



## Update software image of C6 WEC7 based devices **FAQ No.0006**

Part	Version	Revision	Date	Status
en	3.5.9.70	005	2020-09-16	Released

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## Introduction

This document describes how to update the software image of a C6 HMI / HMI LC/ SMART / S14 device or another compatible Windows Embedded Compact 7 device family. Follow these instruction chapter by chapter.

**Note: It's important that the power supply and the connection to the USB of the device are guaranteed during the whole update process! Disconnection of the USB-stick or interruption of the power while updating can causes damages on the devices!**

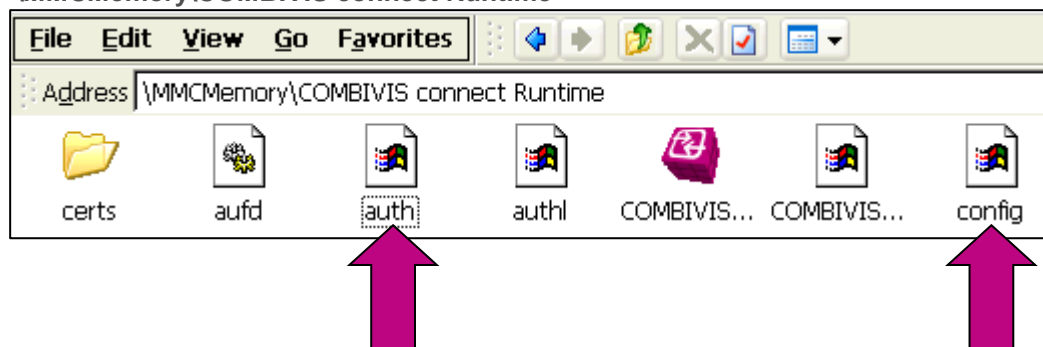
## Save COMBIVIS connect files

If the device is already located in a COMBIVIS connect domain, it's possible to safe the settings- and authentication files before you execute the restore process. Copy the files "auth.bin" and "config.xml" to an USB-stick.

The file **auth.bin** is only available if the COMBIVIS connect runtime has connected with the COMBIVIS connect server (server infrastructure) at least once.

## Older image version (< 7.0)

These files are located on:  
"MMCMemory\COMBIVIS connect Runtime"



After updating to the new image, you can copy the files back to the folder and the device will connect automatically to the domain with the old settings.

### Hint:

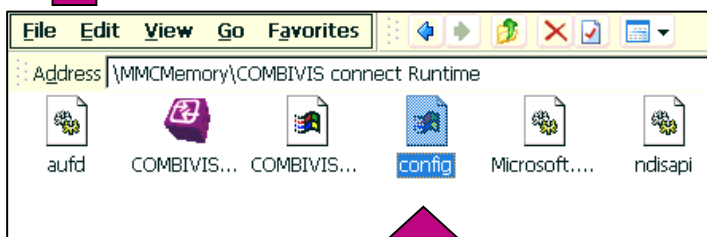
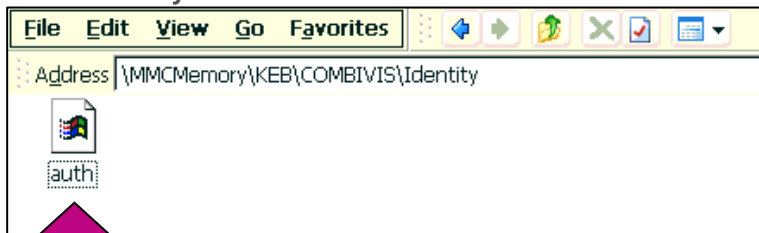
It's necessary to implement the connect files like the next chapter [Newer image version \(>= 7.0\)](#) ,if you install an image version bigger / equals 7.0.

# FAQ C6 IPC



## Newer image version (>= 7.0)

These files are located on:  
“\MMCMemory\COMBIVIS connect Runtime” and “\MMCMemory\KEB\COMBIVIS\Identity”

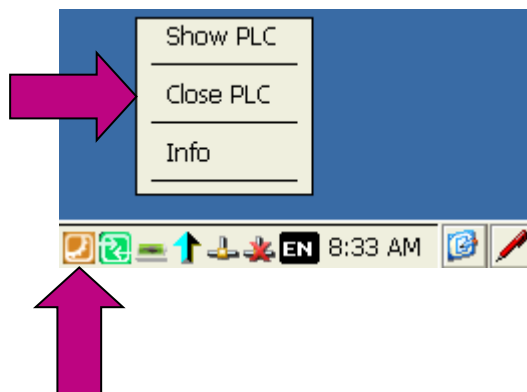


After updating to the new image, you can copy the files back to the folder and the device will connect automatically to the domain with the old settings.

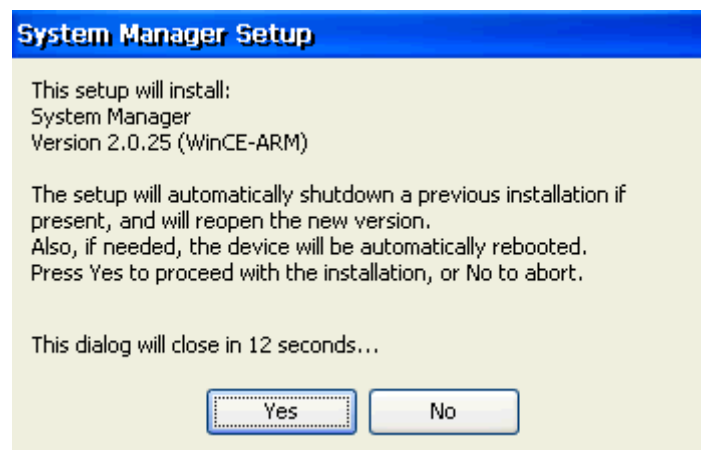
## Updating the System-Manager

It is essential to update the System Manager before installing the NEW Image version on the System. Which version of the system manager (contains the Backup / Restore Tool) is needed, depends on the NEW Image version for the device.

1. Copy the installation file ("SystemManagerSetup.CEARM.X.X.XXX.exe") of the System-Manager to an USB-Stick
2. Plug the USB-Stick to the device, which shall be updated
  - a. If a PLC runtime (e.g. C6 HMI LC) is running, you have to close it before the installation starts.



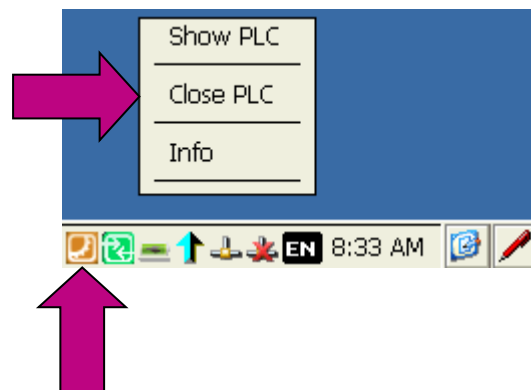
3. Execute the SystemManagerSetup.CEARM.X.X.XX.exe



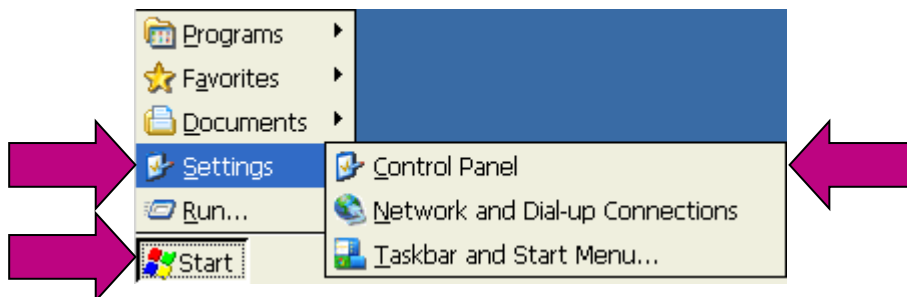
⇒ The System-Manager will be installed automatically. Afterwards the device will be rebooted.

## Updating the Image

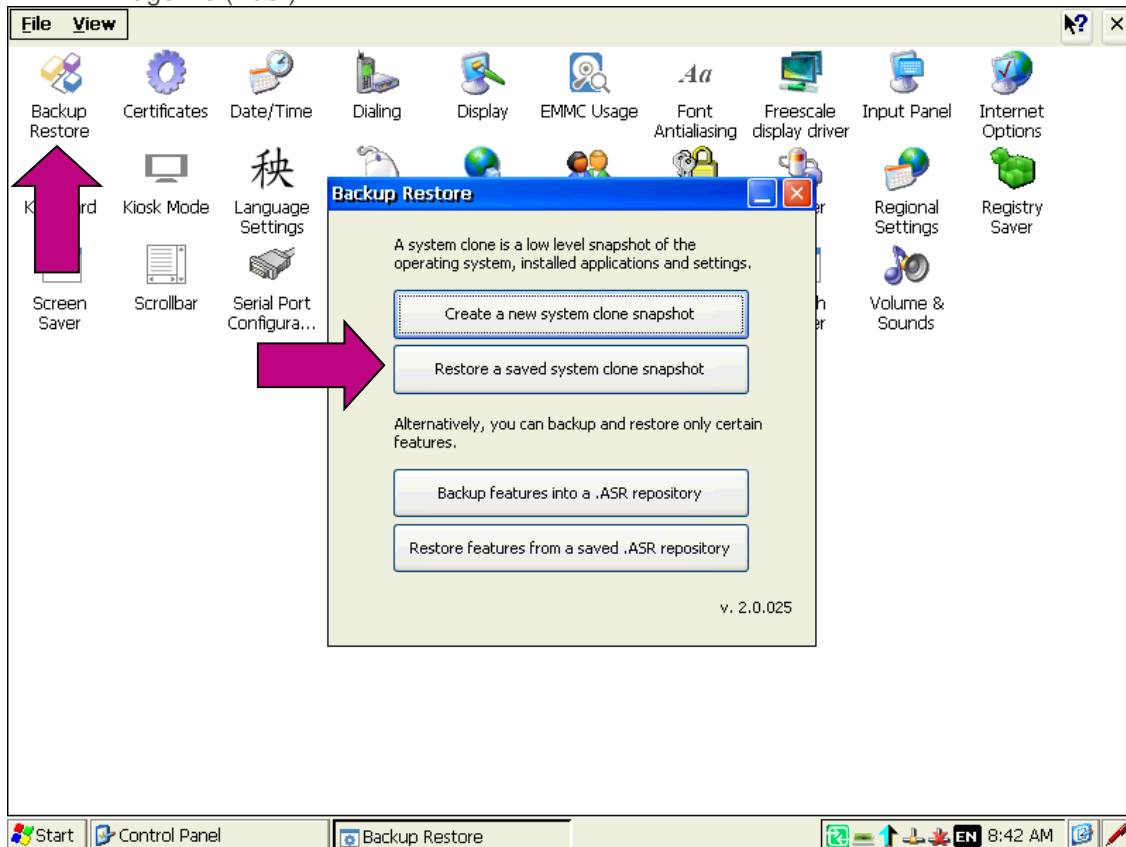
1. Choose the needed installation file and copy it to the USB-stick:
  - a. C6 HMI display size 4.3 inch : "C6\_HMI\_4.3inch\_X.X"
  - b. C6 HMI display-sizes 5 to 15.6 inch : "C6\_HMI\_X.X"
  - c. C6 HMI LC display-sizes 5 to 15.6 inch: "C6\_HMI\_LC\_X.X"
  - d. \*.asr file of another compatible Windows Embedded Compact 7 device family
  
2. Plug the USB-Stick to the device, which shall be updated
  - a. If a PLC-runtime (only on HMI LC) is running, you have to close it before the installation starts.



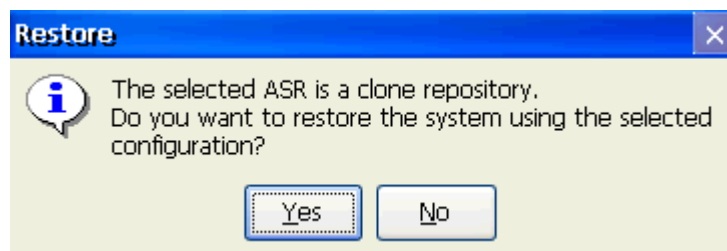
3. Open the "Control Panel" and execute the "Backup Restore" tool.



4. Execute “Restore a saved system clone snapshot” of the “Backup Restore” tool and choose the image file (\*.asr).



- a. Confirm the restore of the image



- ⇒ The new image will be installed and a reboot of the device will be started automatically. This can take up to 15 minutes!

Note: After the updating of the image, the configuration of the touch display is mandatory. You can find the calibration-tool on “**Start > Settings > Control Panel > Stylus**”.

After calibrating the touch panel, it’s mandatory to trigger the “**Registry Saver**” (**Start > Settings > Control Panel > Registry Saver**).

## Disclaimer

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Inspection of our units in view of their suitability for the intended use must be done generally by the user. Inspections are particularly necessary, if changes are executed, which serve for the further development or adaptation of our products to the applications (hardware, software or download lists). Inspections must be repeated completely, even if only parts of hardware, software or download lists are modified.

**Application and use of our units in the target products is outside of our control and therefore lies exclusively in the area of responsibility of the user.**

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