



Service Bulletin

Bulletin No: SB-0020-19-223-FS

Effective Date: 09-11-2019

Type: Installation

Subject: Initial Startup & Firmware verification / update for flexSCADA Q5 and flexSCADA Q5Pro

Scope

This service bulletin provides instructions for the initial startup operation, firmware verification and update procedures for the flexSCADA Q5 and flexSCADA Q5Pro (referred to here as the Q5 line or simply Q5).

Background

FlexSCADA's Q5 line comes from the manufacturer ready for installation and use. Powering up the device is a simple procedure that can be accomplished with a PC, DC-power source and a CAT5 Ethernet cable. Once powered up, the current firmware version can be verified and updated as required.

WARNING: Do not apply AC-power to the Q5. The Q5 is designed to run on DC power only. Application of AC-power will damage the unit and void the warranty.

FlexSCADA Q5 Initial Startup

The Q5 is designed to operate within a power range of 9 – 60 VDC. After the supply voltage has been verified to be within this range, complete the following steps:

1. Connect the unenergized power supply wires to the Q5 main power terminal block. The power block is located on the right-hand side of the device below the RJ45 receptacle. The screws for the terminal block are located on the right-hand side. The power wire connections are located on the top of the terminal block. Do not apply power at this time.
2. Connect one end of an ethernet cable to the RJ45 receptacle above the main power terminal block.
3. Connect the other end of the ethernet cable to a computer.
4. Apply power to the Q5. The screen in the center of the Q5 will light up and display an IP address. Each Q5 comes with a DHCP IP address, which can be changed by the end user once configured.
5. Connection to the Q5 is accomplished by entering the IP address (192.168.1.20) into the address bar of the browser on the computer.
6. Once the page loads, it will ask for a password. The default password for every Q5 is: *flexscada*. This can be changed by the end user once configured.

7. The device will now be visible on the computer screen. On the right-hand side will be a series of options. Select the option titled *Device Info*. This page will show what version of firmware the Q5 is operating on. Units are shipped with the most current firmware version, however firmware updates may happen post-shipping. This situation would result in the device being out of date with the most current version. These updates are typically for device stability and operational improvements. While the device may still function correctly without the update, it is recommended to update as soon as possible. Should the update be deemed critical, a notice will be sent out at time of release. Speak with your flexSCADA technician to verify the current version of firmware.

FIRMWARE UPDATE

If the firmware version of the Q5 is out of date, an update procedure will need to be accomplished in order to load the most current version. To update the firmware, complete the following steps:

1. On the left-hand side menu bar displayed on the computer screen, select the option titled *Device Options*.
2. At the bottom of the new page, select the box titled *Update Firmware*.
3. The device will ask you to confirm this selection and will inform you to refresh the page.
4. Re-enter the IP address 192.168.1.20 into the address bar of the browser. A simple white background with black text page will load and an alert box will prompt you to re-enter the password. The default password for the device is *flexscada*. If the password was changed at setup, enter your new password.
5. The alert box will disappear. The device is now operating in Device Firmware Updater or DFU-mode.
6. Near the top of the page, select the option *Choose File*.
7. Find and select the firmware update file sent from an approved source. The file selection box will disappear and the device will begin the uploading process. While uploading, the device may appear to be non-operational.
8. After uploading is complete, the results of the upload will be visible on the computer screen. Once successful, select the option near the top of the page titled *Boot OS / Exit DFU*.
9. The device will now restart back into a fully-operating Q5. Once completed, proceed back to the *Device Info* page and verify that the firmware version is correct.

For additional information or assistance, please contact Mission Critical Energy at (716) 276-8465 or visit us at www.missioncriticalenergy.com.

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