

# Abeeway Device Updater 2.1.0 Documentation

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This Document is intended to help users updating trackers by using the docking station and the Abeeway Device Updater software.

# 1 Setup

## 1.1 Hardware Setup

If you will work with the provided mini-pc, you will first need to plug it with the sector adaptor then connect it:

- USB Mouse
- USB Keyboard
- HDMI or VGA Screen (HDMI cable is in the box)



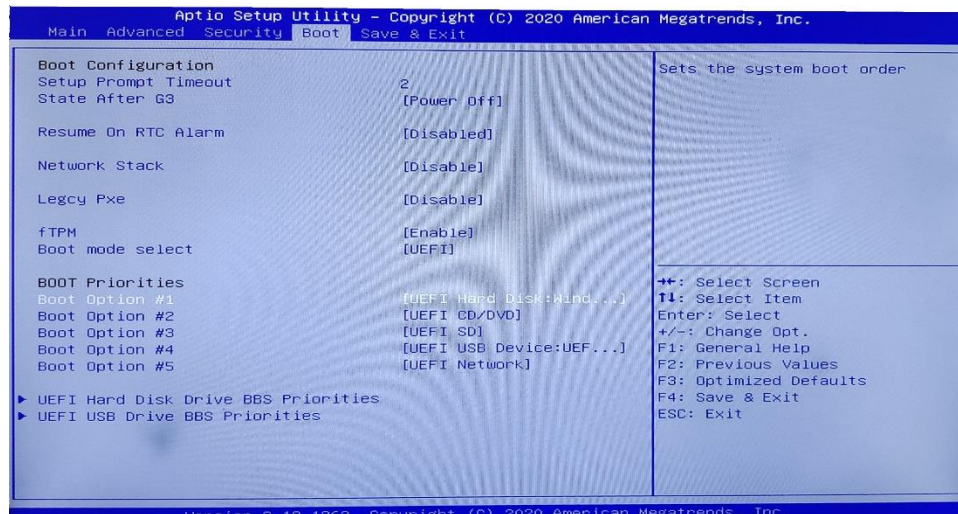
AcePC AK3

We recommend you use a AcePC AK3 to run the application. You can get it [here](#).

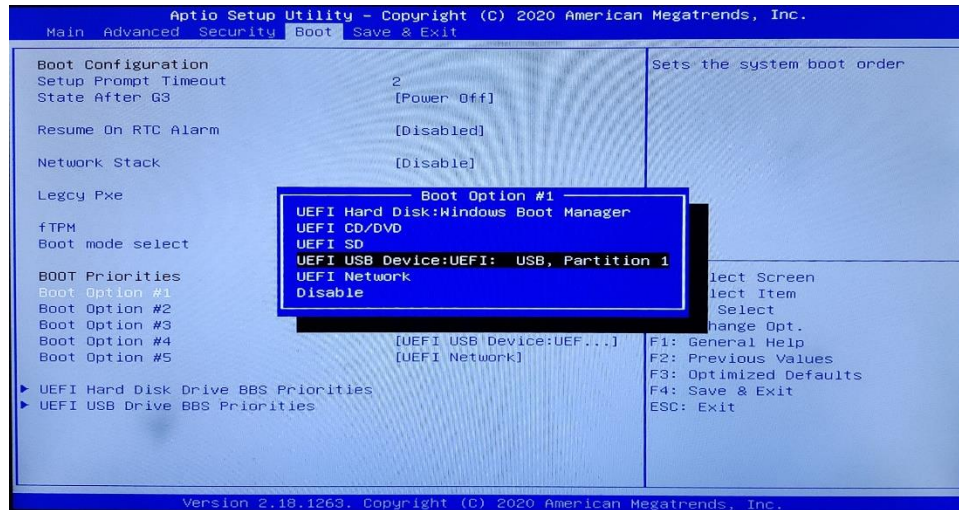
## 1.2 Install Linux on the mini-pc

The Abeeway Device Updater only works on Linux for now. Here are the instructions to install it:

- We recommend using Ubuntu 20.04, you can download it [here](#). Be sure to download 20.04 and not 20.10 since 20.10 only have 9 months of support versus 5 years for 20.04.
- Once you have the .iso file. Use a software like [RUFUS](#) on Windows to flash the Ubuntu ISO file in a USB flash drive.
- We must allocate space in the PC to install Linux. To do so, right click on the Windows icon and select “**Disk management**”.
- Right click on the partition you want to reduce (It should be named **Windows**. If it is not, select the larger one) and select **Shrink**.
- You can allocate as much memory as you want but 20Gb is enough for it. Enter 20000 in the box and validate.
- After a little time, you should see a partition in black named “**Non allocated space**” which should weight 20Gb (maybe something like 19.8Gb).
- Keep the USB flash drive connected to the mini-pc and reboot it.
- While it is rebooting and it is printing “**ACEPC**”, press **DEL** to enter in the **BIOS** menu. You can hit multiple times the **DEL** key to be sure it enters. If it boots Windows anyway, reboot and try again.
- You should have a blue menu called “**BIOS**”. Navigate through it using your keyboard arrows to the **Boot** menu:



- Go to “**Boot option 1**” that should be UEFI Hard Disk and change it to UEFI USB Device.



- Navigate to **“Save & Exit”** and click **“Save changes & Exit”**.
- It should boot on the USB drive and you should see a black screen. You can hit enter or wait 5 seconds to enter Ubuntu.
- Once it is launched, just follow the instructions to install it.
- When the installation asks you the **Installation Type**, select **Install Ubuntu alongside Windows Boot Manager** and follow the instructions on the screen.
- At the end, the PC will reboot. If it boots up to Windows, just reboot manually and enter in the **BIOS** by pressing **DEL** at launch like before.
- Navigate to **Boot** and click on **UEFI Hard Disk Drive BBS Priorities** at the bottom, select the first row and set to **Ubuntu**.
- Save changes and exit. It should now reboot on Ubuntu.

## 1.3 Software Installation

You will need [Python 3](#) installed on your system.

The latest stable Abeeway Device Updater release can be installed by downloading the DEBIAN package on the [Abeeway Github](#).

For the PC, the file should be **abeeway-updater-amd64-2.1.0.deb**

When you have the file, install using the following command lines:

```
sudo apt-get install ./abeeway-updater-amd64-2.1.0.deb
```

---

*Note: The first time you install the software, you will need to reboot to make all the functionalities of the software work.*

---

## 1.4 Uninstall

To uninstall Abeeway Device Updater, type:

```
sudo dpkg --remove abeeway-updater
```

---

*Note: If you want to update the software, you will need to uninstall it first.*

---

## 2 Prerequisites

### 2.1 Connect the trackers

You can connect the trackers to the computer by either a POGO cable, with the Docking Station, or using a USB Hub

#### Use the docking station :

1. Connect the power supply to the docking station first. **WARNING: Be sure to plug it correctly, the flat side up (with the arrow). Otherwise, this can cause damages to the docking station and on connected trackers if any.**

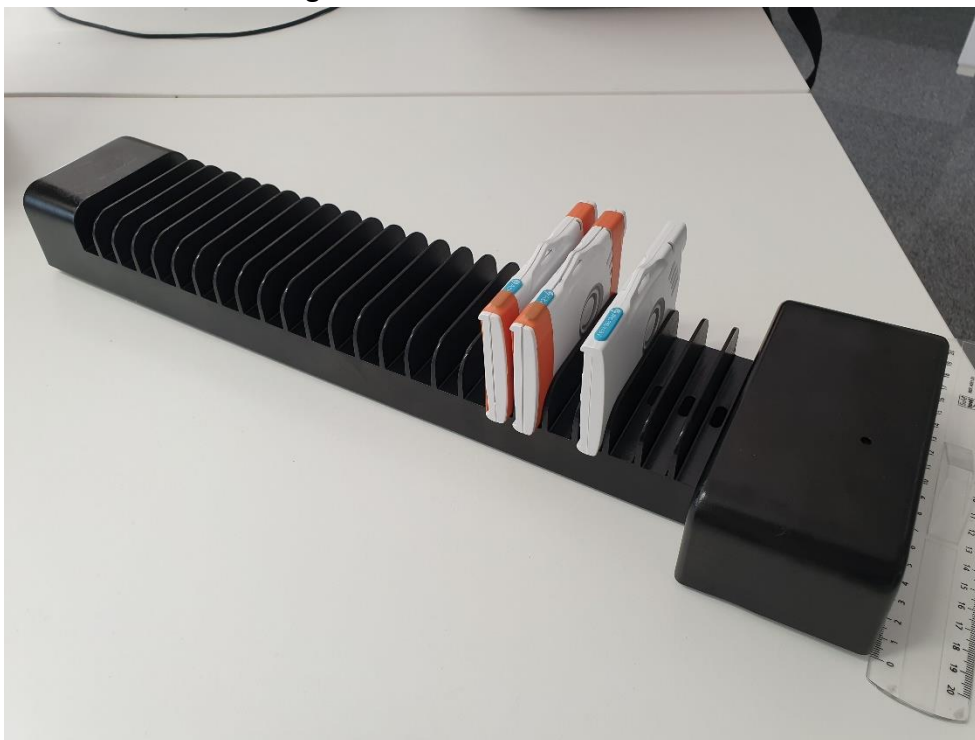




2. Connect the docking station to the computer using a mini-USB Type B cable.



3. Plug the devices in the docking station.






---

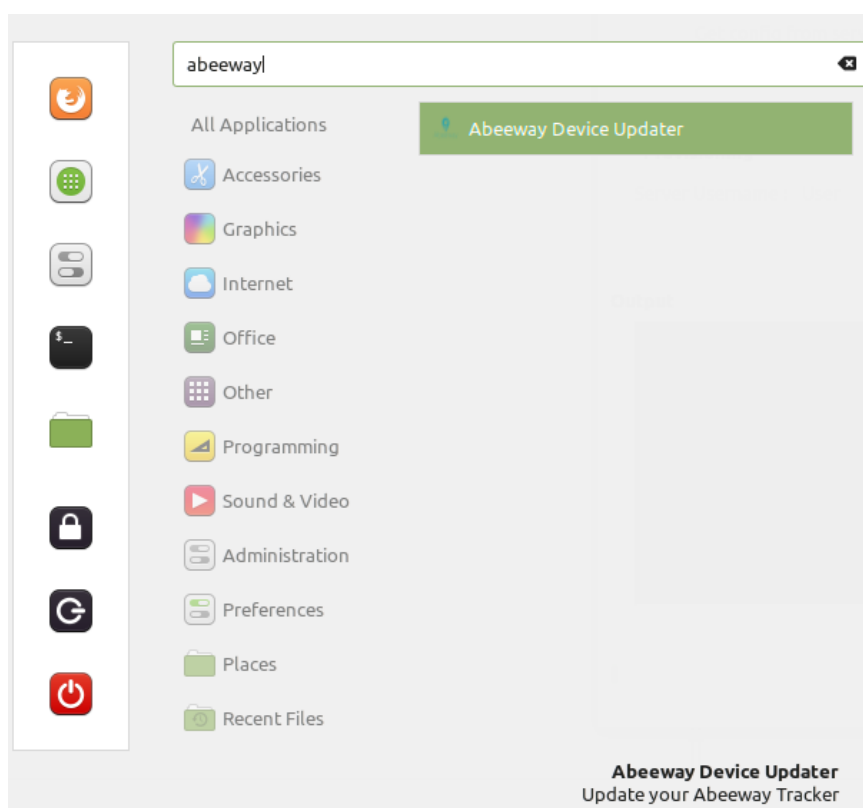
*Warning: Be sure to respect the first step. It is very important to plug the docking station to the power supply before connecting it to the computer and to connect it the right way.*

---

## 3 Usage

### 3.1 Start

Launch the Abeeway Device Updater by opening the application menu or by pressing the Windows key  on your keyboard and type “Abeeway Device Updater” then click on the icon.



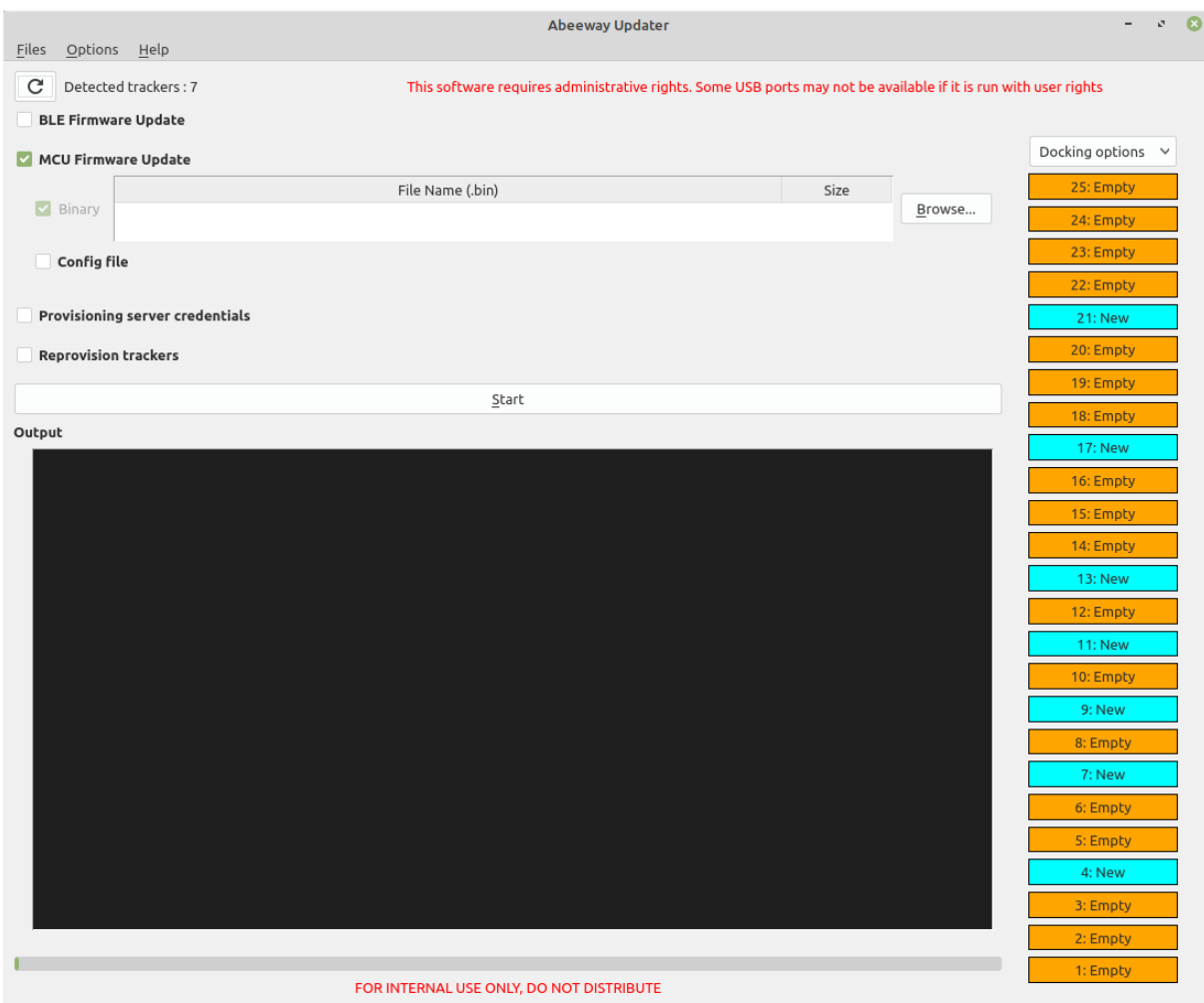
---

*Note : You can also launch it with the following command line so you can see errors in the terminal if any and report it to [abeeway.support@actility.com](mailto:abeeway.support@actility.com):*

***`python3 /usr/local/bin/abeeway-updater/script/updater.py`***

---

Once launched, you will have a page like that:



*Note: If you need to update more than 16 devices and you see that some of them are marked "No port attached" in yellow, please relaunch the updater with this command:*

***sudo python3 /usr/local/bin/abeeway-updater/script/updater.py***

*This will launch the updater in administrator mode, and it will be able to deal with the "No port attached" devices.*

## 3.2 Menu

At the top of the UI, you have 3 menus: Files, Options and Help.

### 3.2.1 Files Menu

The files menu will allow you to see some files related to the updater such as the logs.

#### 3.2.1.1 Logs

The submenu Logs Allow you to access the different logs of the updater. Log files are created every new day when launching the software. On Linux, they are located under `/var/log/abeeway/` and are sorted by day in separates directories by their types.

There are 4 types of logs:

- Log: These are the main logs of the updater. It prints everything that is prompted during the software execution.
- DevEUI Logs: This log shows the results of the flashes. It shows the DevEUI, the state of the flash [PASSED/FAILED] and the files that were flashed to it.
- Errors Logs: Logs to retrieve errors if any so you can send it to Abeeway for investigation.
- Provisioning Info CSV: CSV file that store the deveui, appkey and appeui of devices that were successfully flashed if provisioning credentials were provided.

In this submenu, there is also a button “Logs Directory” that opens the directory where logs are stored so you do not have to search it on your computer.

#### 3.2.1.2 Type Table

The Type Table is a CSV file that store pairs DevEUI/Tracker Type, so the updater knows the type of a tracker from its DevEUI. This prevents the user to flash the wrong firmware.

### 3.2.2 Options Menu

The options menu will allow you to modify parameters used by the software.

#### 3.2.2.1 Depth

The depth parameter is used if you see that the docking station visualization is wrong. By default, it is set to 1 on PC and 2 for Raspberry PI. You can change it to the other and see if it fixes the grid.

### 3.2.2.2 Schema Type

The schema type parameter is used to change the visualization type of the grid. There are 2 types of schemas:

- Location: This is the default parameter if you use a Docking Station. It shows the devices by their physical place on the Docking Station.
- Ports : This is the default parameter if you use a USB Hub. It shows the devices by the port they use.

---

*Note: If you are using a USB Hub, the Location option will not be enabled.*

---

### 3.2.2.3 Verifying devices after flash

If you want to check the device's state (DevEUI, Firmware version, BLE version) after the flash, you can check this box.

It will take a little more time than just flashing so this is why it is disabled by default. You can also check theses information from the docking station panel of the software.

### 3.2.2.4 Bypass DevEUI check

By default, if the software cannot retrieve the DevEUI of a device for any reason, this device will not be updated.

By checking this option, the flash will still be processed even if the DevEUI cannot be retrieved. In this case, the identifier of the device in the logs will be its Hardware ID.

### 3.2.2.5 Bypass type check

By default, if the software cannot verify the type of the tracker with the Type Table CSV (see Files->Type Table) or if the type of the tracker is not contained in the name of the binary, the program will not flash it to ensure that no wrong firmware is flashed on a tracker.

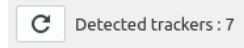
By checking this option, the flash will still be processed even if the type does if wrong or if it is not registered in the CSV file.

## 3.2.3 Help Menu

The help menu contains buttons to open this documentation and see information about the software.

### 3.3 Docking Panel

You can find on the right of the interface the physical representation of the docking station. The number of detected trackers is printed at the top left of the UI, there is also a button to refresh the UI in case of problems:



If you are using a USB hub or if the docking station is not correctly plugged, the grid will prompt the devices by the port they use.

---

*Note : Some USB Hubs are known to be detected the same way as the docking station by the system. In these cases, the grid may be displayed with strange positions, but it will not affect the flashing, it is only visual. You can force to show them by port by checking "Ports" in the Options->Schema type menu.*

---

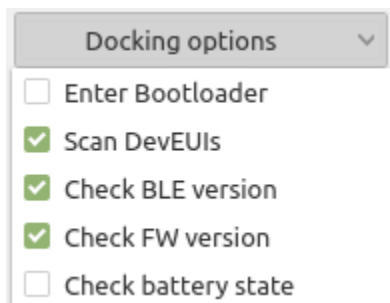
The dropdown "Docking Options" stores checkboxes that you can use to retrieve information about the trackers or put every tracker on the docking in bootloader mode.

If the device is written "No port attached", you will not be able to retrieve information from it, but it is still seen by the PC and it will be flashed.

---

*Note : If you have a device that is plugged in to the docking station, but you do not see it on the screen, try to remove it and plug it again. If this does not change things, you can try to press the button for about 2 seconds. If it is still not seen, please contact [abeeway.support@actility.com](mailto:abeeway.support@actility.com)*

---



### 3.3.1 Display DevEUI

By default, the grid will just display “New” at the position of the tracker on the docking station. You can check the following checkbox to allow the software to ask the devices their DevEUI:

☒ Scan DevEUIs

After a little time, it will display the DevEUI instead of “New”.

21: 20635F01E1000540 : Ready

### 3.3.2 Display BLE Version

You can display the devices BLE version by checking the following box:

☒ Check BLE version

After a little time, the BLE version will be displayed next to the DevEUI box.

21: 20635F01E1000540 : Ready BLE 3.2.2

### 3.3.3 Check Firmware Version

You can display the devices Firmware version by checking the following box:

☒ Check FW version

After a little time, the Firmware version will be displayed next to the DevEUI box.

21: 20635F01E1000540 : Ready FW AssetTracker-II 2.2-133

### 3.3.4 Check battery state (Only works with AssetTracker2.2 joining or MFG)

Checking this box allows you to retrieve the current voltage of the tracker:

☒ Check battery state

It will show it in millivolts. If the value is under 3600 mV (3.6 V), the value will be displayed in red. It means that the battery is low, and you should let it charge (for a rechargeable tracker).

21: 20635F01E1000540 : Ready

 4122 mV

You can of course check all these boxes at once, this will be shown like this:

21: 20635F01E1000540 : Ready

 FW AssetTracker-II 2.2-133 BLE 3.2.2 4122 mV

### 3.3.5 Enter Bootloader

The following box will allow you to enter every device connected to the Docking station into Bootloader mode:

☐ Enter Bootloader

While it is checked, every new device plugged will automatically put in bootloader mode. It comes back to its normal state when you plug it off from the docking station.

Since you cannot retrieve the DevEUI of the tracker when it is on Bootloader mode, you need to enter your provisioning server credentials to get it.

---

*Note: If you do not mind of the DevEUI, you can check the box under **Options->Bypass DevEUI Check** as said before.*

*If you do so, be sure to also check the **Bypass Type Check** from the same menu. Otherwise, it will not be able to verify the if the firmware and the tracker type match and it will not flash it.*

---



## 3.4 MCU Firmware Update

### 3.4.1 MCU Firmware and Hardware Model Compatibility

It is important that the MCU Firmware Version and Hardware model no is compatible. ***If the wrong firmware is flashed on the tracker, it might not boot anymore and not recoverable for another firmware upgrade.*** The Hardware model number can be derived from DevEUI. The first few digits of DevEUI identify the hardware model number that you have received.

***Note: If your tracker DEVEUI prefix is not part of the table below, then please contact local distributor or Abeeway support ([abeeway.support@actility.com](mailto:abeeway.support@actility.com))***

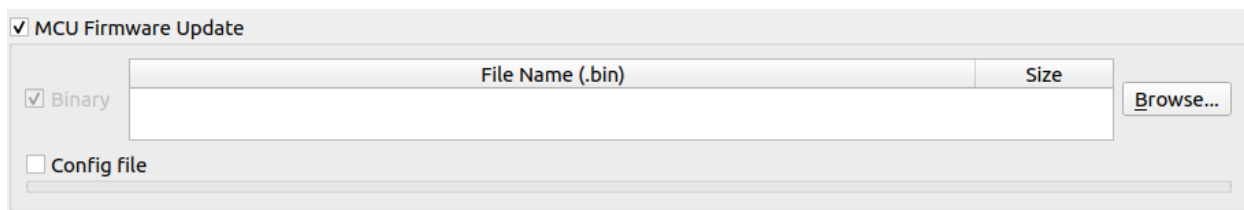
Hardware Model	DevEUI Prefix	MCU Firmware	BLE Firmware
Micro Tracker V2	20635F0106	1.9.x and below	2.0.x and below
	20635F0107		
	20635F0108		
	20635F0109		
Micro Tracker V3.0	20635F0171	2.x and above	3.2.x and above
	20635F0172		
	20635F01C1		
	20635F01D1		
Smart Badge	20635F01E1	2.x and above	3.2.x and above
	20635F01F1		
	20635F0201		
	20635F0211		

Hardware Model	DevEUI Prefix	MCU Firmware	BLE Firmware
Compact Tracker	20635F0161 20635F0181 20635F0191 20635F01A1 20635F01B1	2.x and above	3.2.x and above
Industrial Tracker V1	20635f00C5 20635f00C6 20635f00C8 20635f00C9 20635F0131 20635F0132 20635F0133	1.8.x and below	Not Applicable
Industrial Tracker V2	20635F0134	2.x and above	3.2.x and above

The firmware files can be downloaded from [here](#).

### 3.4.2 Activate MCU

If a MCU firmware update is intended, activate the MCU Firmware Update options menu. It is already activated by default.



☒ MCU Firmware Update

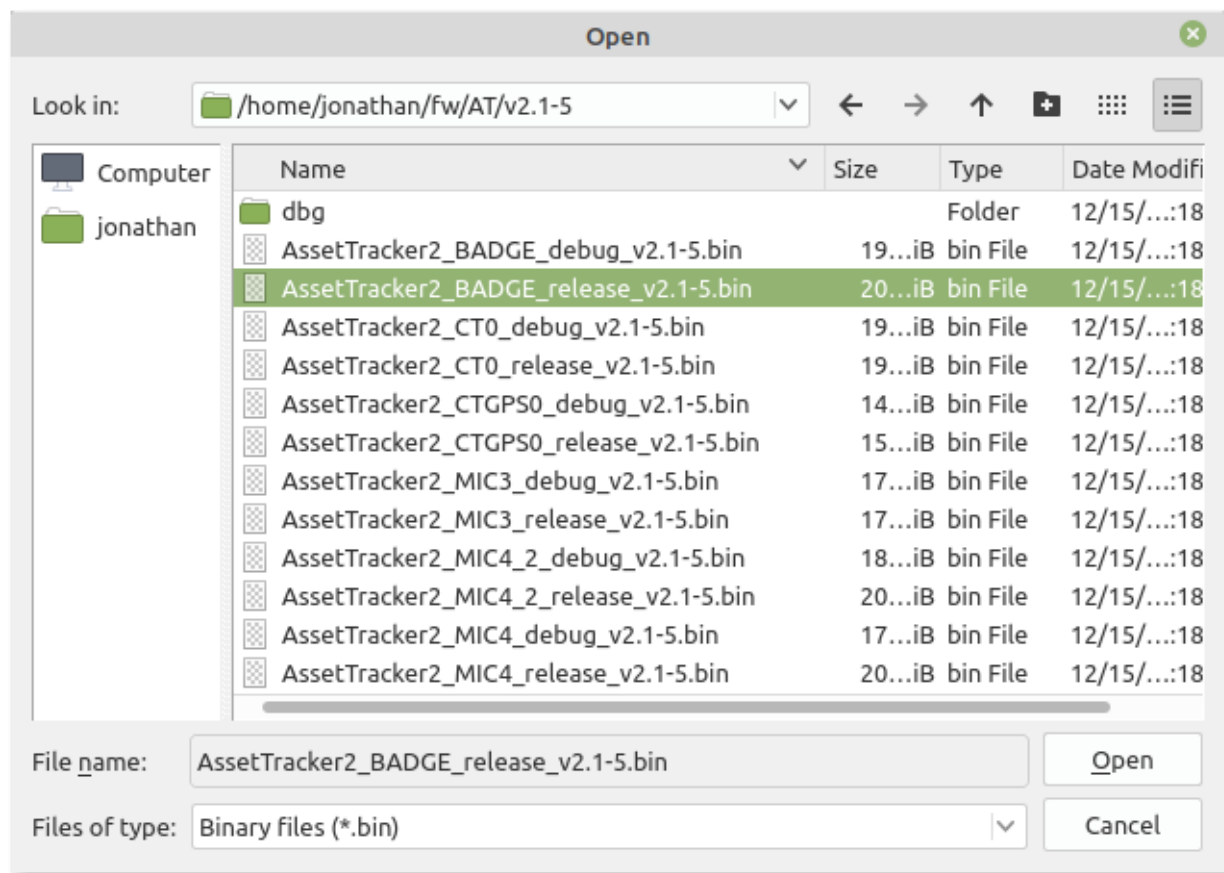
☒ Binary

☐ Config file

File Name (.bin)	Size
<input type="text"/>	

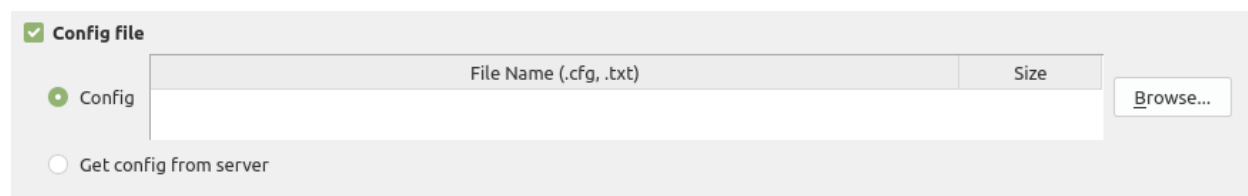
### 3.4.3 Select MCU firmware file

Click the “Browse...” button and select in your computer the MCU firmware binary file (.bin) to flash to the trackers.



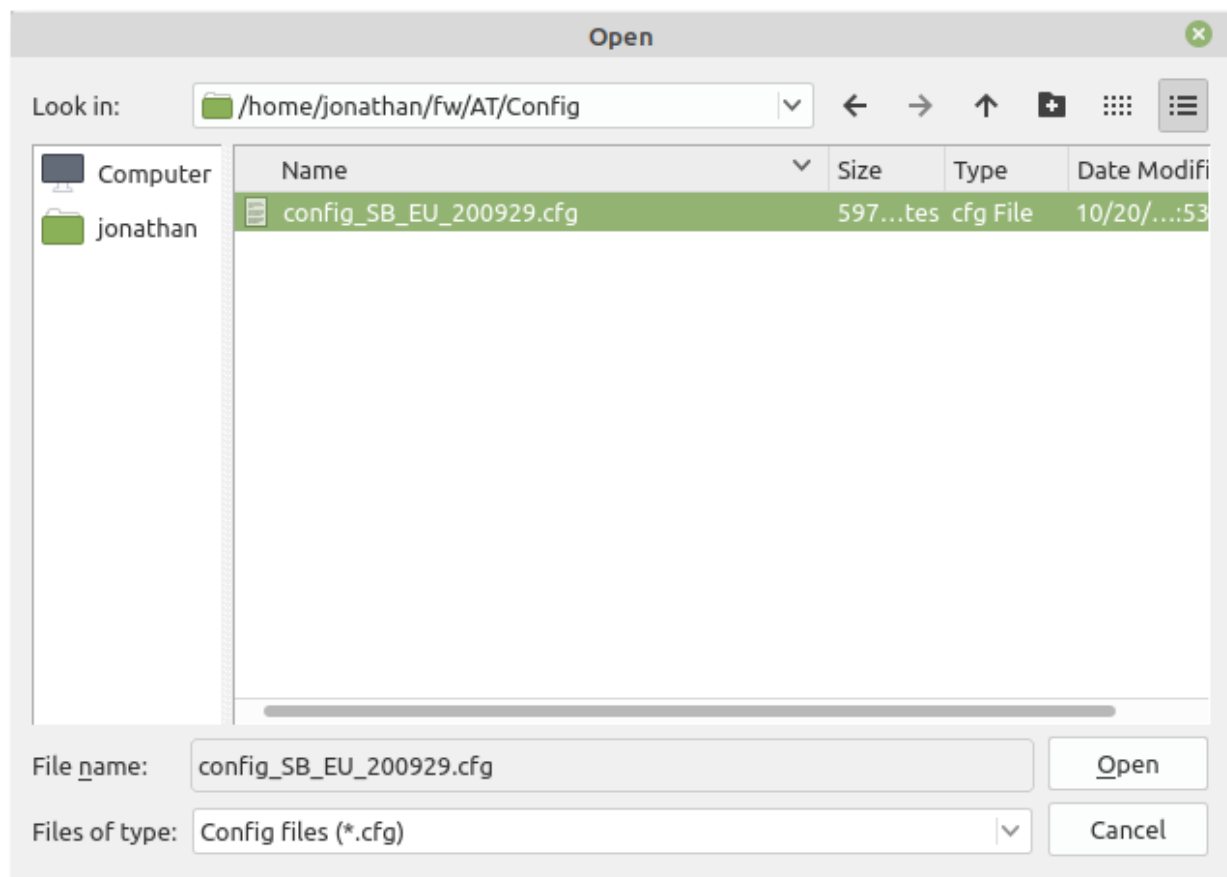
### 3.4.4 Activate configuration file

If a configuration file must be appended, activate “Config file” menu.



#### 3.4.4.1 Select MCU configuration file

Click the “Browse...” button and select the MCU configuration file (.cfg or .txt) on your computer.



#### 3.4.4.2 Get configuration file from provisioning server

If you want to get the configuration file from the provisioning server, you must check the following box:

☒ Get config from server

You will also need to log into the provisioning server by providing your credentials at the bottom of the window.

☒ **Provisioning**

Server Username :  Server Password :

## 3.5 BLE Firmware Update

### 3.5.1 Activate BLE

If you need to update the BLE Firmware, just activate the BLE checkbox.

☒ BLE

BLE interface:
 

hci0

↻

File Name (.zip)	Size
<div>Browse...</div>	

The dropdown at the top right shows you if your system has Bluetooth. If not, the dropdown will be like this and you will not be able to update BLE:

None

▼

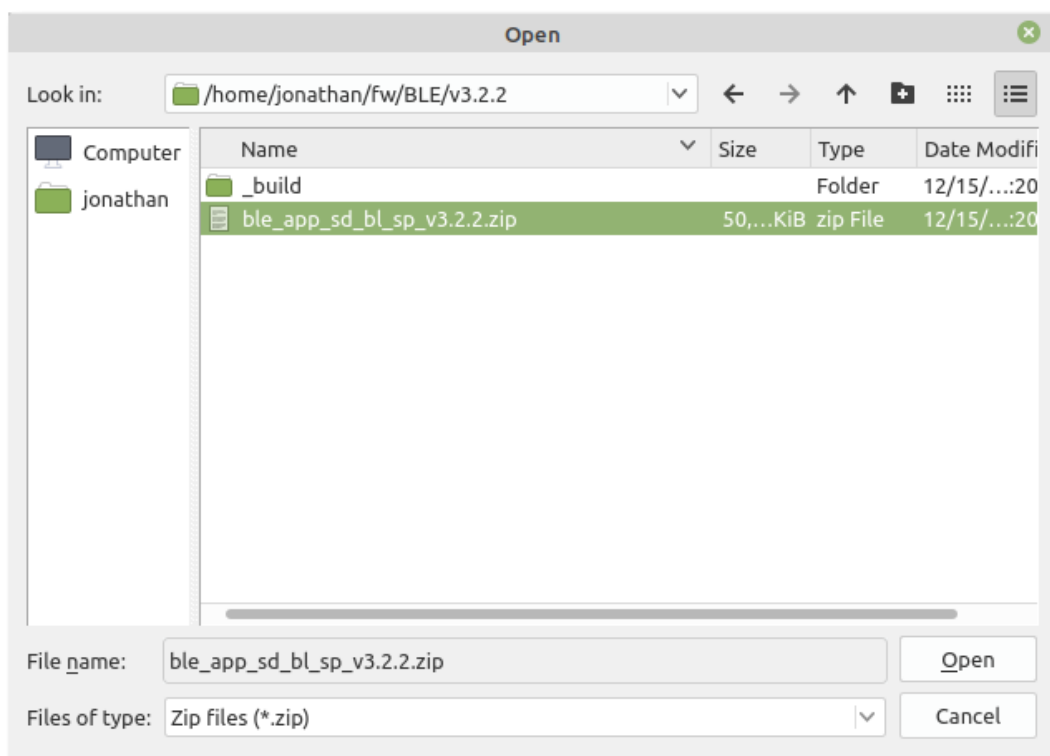
↻

You could refresh this for example if you plugged a USB Bluetooth dongle after launch.

Note: The example USB Bluetooth dongle that works with the updater tool is available [here](#)

## 3.5.2 Select BLE Firmware File

Click the “Browse...” button and select the BLE firmware file (.zip) on your computer.



## 3.6 Reprovision Trackers

If you need to update the parameters of the tracker with what is stored in the provisioning server, check the 2 boxes “Provisioning Server Credentials” and “Reprovision Trackers”

The only information needed is the Firmware ID of your tracker with your credentials.

☒ **Provisioning server credentials**

Server Username : 
Server Password :

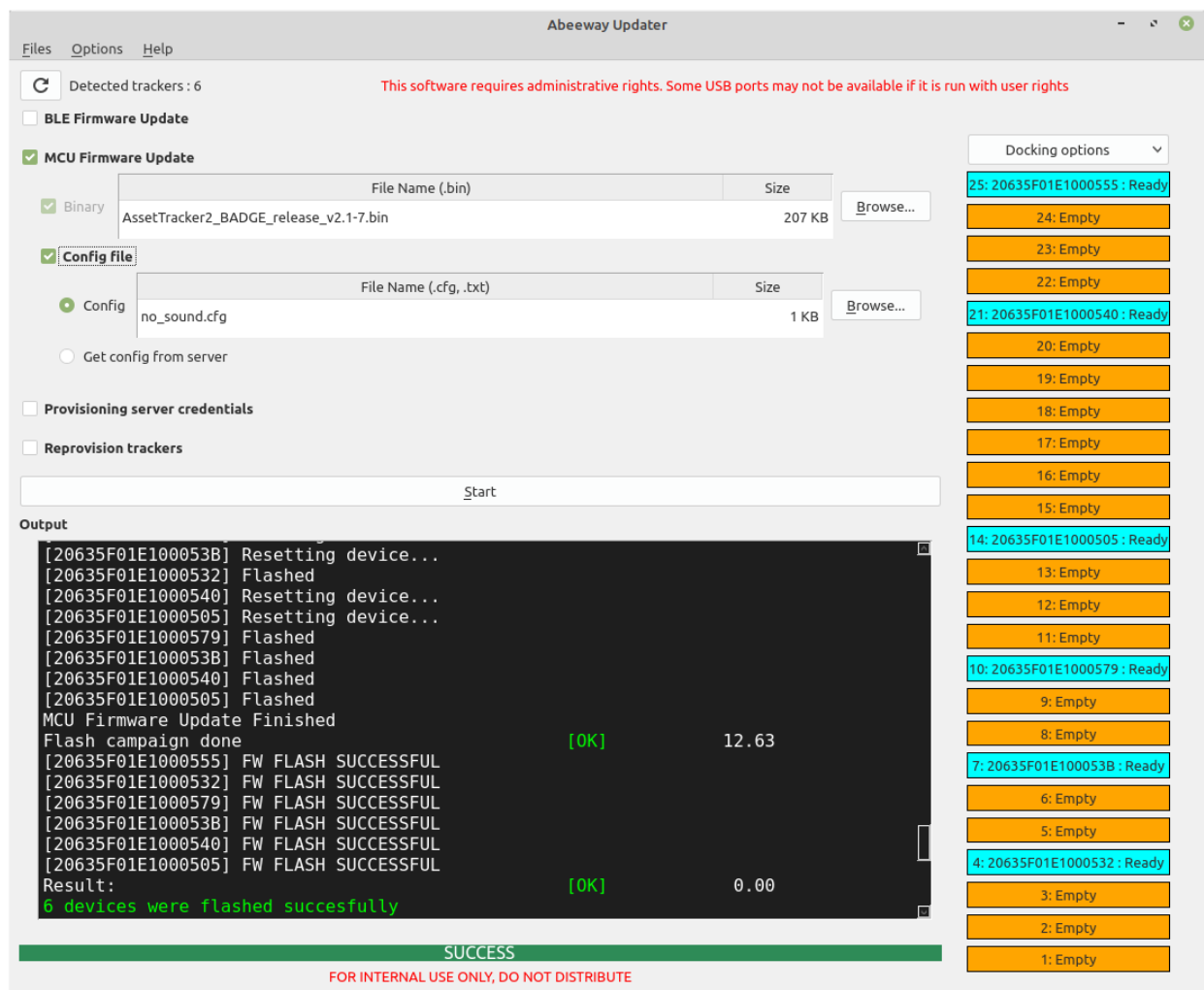
☒ **Reprovision trackers**

Firmware Id :

You can also enable MCU flash as described in the [MCU firmware update section](#). If you do not select to flash MCU, the device will keep the MFG firmware.

## 3.7 Result

Once you have selected everything you want, click on the “Start” button. You will see the ongoing operations on the black box at the bottom. Once update procedure has been completed, you should see the status:



**Abeeway Updater**

Files Options Help

Detected trackers : 6 This software requires administrative rights. Some USB ports may not be available if it is run with user rights

☐ BLE Firmware Update

☒ **MCU Firmware Update**

☒ Binary

File Name (.bin)	Size
AssetTracker2_BADGE_release_v2.1-7.bin	207 KB

☒ **Config file**

☒ Config

File Name (.cfg, .txt)	Size
no_sound.cfg	1 KB

☐ Get config from server

☐ Provisioning server credentials

☐ Reprovision trackers

**Output**

```
[20635F01E100053B] Resetting device...
[20635F01E1000532] Flashed
[20635F01E1000540] Resetting device...
[20635F01E1000505] Resetting device...
[20635F01E1000579] Flashed
[20635F01E100053B] Flashed
[20635F01E1000540] Flashed
[20635F01E1000505] Flashed
MCU Firmware Update Finished
Flash campaign done [OK] 12.63
[20635F01E1000555] FW FLASH SUCCESSFUL
[20635F01E1000532] FW FLASH SUCCESSFUL
[20635F01E1000579] FW FLASH SUCCESSFUL
[20635F01E100053B] FW FLASH SUCCESSFUL
[20635F01E1000540] FW FLASH SUCCESSFUL
[20635F01E1000505] FW FLASH SUCCESSFUL
Result: [OK] 0.00
6 devices were flashed successfully
```

**SUCCESS**

FOR INTERNAL USE ONLY, DO NOT DISTRIBUTE

Docking options

- 25: 20635F01E1000555 : Ready
- 24: Empty
- 23: Empty
- 22: Empty
- 21: 20635F01E1000540 : Ready
- 20: Empty
- 19: Empty
- 18: Empty
- 17: Empty
- 16: Empty
- 15: Empty
- 14: 20635F01E1000505 : Ready
- 13: Empty
- 12: Empty
- 11: Empty
- 10: 20635F01E1000579 : Ready
- 9: Empty
- 8: Empty
- 7: 20635F01E1000532 : Ready
- 6: Empty
- 5: Empty
- 4: 20635F01E100053B : Ready
- 3: Empty
- 2: Empty
- 1: Empty

Note:

1. ***The tracker should not be disconnected from USB port or when the Firmware update tool is running to avoid damaging the tracker***
2. If the tracker is running AT 2.2 Firmware and above, then the tracker LED will flash with continuous RED LED indicating the tracker is in MCU Bootloader. (Applicable only to Micro Tracker V3.x and Smart Badge)
3. The Firmware update process will trigger a reset at the end, which will require the tracker to initiate JOIN on LoRaWAN network. Please ensure you are in the presence of LoRaWAN network during the firmware update process.
4. Starting from firmware version 2.2, there is user password to be able to use CLI over USB port. This password is set to default value of "123". If this password is changed, then the script will prompt for this password during firmware update process. If you have forgotten the password, then you can reset it to 123 by sending the following downlink ***0B01667B*** on LoRaWAN fport=2 to the tracker



## 4 Troubleshooting the USB Port

It can happen that the USB port is not properly recognized or due to some problem during the firmware update, the tracker's firmware gets corrupted. If this happens, you can try either all or some of the following steps:

1. Unplug the tracker from the computer and try to plug it back again. If it works, you can see if Linux has successfully detected the tracker.

***sudo dmesg***

*[ 2293.225552] usb 2-2.1: USB disconnect, device number 11*

*[ 2300.242543] usb 2-2.1: new full-speed USB device number 12 using uhci\_hcd*

*[ 2300.568789] usb 2-2.1: New USB device found, idVendor=10c4, idProduct=8c0f, bcdDevice= 0.00*

*[ 2300.568791] usb 2-2.1: New USB device strings: Mfr=1, Product=2, SerialNumber=3*

*[ 2300.568792] usb 2-2.1: Product: Microtracker*

*[ 2300.568793] usb 2-2.1: Manufacturer: Abeeway*

*[ 2300.568794] usb 2-2.1: SerialNumber: 24a83f015dad6ba4*

*[ 2300.571627] cdc\_acm 2-2.1:1.1: ttyACM0: USB ACM device*

2. Reset the tracker to enter MCU bootloader with the button sequence **<4 short press, 1 long press, 2 short press, 1 long press>** and then perform firmware upgrade while the tracker is in MCU bootloader mode.
3. Reboot the computer.

Once the USB port is successfully detected, then carry out the firmware update using the steps in Chapter 3

If this does not solve the issue, see Chapter 5 on how to report problems.

## 5 Reporting Problems

The problems with Abeeway updater must be reported to local distributor from where you purchased the trackers or Abeeway support ([abeeway.support@actility.com](mailto:abeeway.support@actility.com)) if you purchased them from Actility/Abeeway. When reporting the problems, please ensure the following:

1. The issue is described clearly with all the steps you did to experience the issue.
2. Screenshot of the Abeeway updater
3. Logs of the terminal from where Abeeway updater script is launched.
4. Archive the logs directory, /var/log/abeeway/ and include it in the e-mail.

## 6 License

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