



**Updating SAGE RTU
Firmware & Configuring
IE8, IE9 32 bit, IE10 & IE 11**

**SAGE RTU Family
Version 1.0**

20-Aug-2014

Rev.	Date	By	Comment
1.0	20-Aug-2014	DJS	Initial Release

Introduction

This document covers three sets of firmware and provides instructions required to make the browsers IE8, IE9 32 bit, IE10 & IE11 and SAGE RTU firmware compatible.

Two of the sets of firmware have special update packages on the Exchange site to provide the necessary changes to the web pages to make them compatible. These two packages are:

- 1) C3413-500-001F0_PB_Update_Files.zip
- 2) C3414-500-001G3_P6_Update_Files.zip

They were placed on the site on 19-Aug-2014. These updates replace all other updates for these sets of firmware.

The sets of firmware that need firmware/GUI updates and browser configuration are:

- 1) For the C3413 CPU card(SAGE 1310, 1330, 1350, 2300, or 3030) use [C3413-500-001YZ Firmware](#)
- 2) For the C3414 CPU card(SAGE 1410, 1430, 1450, 2400, 3030M, or LANDAC II) use [C3414-500-001YZ Firmware](#)

The sets of firmware that need browser configuration only,

- 1) For the C3414 CPU card secure firmware(SAGE 1410, 1430, 1450, 2400, 3030M, or LANDAC II) use [C3414-500-S02YZ Firmware](#)

C3413-500-001YZ Firmware

If the index page of the RTU firmware contains the following string, “GUI Compatible with IE 8, IE 9 32bit, IE 10 and IE 11”, the firmware has been updated and only the browser configuration needs to be done.

C3413-500-001F0_PB index page after firmware or GUI update



The screenshot shows a web interface for the TELVENT SAGE 2300. The header features the TELVENT logo in orange and the text SAGE 2300. The main content area is titled "F0_PB Update" and contains a login form with fields for "Username:" and "Password:", a "Login" button, and a checkbox for "Enable Post Message." Below the login form is a scrollable text area displaying the following text: "F0_PB Update", "C3413-500-001F0_PB", and "21-Aug-2013". At the bottom of the page, there is a red text string "GUI Compatible with IE 8, IE 9 32bit, IE 10 and IE 11", a "logout" button, and a "Post Message" button. A small warning message is visible at the very bottom: "Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program or any portion of it, may result in severe civil and criminal penalties; and will be prosecuted to the maximum extent possible under the law."

If the index page contains this string, see the section [Browser Configuration](#).

If the index page does not contain this string, the firmware or GUI needs to be updated. See the section [Updating the Firmware or GUI](#).

C3414-500-001YZ Firmware

If the index page of the RTU firmware contains the following string, “GUI Compatible with IE 8, IE 9 32bit, IE 10 and IE 11”, the firmware has been updated and only the browser configuration needs to be done.

C3414-500-001G3_P6 index page after firmware or GUI update



The screenshot shows a web interface for a Schneider Electric TELVENT SAGE 2400 device. The page is titled "G3_P6 Update". It features a login section with fields for "Username:" and "Password:", a "Login" button, and a checkbox for "Enable Post Message.". Below the login section is a text area displaying the following information: "G3_P6 Update", "C3414-500-001G3_P6", and "01-Aug-2013". At the bottom of the page, there is a red text string: "GUI Compatible with IE 8, IE 9 32bit, IE 10 and IE 11". To the right of this string are "logout" and "Post Message" buttons. A warning message is visible at the very bottom: "Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program or any portion of it, may result in severe civil and criminal penalties; and will be prosecuted to the maximum extent possible under the law."

If the index page contains this string, see the section [Browser Configuration](#).

If the index page does not contain this string, the firmware or GUI needs to be updated. See the section [Updating the Firmware or GUI](#).

C3414-500-S02YZ Firmware

For this set of firmware, see the section [Browser Configuration](#).

Updating the Firmware or GUI

Following it a link to the site containing the firmware updates and browser documents.

<https://infrastructurecommunity.schneider-electric.com/community/products/sage>

To get the firmware update files from the Exchange site, you must have an account on the Exchange site. If you do not have an account, use the above link and click the blue “access downloads” link on the right hand side of the page to start the process of obtaining an account.

An update package downloaded after 20-Aug-2014 from the Exchange site contains the changes for the GUI. Any update package downloaded before this date does not contain the change.

To update a SAGE 1310, 1330, 1350, 2300, or 3030, download the file “C3414-500-001F0_PB_Update_Files.zip”.

To update a SAGE 1410, 1430, 1450, 2400, 3030M, or LANDAC II, download the file “C3414-500-001G3_P6_Update_Files.zip”

To use the Up/Download or Hex Viewer (data trap) functions of the SAGE RTU firmware with IE 9 32 bit, IE 10, or IE 11, changes must be made to the Up/Download and Hex Viewer web pages to allow the use of ActiveX controls.

If the RTU is already running C3413-500-001F0_PB or C3414-500-001G3_P6 firmware, only the GUI needs to be updated. A browser or ftp will be used to update the GUI.

If the RTU is running versions other than C3413-500-001F0_PB or C3414-500-001G3_P6 firmware, the firmware must be upgraded to the latest version using the configuration converter from the appropriate update package. A browser or ftp is used to update the firmware.

There are two ways to prepare the SAGE RTU for use with these browsers:

- 1) Use IE 6, IE 7, IE 8, or IE 9 (32 bit version that has been configured as needed to successfully Upload or Download configuration to the SAGE RTU firmware using other documentation provided on the Exchange site) to update the firmware or GUI on the RTU.
- 2) If the browsers listed in item 1 are not available to update the RTU firmware or GUI, ftp may be used to update the firmware or GUI. If you need to upload the complete set of firmware, use the links “Flash Recovery – C3413 CF” or “Flash Recovery –C3414 CF” on the SAGE page FAQ section of the Exchange site for the directions on how to load a set of firmware onto the SAGE RTU using ftp. Two Appendices show how to use FTP to put just the GUI on the RTU. For C3413-500-001F0_PB firmware, see [Appendix A](#). For C3414-500-001G3_P6 firmware use [Appendix B](#).

Once the complete set of firmware or the GUI is updated, the index page will contain the string “GUI Compatible with IE 8, IE 9 32bit, IE 10 and IE 11”. Now that the firmware configuration is complete, perform the [Browser Configuration](#).

Browser Configuration

For instructions to configure the IE version you are using, use the following link to get the document needed.

<https://infrastructurecommunity.schneider-electric.com/community/products/sage>

Click "FAQ"

Then download the latest version of the file from the Exchange site named as follows:

Config@web_IE"X"_settings_V"Y.Z".pdf

Where:

"X" is the version of the browser used

"Y.Z" is the document version number starting from 1.0

For example, the document names for the initial set of documents follow:

Config@web_IE8_settings_V1.1.pdf

Config@web_IE9_settings_V1.1.pdf

Config@web_IE10_settings_V1.1.pdf

Config@web_IE11_settings_V1.1.pdf

Newer documents will be named Config@web_IE11_settings_V1.2.pdf or

Config@web_IE11_settings_V2.0.pdf.

Documents for newer versions of IE will be made available as the versions are released.

Appendix A

Using FTP to send GUI to C3413-500-001F0_PB firmware

Open a Command Prompt window and then navigate using the “cd” command to the location of the updated C3413-500-001F0_PB GUI folder. See the following example for an update file unzipped into the x:\temp folder.

```
X:\temp>cd telvent

X:\temp\Telvent>cd sage2300

X:\temp\Telvent\SAGE2300>cd f0_pbupdate

X:\temp\Telvent\SAGE2300\F0_PBUpdate>cd gui

X:\temp\Telvent\SAGE2300\F0_PBUpdate\Gui>

X:\temp\Telvent\SAGE2300\F0_PBUpdate\Gui>dir
Volume in drive X has no label.
Volume Serial Number is 22C0-A498

Directory of X:\temp\Telvent\SAGE2300\F0_PBUpdate\Gui

08/13/2014  04:43 PM    <DIR>          .
08/13/2014  04:43 PM    <DIR>          ..
06/20/2014  05:07 PM             4,552,192 C3413-500-001F0_PB.gui
01/29/2013  04:29 PM              15,143 index.htm
01/29/2013  04:29 PM              172 profileC.xml
               3 File(s)          4,567,507 bytes
               2 Dir(s)  121,578,835,968 bytes free

X:\temp\Telvent\SAGE2300\F0_PBUpdate\Gui>
```

Now type and execute the commands in blue below. You will have to supply the correct IP, an account name that has the ftp privilege, and the password for that account. The example uses the default for all three required fields.

```
X:\temp\Telvent\SAGE2300\F0_PBUpdate\Gui>ftp 172.18.150.50
Connected to 172.18.150.50.
220 VxWorks FTP server (VxWorks 5.4.2) ready.
User (172.18.150.50:(none)): Admin
331 Password required
Password: ENTER PASSWORD HERE!
230 User logged in
ftp> binary
200 Type set to I, binary mode
ftp> cd /d:/
250 Changed directory to "/d:/"
ftp> cd webfiles
250 Changed directory to "/d:/webfiles"
ftp> cd gui
250 Changed directory to "/d:/webfiles/gui"
ftp> ls
200 Port set okay
150 Opening BINARY mode data connection
.
..
```

```
index.htm
profileC.xml
C3413-500-001F0_PB.gui
226 Transfer complete
ftp: 56 bytes received in 0.00Seconds 56.00Kbytes/sec.
ftp> del index.htm
200 File deleted successfully.
ftp> del profileC.xml
200 File deleted successfully.
ftp> del C3413-500-001F0_pb.gui
200 File deleted successfully.
ftp> put index.htm
200 Port set okay
150 Opening BINARY mode data connection
226 Transfer complete
ftp: 15143 bytes sent in 0.35Seconds 43.51Kbytes/sec.
ftp> put profileC.xml
200 Port set okay
150 Opening BINARY mode data connection
226 Transfer complete
ftp: 172 bytes sent in 0.18Seconds 0.96Kbytes/sec.
ftp> put C3413-500-001F0_PB.gui
200 Port set okay
150 Opening BINARY mode data connection
226 Transfer complete
ftp: 4552192 bytes sent in 33.36Seconds 136.47Kbytes/sec.
ftp> dir
200 Port set okay
150 Opening BINARY mode data connection
drwx----- 1 user group 2048 Aug 14 12:51 .
drwx----- 1 user group 2048 Jun 23 14:46 ..
-rwx----- 1 user group 15143 Aug 14 12:50 index.htm
-rwx----- 1 user group 172 Aug 14 12:50 profileC.xml
-rwx----- 1 user group 4552192 Aug 14 12:51 C3413-500-001F0_PB.gui
226 Transfer complete
ftp: 326 bytes received in 0.01Seconds 29.64Kbytes/sec.
ftp> bye
221 Bye...see you later
X:\temp\Telvent\SAGE2300\F0_PBUpdate\Gui>
```

Appendix B

Using FTP to send GUI to C3414-500-001G3_P6 firmware

Open a Command Prompt window and then navigate using the “cd” command to the location of the updated C3414-500-001G3_P6 GUI folder. See the following example for an update file unzipped into the x:\temp folder.

```
X:\temp>cd telvent
X:\temp\Telvent>cd sage2400
X:\temp\Telvent\SAGE2400>cd g3_p6update
X:\temp\Telvent\SAGE2400\G3_P6Update>cd gui
X:\temp\Telvent\SAGE2400\G3_P6Update\Gui>

Volume in drive X has no label.
Volume Serial Number is 22C0-A498

Directory of X:\temp\Telvent\SAGE2400\G3_P6Update\Gui

08/13/2014  04:34 PM    <DIR>          .
08/13/2014  04:34 PM    <DIR>          ..
06/20/2014  04:42 PM             4,573,696 C3414-500-001G3_P6.gui
               1 File(s)             4,573,696 bytes
               2 Dir(s)  121,578,643,456 bytes free

X:\temp\Telvent\SAGE2400\G3_P6Update\Gui>
```

Now type and execute the commands in blue below. You will have to supply the correct IP, an account name that has the ftp privilege, and the password for that account. The example uses the default for all three required fields.

```
X:\temp\Telvent\SAGE2400\G3_P6Update\Gui>ftp 172.18.150.50
Connected to 172.18.150.50.
220 VxWorks FTP server (VxWorks 5.4.2) ready.
User (172.18.150.50:(none)): Admin
331 Password required
Password: ENTER PASSWORD HERE!
230 User logged in
ftp> binary
200 Type set to I, binary mode
ftp> cd /ata0a
250 CWD changed
ftp> cd webfiles
250 CWD changed
ftp> cd gui
250 CWD changed
ftp> ls
200 Port OK
150 Opening data connection
   C3414-500-001G3_P6.gui
226 Transfer complete
ftp: 25 bytes received in 0.00Seconds 25.00Kbytes/sec.
ftp> del c3414-500-001G3_P6.gui
250 File deleted
```

```
ftp> put c3414-500-001G3_P6.gui
200 Port OK
150 Opening data connection
226 Transfer complete
ftp: 4573696 bytes sent in 14.63Seconds 312.71Kbytes/sec.
ftp> dir
200 Port OK
150 Opening data connection
-rwxrwxrwx  1 0      0      4573696 AUG 14 13:27 C3414-500-001G3_P6.gui
226 Transfer complete
ftp: 77 bytes received in 0.00Seconds 77.00Kbytes/sec.
ftp>ftp> bye
221 Bye...see you later
X:\temp\Telvent\SAGE2300\G3_P6Update\Gui>
```

End of Document