Devices (9), Online Devices (2), Offline Devices (7), Events (40600), Total Alerts (98), Resolved Alerts (0), and Unresolved Alerts (98). Below this is a table of HW Profiles with columns: Name, Description, Total Datasets, Data Frequency, Creation Date, and Last Update Date. The table contains three entries: EN1000, EN2000, and EN4000. The EN1000 profile is selected, and the 'Actions' dropdown menu is open, showing options: Overview, Configure Firmware Files, and Configure Configuration Files. The 'Configure Firmware Files' option is highlighted.

Name	Description	Total Datasets	Data Frequency	Creation Date	Last Update Date
EN1000	EN1000	37	300	12/16/2015 11:51:48 AM	04/28/2016 12:02:10 PM
EN2000	EN 2000	38	300	12/16/2015 10:58:58 AM	04/28/2016 12:02:21 PM
EN4000	EN 4000	38	300	12/16/2015 10:58:48 AM	04/28/2016 12:02:40 PM

Figure C-6. Selecting Option to Configure Firmware for EN-2000 Profile

The screenshot shows the 'HW Profiles' section of the enCloud Management System. At the top, there are statistics for HW Profiles (3), Datasets (113), Rules (2), Total Devices (9), Online Devices (2), Offline Devices (7), Events (40600), Total Alerts (98), Resolved Alerts (0), and Unresolved Alerts (98). Below this is a table of HW Profiles with columns: Name, Description, Total Datasets, Data Frequency, Creation Date, and Last Update Date. The table contains three entries: EN1000, EN2000, and EN4000. The EN2000 profile is selected, and the 'Actions' dropdown menu is open, showing options: Overview, Configure Firmware Files, and Configure Configuration Files. The 'Configure Firmware Files' option is highlighted.

Name	Description	Total Datasets	Data Frequency	Creation Date	Last Update Date
EN1000	EN1000	37	300	12/16/2015 11:51:48 AM	04/28/2016 12:02:10 PM
EN2000	EN 2000	38	300	12/16/2015 10:58:58 AM	04/28/2016 12:02:21 PM
EN4000	EN 4000	38	300	12/16/2015 10:58:48 AM	04/28/2016 12:02:40 PM

- » The profile's List of Firmware Updates is displayed ([Figure C-7](#)).

Figure C-7. List of Firmware Updates

Name	URL	Version	Extension	Is Global?	Download	Delete
235D	-	17322_03_12_235d	tar.gz	✘		
235F	-	17322_03_12_235f	tar.gz	✘		
en1k_235	-	17322_03_12_235	tar.gz	✔		

Showing 1 to 3 of 3 entries

[+ Add New Firmware](#)

- 6 Select the button to **Add New Firmware**.
 - » The Panel to Add Firmware is displayed (Figure C-8).

Figure C-8. Panel to Add Firmware (FW)

Add New Firmware

Display Name:

Version: If the version value on the system and the FW version on the Device don't match, you can create an infinite redownload loop, which can consume a lot of data if on a cellular connection.

Upload Firmware: From a link

From your computer

[Browse...](#)

[✘ Cancel](#) [+ Create Firmware](#)

- 7 In the panel, type the **Display Name** and the **Version** (Figure C-9).
Note: Consult your network administrator for the format conventions to use for firmware name and version. Examples for firmware version are:
 - en1000_240
 - en2k240
 - en1k_ver240

Figure C-9. Entering Information about Firmware (FW)

Add New Firmware

Display Name: 235J

Version: 17322_03_12_235j

If the version value on the system and the FW version on the Device don't match, you can create an infinite redownload loop, which can consume a lot of data if on a cellular connection.

Upload Firmware:

From a link

From your computer

Browse...

Cancel + Create Firmware

- 8 Select whether to upload the firmware **From a Link** or **From your Computer** (Figure C-10).

Note: This procedure assumes the firmware upload is from your local computer.

Figure C-10. Loading Firmware from the Local Computer (FW = firmware)

Add New Firmware

Display Name: 235J

Version: 17322_03_12_235j

If the version value on the system and the FW version on the Device don't match, you can create an infinite redownload loop, which can consume a lot of data if on a cellular connection.

Upload Firmware:

From a link

From your computer

Browse...

Cancel + Create Firmware

- 9 Select to upload the new firmware **From your Computer**. Then select the **Browse** button.
 - » A browser window opens.
- 10 Select the folder that holds the firmware update. Then select the file for the firmware update (Figure C-11).

Note: The firmware update file ends with the extension **.tar.gz**.

Figure C-11. Firmware Update Panel Showing Name of Selected Firmware File (FW = firmware)

- 11 Select the button to **Create Firmware**.
 - » An activity bar in the lower section of the panel indicates that the firmware is being loaded onto the profile (Figure C-12).

Figure C-12. File Upload in Progress (FW = firmware)

Add New Firmware

Display Name: 235J

Version: 17322_03_12_235j

If the version value on the system and the FW version on the Device don't match, you can create an infinite redownload loop, which can consume a lot of data if on a cellular connection.

Upload Firmware: From a link From your computer

17322_03_12_235j.tar.

Remove Browse ...

Cancel

» When the firmware file has loaded, the panel closes, and the profile on the table is updated.

12 Select the **Devices** tab in the enCloud menu (on the left side of the screen).

» The customer's Table of Devices is displayed (Figure C-13).

Figure C-13. Table of Devices

Name	Device UID	Last Update Date	Last Seen	Use Case	Profile	State	Firmware	Firmware Status	Creation Date	Online	system.Firmware	Configuration	Configuration Status	Actions
reddy_att_en2k	00A0EB0312F7	05/06/2016 3:57:44 PM	4 days ago	App 1	EN2000	REGISTERED	-	✗	05/05/2016 6:29:31 PM	●	17322_03_12_235c	-	✗	Actions
solink_1213	00A0EB031213	05/10/2016 4:32:27 PM	A few seconds ago	newapp	EN2000	REGISTERED	-	✗	04/20/2016 10:15:58 AM	●	17322_03_12_235_wmd	-	✗	Actions
Colin_EN1K_0E13	00A0EB030E13	05/10/2016 4:29:54 PM	3 minutes ago	App 1	EN1000	REGISTERED	235F	✓	04/19/2016 3:09:54 PM	●	17322_03_12_235f	-	✗	Actions
en2k_800010	00A0EB800010	03/31/2016 12:15:37 PM	A month ago	newapp	EN2000	PASSIVE	-	✗	03/28/2016 3:03:46 PM	●	17322_03_12_test_229	-	✗	Assign Firmware
WSC_PT_DEMO	00A0EB0311A1	03/23/2016 5:11:43 PM	2 months ago	newapp	EN2000	PASSIVE	-	✗	03/23/2016 4:39:41 PM	●	17322_03_12_224	-	✗	Assign Configuration
en2k_030E93	00A0EB030E93	03/17/2016 5:09:01 PM	2 months ago	newapp	EN2000	PASSIVE	-	✗	03/17/2016 2:07:17 PM	●	17322_03_12_223	-	✗	Actions
Reddy_EN1K_11E3	00A0EB0311E3	04/11/2016 11:04:56 AM	A month ago	App 1	EN1000	PASSIVE	-	✗	03/11/2016 12:01:50 PM	●	17322_03_12_221	-	✗	Actions

- 13 Select the **Actions** button on the right side of a device entry that matches the profile with the new firmware and, in the button’s dropdown menu, select **Assign Firmware**.
 - » The Panel to Assign Firmware is displayed (Figure C-14).

Figure C-14. Panel to Assign Firmware



- 14 On the panel, select the field for **Firmware Options** and, on the dropdown menu, select the name of the firmware you just loaded on the profile. Then select the button to **Assign Firmware**.
 - » The panel closes. The Table of Devices is redisplayed (Figure C-15).

Figure C-15. Table of Devices, Firmware Update Not Yet Displayed

Name	Device UID	Last Update Date	Last Seen	Use Case	Profile	State	Firmware	Firmware Status	Creation Date	Online	system.Firmware	Configuration	Configuration Status
reddy_att_en2k	00A0EB0312F7	05/06/2016 3:57:44 PM	4 days ago	App 1	EN2000	REGISTERED	-	✘	05/05/2016 6:29:31 PM	●	17322_03_12_235c	-	✘
solink_1213	00A0EB031213	05/10/2016 4:35:11 PM	In a few seconds	newapp	EN2000	REGISTERED	-	✘	04/20/2016 10:15:58 AM	●	17322_03_12_235_wrnd	-	✘
Colin_EN1K_0E13	00A0EB030E13	05/10/2016 4:35:12 PM	A few seconds ago	App 1	EN1000	REGISTERED	235J	🔄	04/19/2016 3:09:54 PM	●	17322_03_12_235f	-	✘
en2k_800010	00A0EB800010	03/31/2016 12:15:37 PM	A month ago	newapp	EN2000	PASSIVE	-	✘	03/28/2016 3:03:46 PM	●	17322_03_12_test_229	-	✘
WSC_PT_DEMO	00A0EB0311A1	03/23/2016 5:11:43 PM	2 months ago	newapp	EN2000	PASSIVE	-	✘	03/23/2016 4:39:41 PM	●	17322_03_12_224	-	✘
en2k_030E93	00A0EB030E93	03/17/2016 5:09:01 PM	2 months ago	newapp	EN2000	PASSIVE	-	✘	03/17/2016 2:07:17 PM	●	17322_03_12_223	-	✘
Reddy_EN1K_11E3	00A0EB0311E3	04/11/2016 11:04:56 AM	A month ago	App 1	EN1000	PASSIVE	-	✘	03/11/2016 12:01:50 PM	●	17322_03_12_221	-	✘

» The device will update its information according to its update Interval. (For more information, see [Viewing a Device's Data Update Frequency](#), on page 10.) After the device updates, the Table of Devices lists the device's **Firmware Status** as 🔄 (update completed) instead of 🔄 (update in progress), and it lists the new firmware update under the column heading **System Firmware** (Figure C-16).

Figure C-16. Table of Devices, Showing Firmware Update

Name	Device UID	Last Update Date	Last Seen	Use Case	Profile	State	Firmware	Firmware Status	Creation Date	Online	system.Firmware	Configuration	Configuration Status
reddy_att_en2k	00A0EB0312F7	05/06/2016 3:57:44 PM	4 days ago	App 1	EN2000	REGISTERED	-	✘	05/05/2016 6:29:31 PM	●	17322_03_12_235c	-	✘
solink_1213	00A0EB031213	05/10/2016 4:47:54 PM	In a few seconds	newapp	EN2000	REGISTERED	-	✘	04/20/2016 10:15:58 AM	●	17322_03_12_235_wrnd	-	✘
Colin_EN1K_0E13	00A0EB030E13	05/10/2016 4:45:44 PM	2 minutes ago	App 1	EN1000	REGISTERED	235J	✔	04/19/2016 3:09:54 PM	●	17322_03_12_235J	-	✘
en2k_800010	00A0EB800010	03/31/2016 12:15:37 PM	A month ago	newapp	EN2000	PASSIVE	-	✘	03/28/2016 3:03:46 PM	●	17322_03_12_test_229	-	✘
WSC_PT_DEMO	00A0EB0311A1	03/23/2016 5:11:43 PM	2 months ago	newapp	EN2000	PASSIVE	-	✘	03/23/2016 4:39:41 PM	●	17322_03_12_224	-	✘
en2k_030E93	00A0EB030E93	03/17/2016 5:09:01 PM	2 months ago	newapp	EN2000	PASSIVE	-	✘	03/17/2016 2:07:17 PM	●	17322_03_12_223	-	✘
Reddy_EN1K_11E3	00A0EB0311E3	04/11/2016 11:04:56 AM	A month ago	App 1	EN1000	PASSIVE	-	✘	03/11/2016 12:01:50 PM	●	17322_03_12_221	-	✘

Note: Compare **System Firmware** for row 3 of Figure C-15 (17322_03_12_235f) and row 3 of Figure C-16 (17322_03_12_235J). The new firmware version and name appear exactly as you typed them in step 7 (on page 4) and Figure C-9 (on page 5), including use of lowercase or uppercase letters.

C.2 Viewing a Device’s Data Update Frequency

In enCloud, the default interval for a device’s **Data Frequency** (that is, how often the device checks for updated data) is 300 seconds (5 minutes). To see the **Data Frequency** for a specific device, do the following:

- 1 In the enCloud menu (on the left side of the screen), select **Customers**.
 - » The Table of Customers is displayed (Figure C-17).

Figure C-17. Table of Customers

Logo	Name	Total Devices	Total Users	Assigned Distributor	Creation Date	Last Update Date	Actions
	Customer 3	1	0	Sample Distributor	02/10/2016 3:25:15 PM	02/11/2016 6:05:12 PM	Actions -
	Best Customer	3	1	Sample Distributor	02/02/2016 11:24:50 AM	02/11/2016 6:05:45 PM	Actions -
	ABCtenant	10	3	ABC (Encore Engineering)	12/16/2015 3:00:10 PM	01/25/2016 1:46:11 PM	Actions -
	Customer 4 Account	2	0	Distributor 4 (Acct1)	03/28/2016 6:08:24 PM	03/28/2016 6:08:24 PM	Actions -
	ViewsLetter	0	0	Sample Distributor	03/07/2016 1:37:17 PM	03/07/2016 1:37:17 PM	Actions -
	Flanagan Consulting	1	3	Sample Distributor	03/07/2016 12:28:21 PM	03/07/2016 12:28:21 PM	Actions -
	rfr	0	0	ABC (Encore Engineering)	01/21/2016 10:58:11 AM	01/21/2016 10:58:11 AM	Actions -
	tfv	0	0	ABC (Encore Engineering)	01/21/2016 10:49:00 AM	01/21/2016 10:49:00 AM	Actions -
	DefaultCust	0	0	ABC (Encore Engineering)	01/19/2016 1:13:10 PM	01/19/2016 1:13:10 PM	Actions -

- 2 In that table, select a customer.
 - » The customer’s Table of Use Cases is displayed (Figure C-18).

Figure C-18. Table of Use Cases

Last Update Date	Creation Date	Name	Description	Users Count	Devices Count	Have Access?	Actions
01/15/2016 2:54:24 PM	01/15/2016 2:54:24 PM	newapp	newapp	0	5	✓	Actions -
01/14/2016 9:39:37 AM	01/14/2016 9:39:37 AM	App2	App2 for test	0	0	✓	Actions -
12/29/2015 10:19:07 AM	12/29/2015 10:19:07 AM	App1		0	5	✓	Actions -

3 In the enCloud menu, select **Devices**.

» The customer’s Table of Devices is displayed (Figure C-19).

Figure C-19. Table of Devices

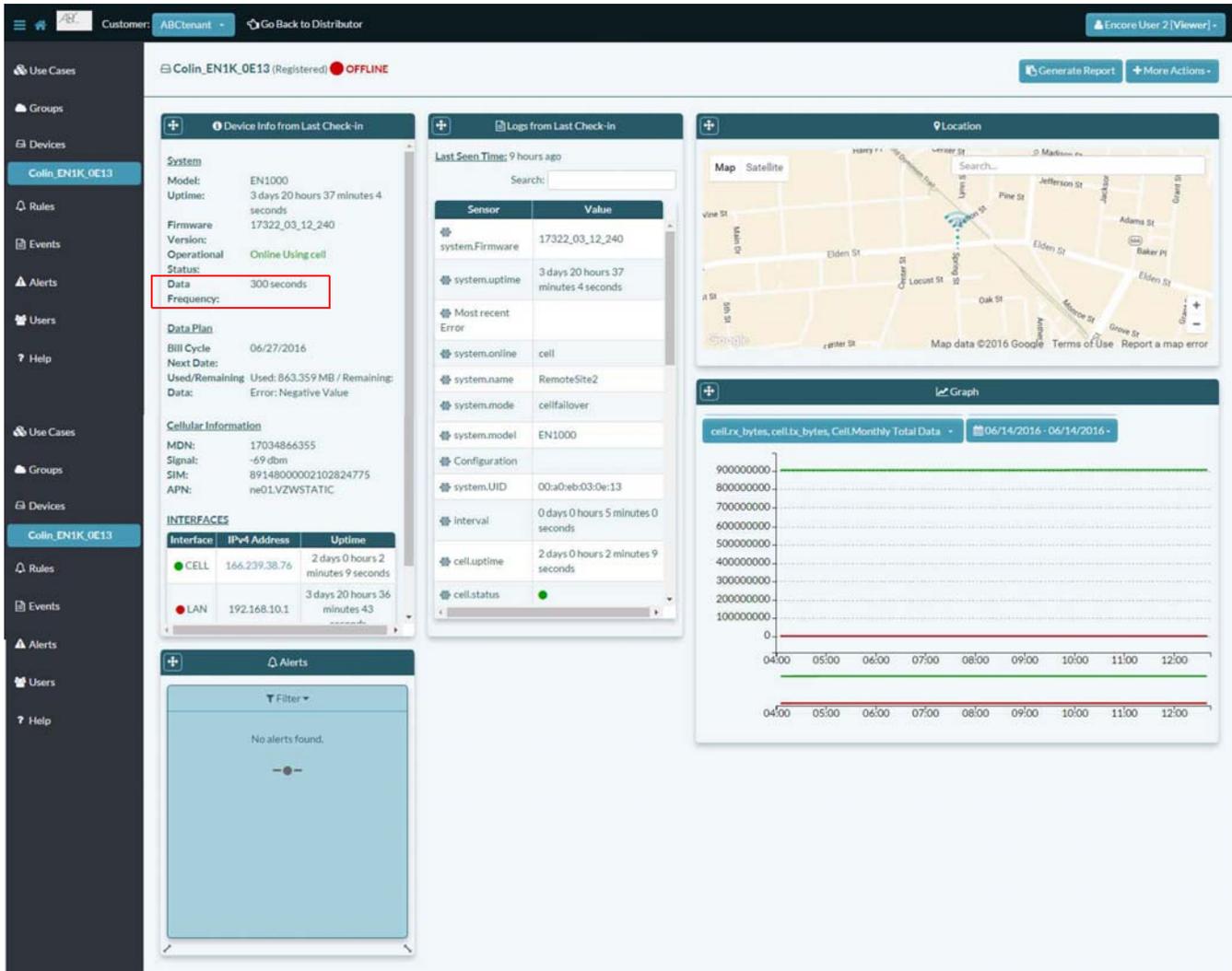
Name	Device UID	Last Update Data	Last Seen	Use Case	Profile	State	Firmware	Firmware Status	Creation Date	Online	system.Firmware	Configuration	Configuration Status	Actions
wrn_box	00A0EB8000F8	05/25/2016 11:40:11 AM	20 days ago	newapp	EN1000	REGISTERED	-	✘	05/23/2016 12:48:02 PM	●	17322_03_12_238	-	✘	Actions
reddy_att_en2k	00A0EB0312F7	05/06/2016 3:57:44 PM	A month ago	App 1	EN2000	REGISTERED	-	✘	05/05/2016 6:29:31 PM	●	17322_03_12_235c	-	✘	Actions
solink_1213	00A0EB031213	05/11/2016 12:42:16 AM	A month ago	newapp	EN2000	REGISTERED	-	✘	04/20/2016 10:15:58 AM	●	17322_03_12_235_wrnd	-	✘	Actions
Colin_EN1K_0E13	00A0EB030E13	06/14/2016 8:39:42 AM	10 hours ago	App 1	EN1000	REGISTERED	240	✔	04/19/2016 3:09:54 PM	●	17322_03_12_240	-	✘	Actions
en2k_800010	00A0EB800010	03/31/2016 12:15:37 PM	2 months ago	newapp	EN2000	PASSIVE	-	✘	03/28/2016 3:03:46 PM	●	17322_03_12_test_229	-	✘	Actions
WSC_PT_DEMO	00A0EB0311A1	03/23/2016 5:11:43 PM	3 months ago	newapp	EN2000	PASSIVE	-	✘	03/23/2016 4:39:41 PM	●	17322_03_12_224	-	✘	Actions
en2k_D30E93	00A0EB030E93	03/17/2016 5:09:01 PM	3 months ago	newapp	EN2000	PASSIVE	-	✘	03/17/2016 2:07:17 PM	●	17322_03_12_223	-	✘	Actions
Reddy_EN1K_11E3	00A0EB0311E3	04/11/2016 11:04:56 AM	2 months ago	App 1	EN1000	PASSIVE	-	✘	03/11/2016 12:01:50 PM	●	17322_03_12_221	-	✘	Actions

4 Select a device.

» The Device Dashboard is displayed (Figure C-20).

Note: On the Device Dashboard, the fifth item listed under **System** parameters is the **Data Frequency** for updates. In Figure C-20, a red rectangle indicates that parameter; its value is **300 seconds** (5 minutes).

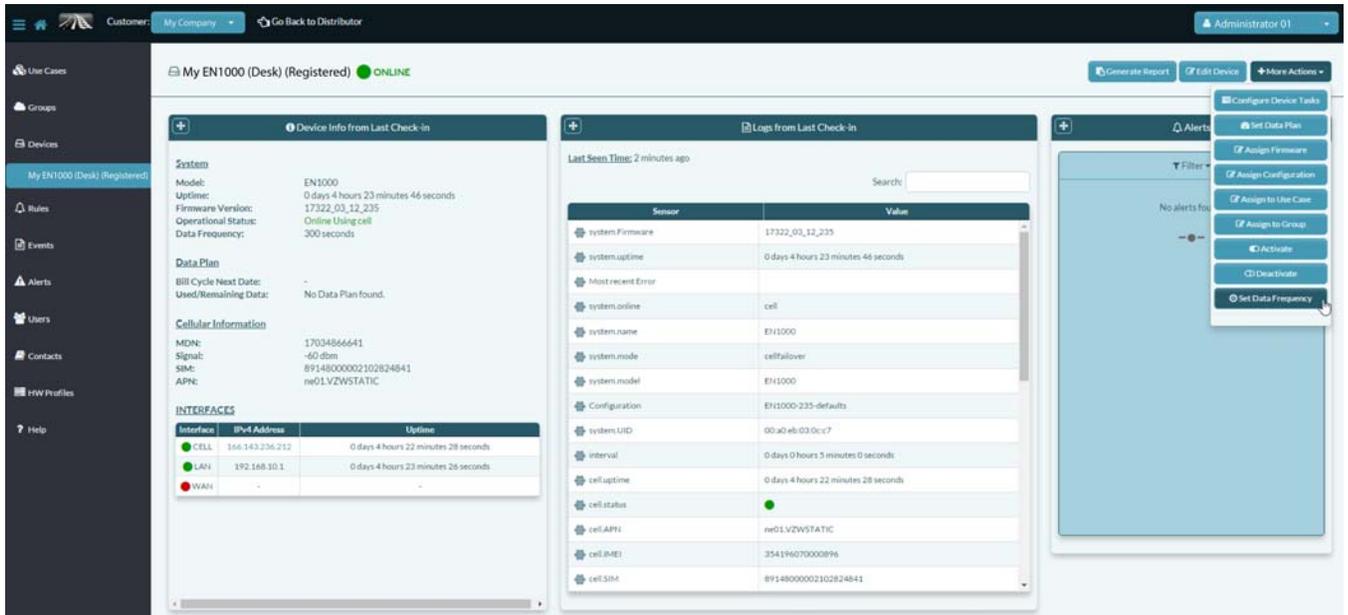
Figure C-20. Device Dashboard



If you have administrative access, you can change the interval for retrieving data updates.

- 5 In the upper right corner of the screen, select the button for **More Actions** (Figure C-21).

Figure C-21. Selecting Additional Actions



- On the dropdown menu for **More Actions**, select **Set Data Frequency** (Figure C-21).
 - » The Panel to Set Frequency of Data Updates is displayed (Figure C-22).

Figure C-22. Panel to Set Frequency of Data Updates

The screenshot shows the 'Set Frequency for My EN1000 (Desk) (Registered)' panel. The panel has a teal header with the title. Below the header, there is a text input field labeled 'Frequency' with the value '300' and the unit 'seconds'. At the bottom of the panel, there are two buttons: a red 'Cancel' button and a blue 'Set Frequency' button.

- Type the interval (in seconds) that the device will use to check for data updates. Then select the button to **Set Frequency**.
 - » The new **Data Frequency** interval will be displayed in the Device Dashboard.

