

## **Subject: Firmware Upgrades to Rosemount 370XA Gas Chromatograph**

### **Overview**

This document provides instructions for the proper firmware upgrade process to be used when upgrading firmware on the Rosemount 370XA Gas Chromatograph.

### **Products Affected**

All 370XA product with existing firmware versions 2.x or 3.x, when upgrading to firmware 4.x or higher.

### **Symptoms**

Occasional issues have been noted during the firmware upgrade process with the Rosemount 370XA Gas Chromatograph when upgrading firmware from versions 2.x or 3.x to version 4.x or higher. In some instances, various combinations of the 370XA hardware, the existing firmware in the device, and the new firmware to be installed can cause the firmware upgrade process to lock up and fail.

### **Resolution**

To avoid any possible conflicts and failures, please use the following procedure when upgrading firmware on the 370XA. The procedure involves upgrading the firmware in two steps: the first upgrade will upgrade all firmware except the LOI firmware, while the second upgrade will upgrade only the LOI firmware.

### **Procedure**

**Before beginning the firmware upgrade, please be sure to download and install the latest version of the MON2020 software.**

#### **Step 1, upgrade the CPU firmware**

1. Select **S**ave Configuration (to PC)... from the **F**ile menu in MON2020 to save GC's configuration.
2. Select **H**alt... or **S**top **N**ow... from the **C**ontrol menu in MON2020 to stop the analysis.
3. Select **U**ppgrade **F**irmware... from the **T**ools menu in MON2020. Click **O**pen, then locate and select the desired .zip file (firmware image).
4. **If the 370XA LOI Firmware box is checked, please uncheck it to disable loading any new LOI firmware.** Then click **U**ppgrade. (See Figure 1)

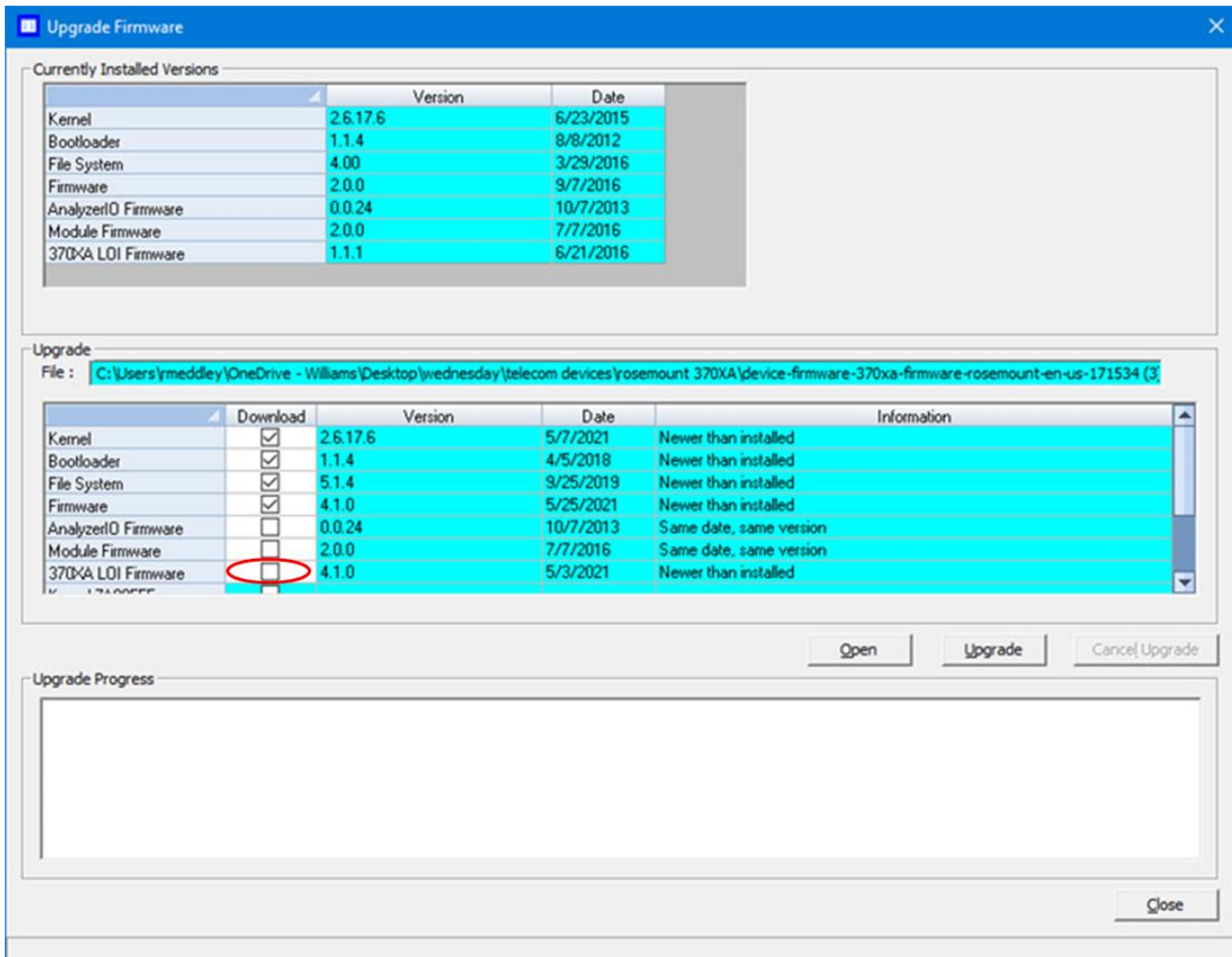


Figure 1. Be sure the LOI Firmware box is not checked

When the upgrade completes successfully, a confirmation message displays. Click **OK**.

### Step 2, upgrade the LOI firmware

1. After the GC reboots, **C**onnect... MON2020 to the GC.
2. If GC is in idle mode, move to next step. If the GC is performing Warm-Start, Select **H**alt... or **S**top **N**ow... from the **C**ontrol menu in MON2020 to stop the analysis.
3. Select **U**ppgrade **F**irmware... from the **T**ools menu in MON2020. Click **O**pen, then locate and select the desired .zip file (firmware image).
4. **C**heck the **370XA LOI Firmware** box to enable upgrading only the LOI firmware, per Figure 2. Click **U**ppgrade to complete Step 4.

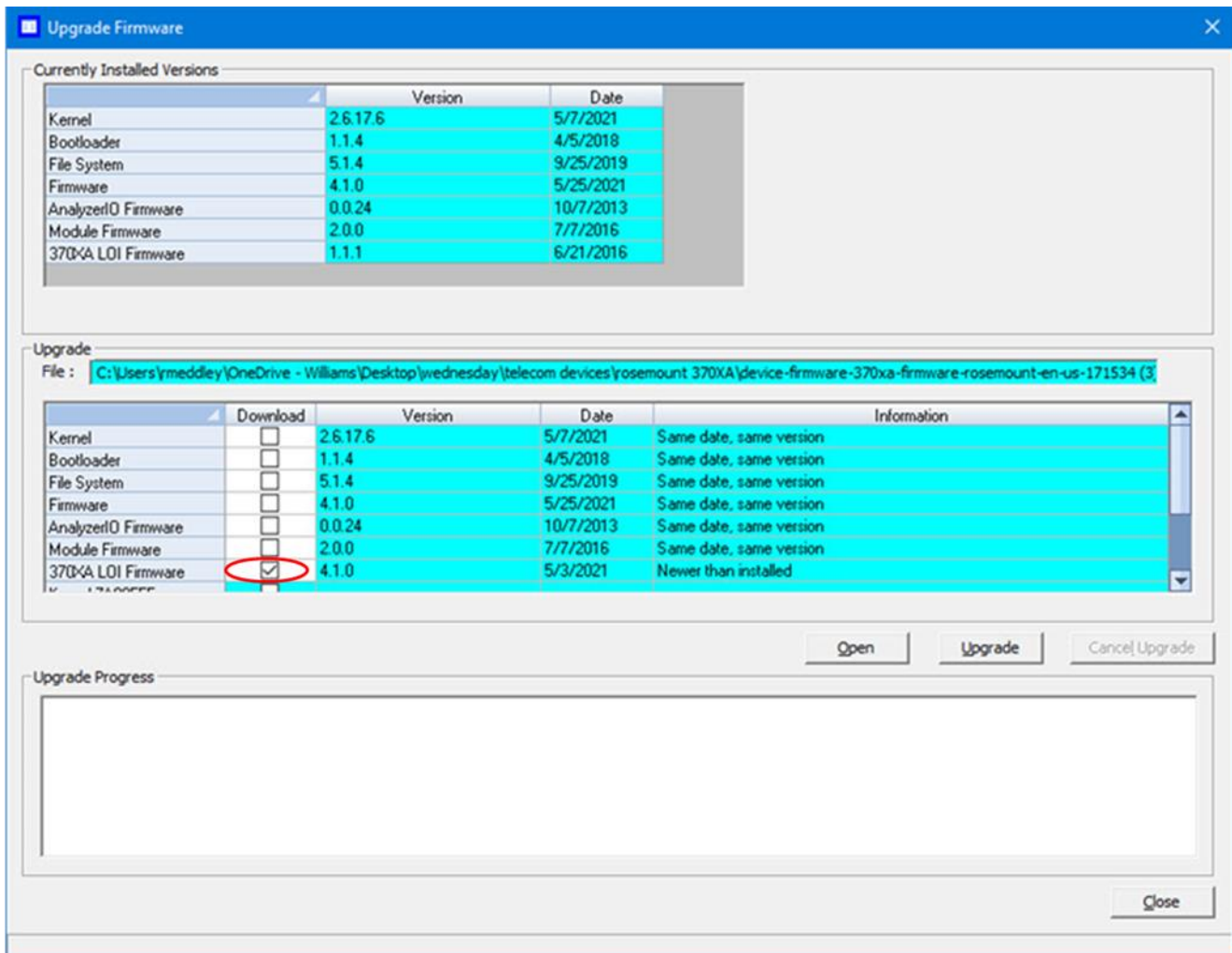


Figure 2. Check the LOI Firmware box to load only the LOI firmware.

5. Following the reboot, the 370XA firmware upgrade will be complete.
6. Restore the configuration saved at the beginning.

## **Contact Information**

Product information is available on-line at: [www.emerson.com](http://www.emerson.com). If you need further assistance, please contact Customer Care at [gc.csc@emerson.com](mailto:gc.csc@emerson.com), Customer Support at 1-866-422-3683, or your regional customer service

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