SENSAPHONE®

# WEB600

## Firmware Revision History

## and

## Upgrade Instructions

**Equipment Firmware:**

**WEB600  v1.46**
**WEB600 with Relay Output v1.65**

**Release Date:**
**November 5, 2021**

The upgrade package has no prerequisites and supersedes all other upgrade or software fix packages previously distributed. Unpredictable results may occur if you do not follow the upgrade procedure completely.

# WEB600 Embedded Firmware Feature and Correction Summary

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**NOTE: This document covers both the original WEB600 and the new WEB600 with Relay Output. The firmware files ARE NOT compatible.  Pay careful attention to select the proper file when performing a firmware update.  Contact Sensaphone Technical Support if you have any questions: (877)373-2700  or support@sensaphone.com.**

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## WEB600 with Relay Output

**Version 1.65** (November 5, 2021)
- Removed bare line feeds contained in alarm emails.

**Version 1.64** (April 4, 2019)
- Suppress response to MODBUS commands if mode is incompatible.
- Removed support for MODBUS commands 17 (Report Slave ID) and 20 (Read File Record).

**Version 1.62** (November 4, 2015)
- Extended the low temperature range so that disconnected or failed thermistors could more easily be detected.

**Version 1.60** (January 28, 2015)
- Fixed issue when loading a programming file containing 4-20mA inputs so that table and alarm values get loaded correctly.

**Version 1.59** (July 15, 2013)
- Corrected issue which prevented the Battery Low Limit from being displayed.

**Version 1.58** (July 8, 2013)
- Added support for extended precision when using 4-20mA sensors. Sensors can now read to two decimal places.
- Enhanced datalogging such that samples are now recorded evenly at fixed times on the hour, minute, and second. Removed extraneous datalog entries.
- Corrected issue which caused false error messages to appear on the Zone programming screen.
- Enhanced the gauges on the summary screen to account for small values.

**Warning: If you are upgrading from 1.56 or earlier, the Alarm and Table Limits will be off by a factor of 10 if you reload your programming from a saved programming file. Check your zone programming and adjust as necessary.**

**Version 1.56** (December 6, 2012)
- Corrected a problem that could cause e-mail messages to fail under certain conditions. When the unit attempted to send e-mail or perform time synchronization while the network connection was unavailable, the unit could potentially fail to send e-mail messages - even after the network connection returned.
- Corrected a scaling problem with the bar gauge when used in manual mode.
- Corrected a problem with SNMP traps.

**Version 1.55** (October 24, 2012)

- Changed the web page timing to allow the page to load over slow and/or high latency connections - such as a cellular or satellite uplink.
- Fixed DHCP to support DHCP relay agents.
- Added Pulse Count as an input type with a programmable coefficient for scaling.
- Removed the ability to change the input order on the Zones page.
- Changed the datalog export function (csv & xml) to include proper zone ID numbers.
- Corrected an issue on the web page where the bar gauge upper and lower limits would not adjust properly when set to Auto mode.
- Corrected an issue on the web page with the white min/max bars not displaying correctly on the bar gauge.
- Corrected an issue on the webpage with the Schedule pop-up on the Profile screen.

**Version 1.52** (June 5, 2012)

- Fixed a web page issue when disabling a zone which caused the zone programming link to disappear on the Zones page.

**Version 1.51** (April 27, 2012)

- First release.


**Original WEB600**

**Version 1.46** (June 22, 2011)

- Fixed programming Save/Load compatibility issue when loading programming from older firmware versions.
- Increased the allowable time range for the Alarm Hold Time function.
- Added a Reboot button to the Admin screen to restart the device
- Changed the default Time Server to time.sensaphone.com
- This version requires the latest MIB file for SNMP access
- **WARNING**: Installing this update will reset the unit to factory defaults.

**Version 1.43** (January 21, 2011)

- Added the Alarm Hold Time function.
- **WARNING**: Installing this update will reset the unit to factory defaults.

**Version 1.41** (December 10, 2010)

- Added support for custom dry-contact descriptions depending on the position of the contact.
- **WARNING**: Installing this update will reset the unit to factory defaults.

**Version 1.40** (November 19, 2010)

- Added a "Message failed" event for cases where the email server could not be contacted.
- Fixed a problem where email messages would fail to be delivered on certain networks.
- **WARNING**: Installing this update will reset the unit to factory defaults if the current firmware version is v1.30 or less.

**Version 1.39** (July 15, 2010)

- No functional change - maintenance update only

**Version 1.38** (April 26, 2010)

- No functional change - maintenance update only

**Version 1.37** (April 19, 2010)

- Changed the e-mail functionality such that messages are considered successfully sent once the protocol says it is sent, even if the connection closes non-gracefully.
- WARNING: Installing this update will reset the unit to factory defaults if the current firmware version is v1.30 or less.

**Version 1.36** (February 2, 2010)

- Fixed an issue where the last character in an alarm message was cut-off.
- Fixed a network issue where the HTTP connection would sometimes freeze.
- Changed how network settings are stored so that future firmware updates will not erase the network settings, even if all other programming gets reset to defaults.
- In MODBUS and SNMP, the range and status flags were stored in reverse. They now correctly match the specification.
- WARNING: Installing this update will reset the unit to factory defaults if the current firmware version is v1.30 or less.

**Version 1.35** (January 4, 2010)

- Fixed an issue which caused the delivery of SMS-text messages to occasionally fail.
- Added the specific SNMP return-to-normal alarm trap code shown in the SNMP MIB.
- **WARNING:** Installing this update will reset the unit to factory defaults if the current firmware version is v1.30 or less.

**Version 1.34** (December 7, 2009

- Fixed a problem where the Web600 would not keep time in December, but would skip ahead to January.
- Fixed the alarm limit shown in a battery alarm message.
- Added the text "returned to normal" to an SNMP trap return to normal alarm message.
- Added a  "Daylight Saving Time" option to the clock programming screen.
- Changed the "Dry Contact" alarm functionality such that a dry contact sensor must return to normal for at least 5 seconds before it can clear and be allowed to go back into alarm.
- Improved the saved programming reload function to be both backwards and forwards compatible.
- **WARNING**: Installing this update will reset the unit to factory defaults.

**Version 1.30** (October 12, 2009)

- Corrected network protocol issue which caused some routers to drop packets sent from the WEB600.
- **WARNING:** Installing this update will reset the unit to factory defaults.

**Version 1.29** (October 1, 2009)

- Corrected an issue which caused the unit to become unresponsive for a minute after connecting the battery.

**Version 1.28** (September 28, 2009)

- Fixed several issues related to SNMP:
  - a) Fixed the OID usage in the trap message sequences
  - b) Allow SNMP packets greater than 127 bytes
  - c) Fixed the length calculation if the field was greater than 127 bytes.

**Version 1.26** (September 10, 2009)

- No functional change - maintenance update only

**Version 1.24** (July 28, 2009)

- Fixed a problem when using Internet Explorer which caused all character entries to be converted to upper-case letters.
- Improved the log-out process. When the user is using authentication and they choose to "logout", upon clicking the "Cancel" button on the password entry screen, the Web600 now displays a logged-off message.
- Fixed a problem with Eventlog filtering which caused the query to fail to return any event messages when a specific Zone was selected.
- Event messages now explain to the user if an event applies to a deleted contact.
- Fixed a problem when viewing the Datalog if a zone was configured as a 4-20mA type and custom units were configured. As a result, the timestamp would not display properly when viewing the datalog.
- Fixed a problem where an SMS destination was deleted but events still existed. The event entry would display improperly.

**Version 1.22** (June 26, 2009)

- Added browser support for international characters.
- Fixed an issue which caused the unit to fail to respond to the Sensaphone Locator software.
- Fixed an issue where the SNMP community string on an SNMP trap was not set properly.

**Version 1.21** (June 22, 2009)

- Fixed an issue which caused SNMP to fail when both DHCP and SNMP were enabled simultaneously.

**Version 1.20** (June 16, 2009)

- Fixed an issue when e-mail addresses were greater than 32 characters.

**Version 1.19** (June 12, 2009)

- Fixed a slow connection problem when the Ethernet mode was set to "Auto" and the physical connection was lost.
- Fixed a periodic reboot issue.
- Fixed a programming upload issue

**Version 1.18** (June 5, 2009)

- Fixed a problem when saving network settings.
- Fixed a problem when setting input and contact schedules.

**Version 1.16** (June 1, 2009)

- Fixed a storage problem with the Event Logger.
- Made several security enhancements.
- Updated the SNMP functionality.

**Version 1.15** (April 30, 2009)

- Changed the default Ethernet mode from 100Mbps to Auto.

**Version 1.13** (April 14, 2009)

- Fixed an issue when using Internet Explorer which caused an error when trying to program Contact information.
- Changed the way the Datalog and Eventlog CSV Export is provided to the browser.

**Version 1.12** (March 23, 2009)
> • When using a portable device, the web page now supplies links to WAP & PDA pages if not automatically directed.

**Version 1.11** (March 18, 2009)
> • First production version.

## WEB600 Firmware Installation Instructions

**WARNING**: The firmware files for the original WEB600 and the new WEB600 with Relay Output ARE NOT compatible. You can identify which model you have by (a) Looking at the device and checking to see if the screw terminals at the far left of the terminal block are labeled Relay Output, or (b) check the Webpage of your device and see if you have a menu option that says "Outputs". If either is true you have the version that contains a Relay Output and must use the firmware file labeled as such. If you have any questions about selecting the proper file or about the upgrade procedure, please contact Sensaphone Technical Support at (877)373-2700 or support@sensaphone.com.

Follow the instructions below to install a firmware update into your unit. The entire process will take about 5 minutes. Use of the Mozilla 'FireFox' browser is highly recommended for performing a firmware update on the WEB600. If you have any questions please contact our technical support department at 610.558.2700.

**1) Save your programming.** Open your web browser and go to the WEB600 web page. Select *Setup* from the main menu, then choose *Admin*. Within the *Programming* section click the *Save* button. This will save your programming in a file called *programming.bin*. This file can be used to reprogram your system if necessary.

**2) Save your Datalog and Eventlog**. After the firmware update the history files may be cleared. Use the *Export* feature on the History pages to save this information.

**3) Check the version of Firmware** currently running in your unit. This can be found on the same page next to the *Current* heading.

**4) Check to see if a newer version is available** by going to www.sensaphone.com and selecting the Support page, then choose *WEB600*. Determine which firmware file is the correct one for your device. (See warning message above.) Compare the version installed in your unit to that posted on the web page. Download the new file to your computer if you would like to install the upgrade.

**5) To install the new firmware**, click the *Browse* button within the *Firmware Upload* section of the *Admin* page. Locate the firmware file you downloaded and click *Open*. Next click the *Upload* button. A message will ask if you really want to Upgrade the Firmware, select *OK*. After the file is transferred to the unit the screen will turn blue and a message will say to wait two minutes and then re-connect to the device. During this time the flash memory in your WEB600 will be re-programmed. Do not disrupt power to the WEB600 during this time. When two minutes have passed re-enter the IP address into your browser and refresh the web page.

**6) Check the new firmware version.** After the unit is back online go to the *Setup* page and select *Admin*. Check that the new firmware version is installed.

**7) Check your programming and test the system.** Review your Zone, User, and Contact programming to make sure everything is still programmed correctly. If not, reload your programming from the file saved earlier.  To Load your programming, go to the *Admin* page and click the *Browse* button next to the *Programming Upload* heading. Locate the file saved earlier (*programming.bin*) and click *Open*. Next, click the *Upload* button. A message will ask if you really want to Upload Programming, select *OK*. The programming file will be transferred and the unit will reboot. Wait two minutes and then re-enter the IP address into your browser. Test the system by activating an alarm and allowing the unit to go through the notification process.

If you have further questions regarding the WEB600, please contact Sensaphone Technical Support at 610.558.2700 x260, or by email at support@sensaphone.com