

Title : Updating PVS6 Firmware with USB Drive, 533461 RevB
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Application : All Equinox™ systems utilizing PVS6

Overview

Sometimes a PVS6 is unable to update its firmware during commissioning; or there is a need to update its firmware due to a communication or connectivity issue, or to resolve a vm.error issue. This Tech Note describes how to use a USB drive to upgrade the PVS6 firmware in such cases.

Materials Required

- a Windows laptop or desktop with internet access and available USB port
- a USB thumb drive with at least 64 MB *but not greater than* 16 GB capacity

Important! Do **not** use any of the following for this procedure:

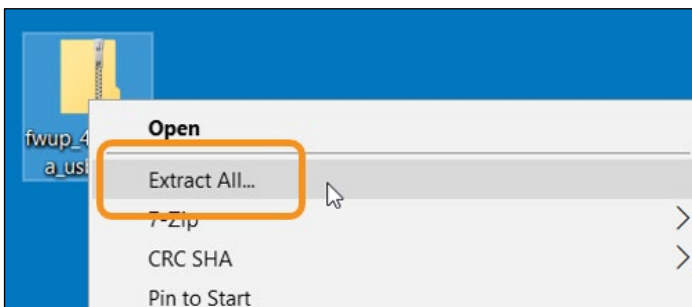
- a SunPower laptop
- a laptop that has file and folder protection
- a laptop that encrypts data sent to USB drives

Procedure

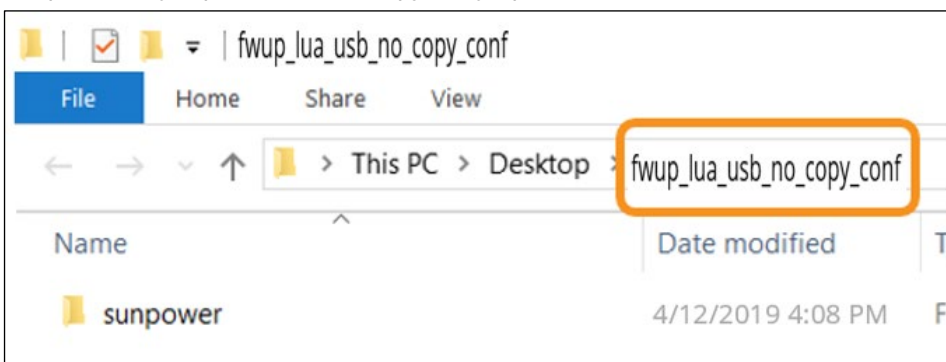
1. Access the following link and download the file *fwup_lua_usb_no_copy.zip* to your laptop:
<https://sunpowercorp.box.com/v/PVS6-USB-firmware-update>



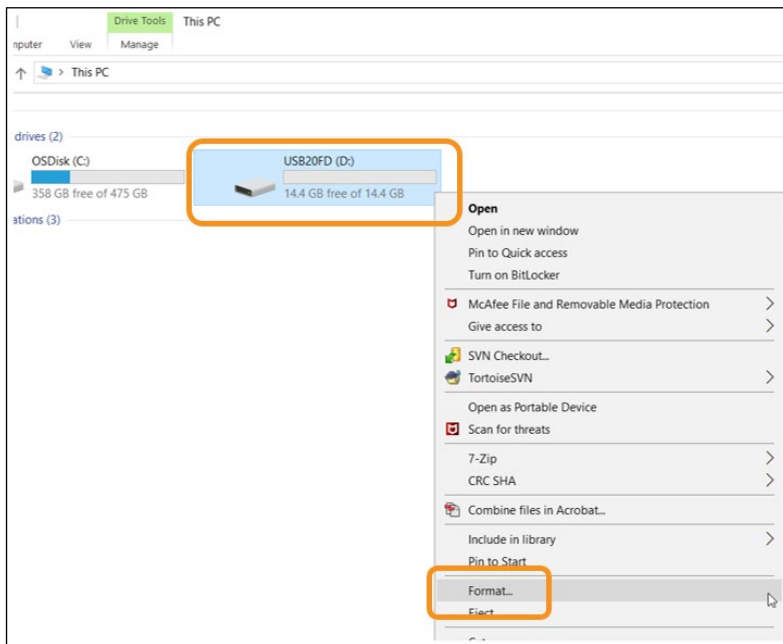
2. Extract the file by right-clicking it and selecting *Extract All*:



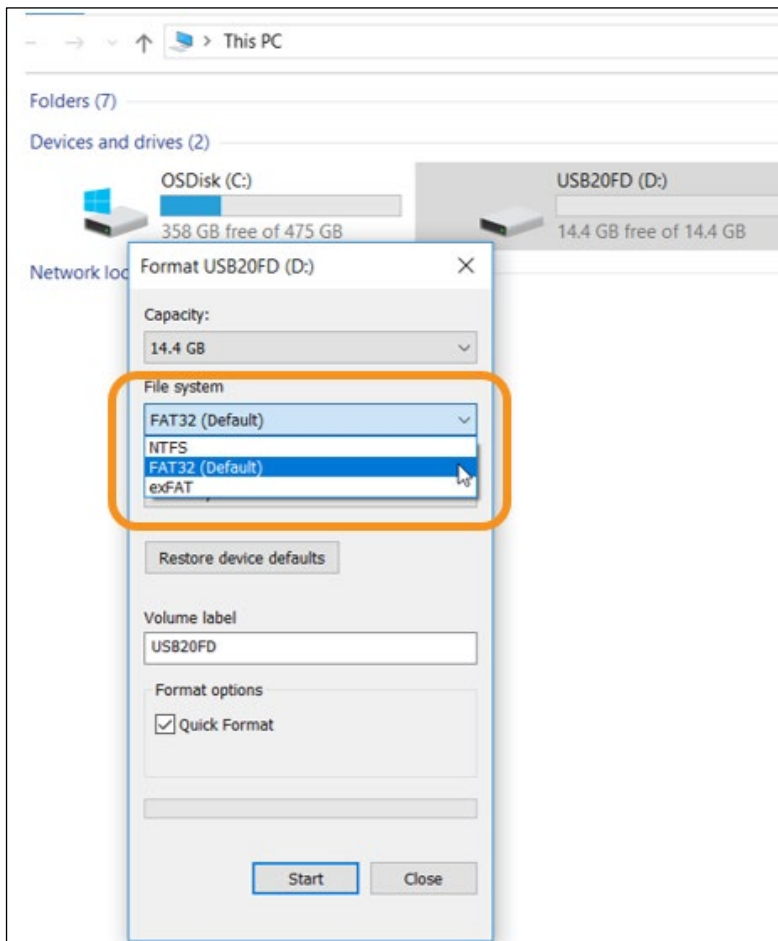
3. Keep the file *fwup_lua_usb_no_copy_conf* open and minimized:



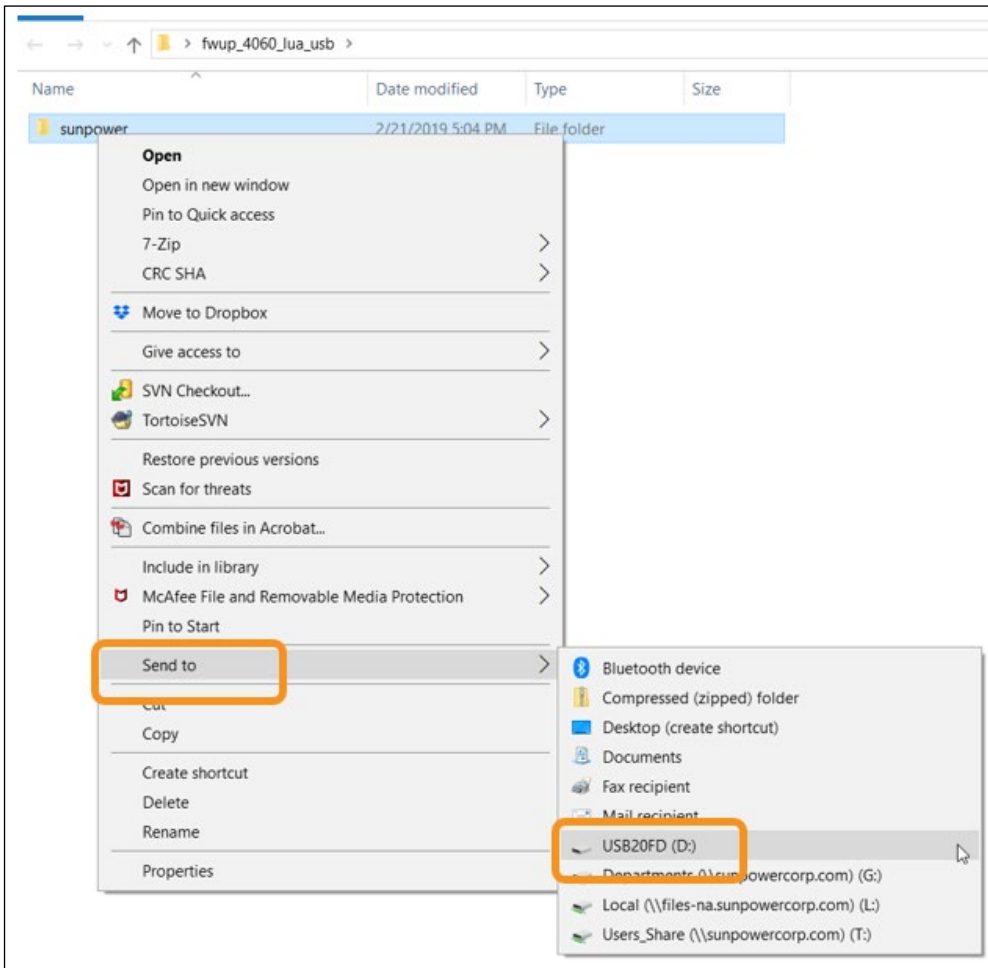
4. Insert the USB drive into the laptop.
5. Navigate to *My Computer* (or *This PC*), right-click the USB drive and select *Format*:



6. If the **File system** field is *FAT32* then click **Close**; if it is any other, select *FAT32* and then click **Start**:



7. If a warning message appears, click **OK**.
8. When **Format Complete** appears click **OK**, and then then click **Close**.
9. Close *My Computer* (or *This PC*) by clicking the X at the top right corner of the screen.
10. Open the *fwup_lua_usb_no_copy_conf* folder.
11. Right-click the **sunpower** folder, select *Send to* and then select the USB drive that you inserted previously:



The files in the folder are then copied to the USB drive.

12. Close the *fwup_lua_usb_no_copy_conf* folder and remove the USB drive from the laptop.
13. If during commissioning you observe that the PVS6 firmware update has failed, plug the USB drive into any USB port on the PVS6.

Important! Ensure that you observe the LED on the front of the PVS6 *during this process* so that you don't miss any color changes that may occur!

14. The LED on the front of the PVS6 will change to **blue** indicating that the PVS6 has detected the USB drive and is installing the new firmware. **This takes approximately 5 minutes.**

15. After the 5 minutes, the LED will turn **purple**.

- If it's **purple**, remove the USB drive and proceed to the **Verification** section.
- But if the LED is **orange**:
 - a) Remove the USB drive.
 - b) Power cycle the PVS6.
 - c) Proceed to the **Verification** section.

Verification

Close any previously opened browser windows and open a new window to perform commissioning.

- At Step 1 of commissioning, **2019.X Version 4XXX** will display, where the X's represent the version number of the most-recent update available.

If *2019.X Version 4XXX* displays, continue commissioning.

- If *2019.X Version 4XXX* does not display, refresh the browser OR begin commissioning in incognito mode.

If, after repeating the Step 15 power cycle process **twice**, *2019.X Version 4XXX* still does not display, please contact Technical Support at 1.855.977.7867.

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