



# Digi ConnectPort X2 for Smart Energy Troubleshooting How-To Documentation

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## 1. Digi ConnectPort X2 Smart Energy Troubleshooting How-To documentation

Objective: Update firmware of a ConnectPort X2 SE via command line, restore factory settings, configure iDigi server and verify connectivity then upgrade XBee module firmware via iDigi Manager Pro.

### 1.1 Software Requirements

- Digi Device Discovery
- PuTTY
- TFTP Server
- Firmware Update files

### 1.2 Hardware Requirements

- Digi ConnectPort X2 Smart Energy Gateway

## Scenario

Customer needs factory restore a ConnectPort X2, upgrade the gateway and XBee firmware to the latest version and connect the unit back to iDigi.



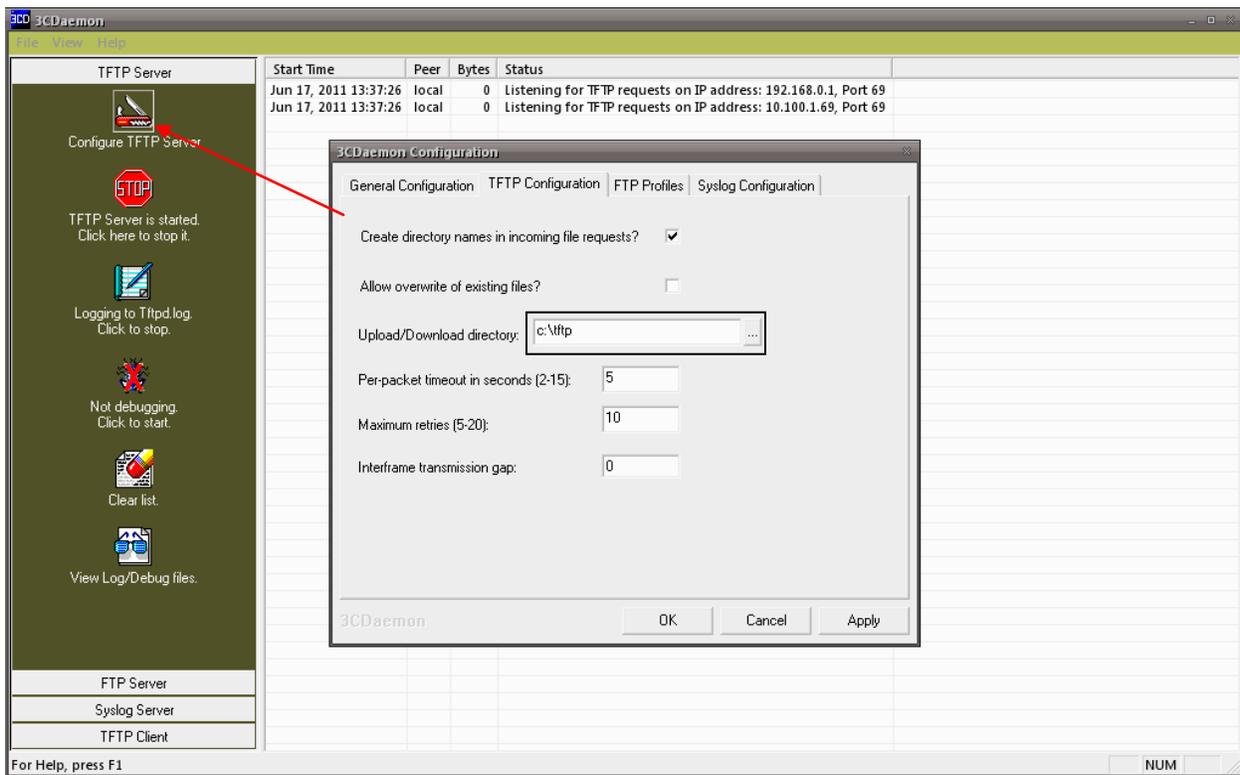
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## 2. Step by Step instructions

### 2.1 Upgrade Firmware via command line

1) Download the latest firmware update file for the ConnectPort X2 SE from the Digi.com website and save it on your computer, for example: c:\tftp

2) Start your TFTP Client, go to the options and select the folder location where you saved the firmware update file. For Example using 3CDAemon, click on “**Configure TFTP Server**” and specify the directory in the “**Upload/Download directory**” field.



3) Open a telnet application (such as PuTTY) to the ip address of the ConnectPort X2. In the command window, type the following :

```
boot load=10.100.1.10:X2firmware.bin
```

Syntax explanations:

boot load = (host IP):(filename) { downloads new firmware }

host: IP Address of the computer running the TFTP Server.

filename: firmware file downloaded from the digi.com website.



4) Wait for a successful message, and then send the following command in order to first reboot the unit:

**boot action=r**

5) Once rebooted, factory reset the unit by sending the following command:

**boot action=f**

## 2.2 Configure connection to the iDigi Server

1) Open a telnet connection to the ConnectPort X2 and send the following command in order to configure the address of the iDigi server :

**set mgmtconnection conntype=client svraddr1="en://my.idigi.com"**

### Syntax details:

**set:** enter configuration mode

**mgmtconnection:** configuration parameter used to specify iDigi server connection information

**conntype:** specify the connection type to the server, here is client, the ConnectPort X2 will initiate connection to the iDigi Server

**svraddr1:** this is the iDigi server address



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2) Press enter and verify that the connection to the iDigi Server is established by typing :

**who**

3) an “iDigi TCP” connection should be listed like on the screenshot :

```
10.100.1.99 - PuTTY
#> who
ID      From          To          Protocol    Sessions
-----
1      10.100.1.99:52646 67.202.39.63:3197 idigi tcp
2      Python: main.py
3      10.100.1.69      local shell  telnet
4      Python thread
5      Python thread
6      Python thread
#>
#> █
```

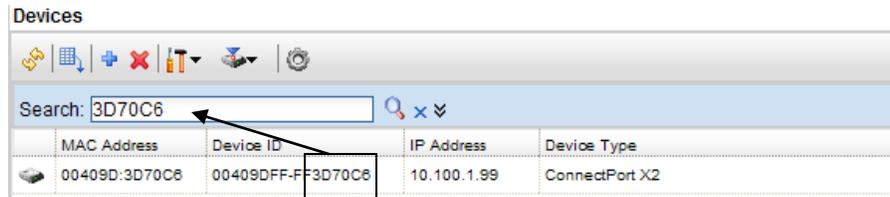


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## 2.2 Upgrade XBee Firmware via iDigi Manager Pro

- 1) Open a web browser and go to iDigi Manager pro (<http://my.idigi.com>) and log-in with your account
- 2) Go to “**Management > Devices**” and in the search field, type the last digit of your gateway’s device ID



- 3) Verify the firmware version currently installed on your module by double clicking on your device and navigating to “**System Information > Gateway XBee**” and locate the “state:zigbee\_state/1/firmware\_version: 0x3123 “, the second part of information is the firmware version, for example in this case : **0x3123**
- 3) Right click on your device and select “**Firmware > Update Gateway XBee Radio Firmware**”, click the browser button to select the desired .ebl file to update your module’s firmware and click OK. When back to the previous window, click on the “**Update Firmware**”
- 5) The process will take a few minutes, once completed a successful message will appear.
- 6) Navigate back to the “**System Information > Gateway XBee**” section to verify that the firmware was upgraded.