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# Field Notes Bulletin

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TECHNICAL SUPPORT

APRIL 2021

## Challenger firmware upgrade

- Challenger10 to ChallengerPlus
- ChallengerPlus to Challenger10

### **IMPORTANT NOTICE**

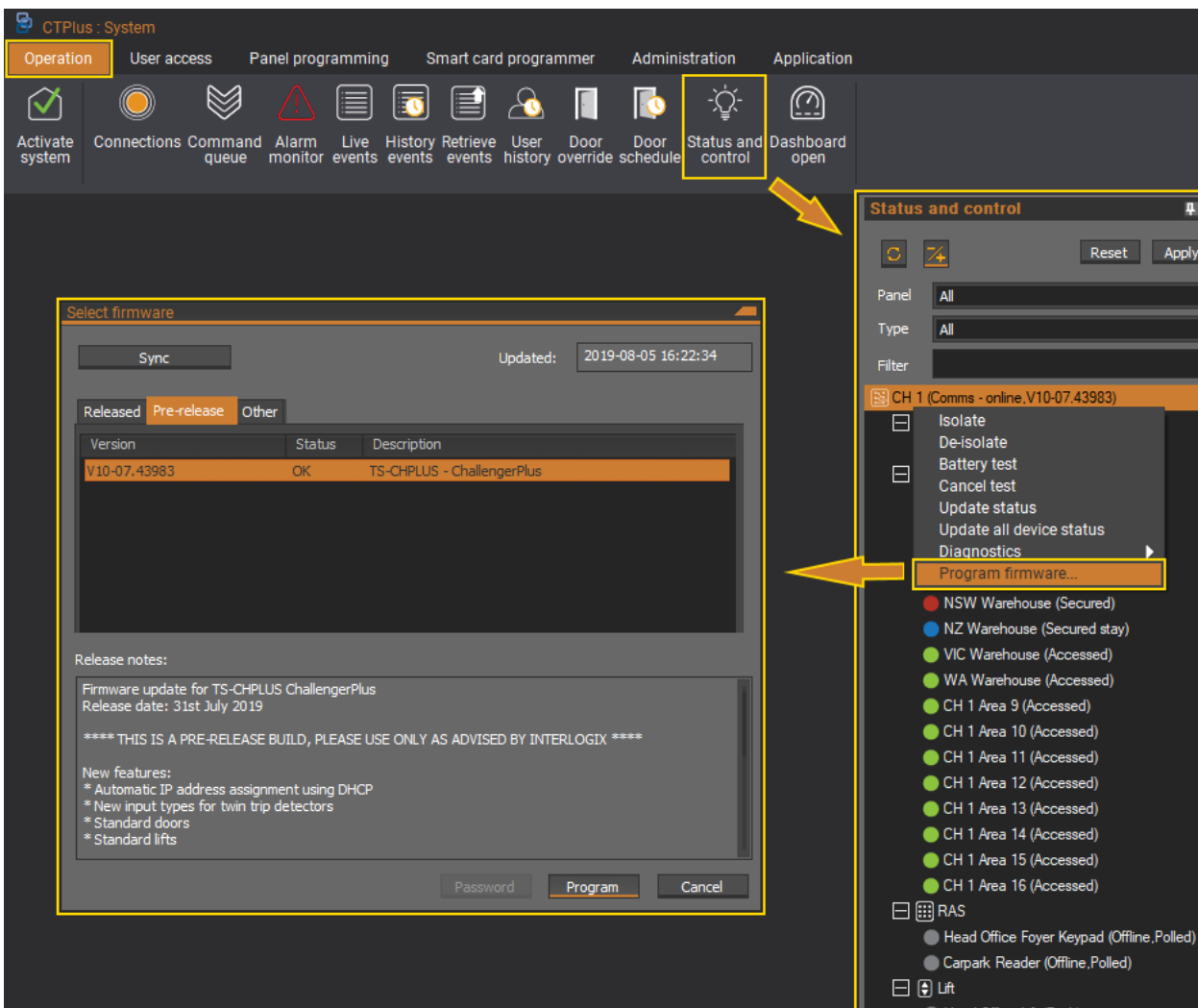
Upgrading from Challenger10 to ChallengerPlus will delete all users and all history events stored in the panel. Please ensure these are backed up in software before proceeding.

# Challenger10 firmware upgrade

When CTPlus is connected to a Challenger10 panel you can use the Program Firmware form to sync and upgrade to the latest firmware available (released, pre-released and other versions). Please note beta versions are password protected.

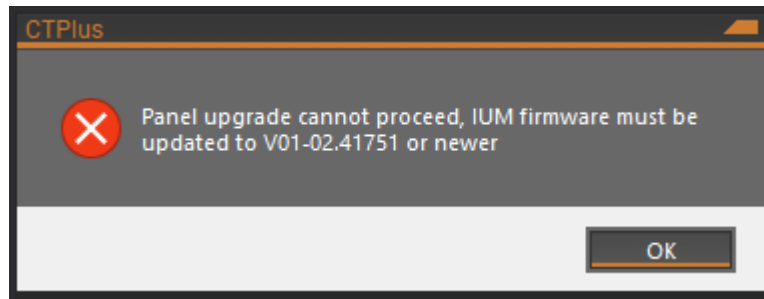
## Firmware upgrade steps

1. Connect the Challenger Panel to CTPlus and activate the system.
2. Go to Operation -> Connections, right click on your panel, and select 'Retrieve all programming'. Once complete, move on to the next step.
3. Go to Operation-> Status and Control, right click on the Challenger Panel (that needs the firmware upgrade) and click on Program Firmware.
4. Press the Sync button, this will sync all the released, pre-release and beta versions from the cloud and store them in CTPlus.
5. Select the firmware file (e.g. v10-07.44243) and click Program.
6. The firmware will only be sent to the device if it is currently online.

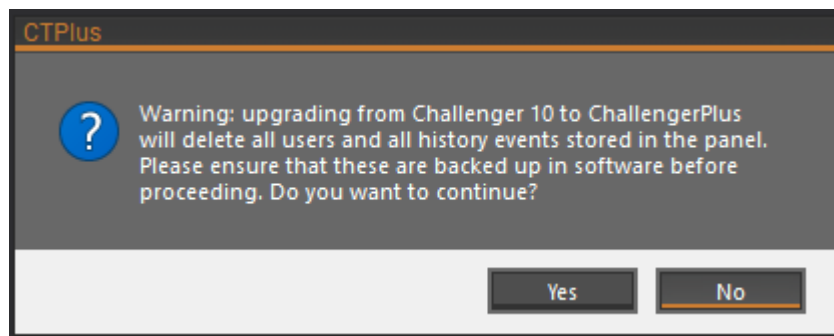


## Pre-upgrade checks

1. If CTPlus is online and connected to the Challenger panel, it will check the firmware on the IUM Memory Module to ensure it is compatible with ChallengerPlus. If a firmware update is required, CTPlus will prompt you to update that first.

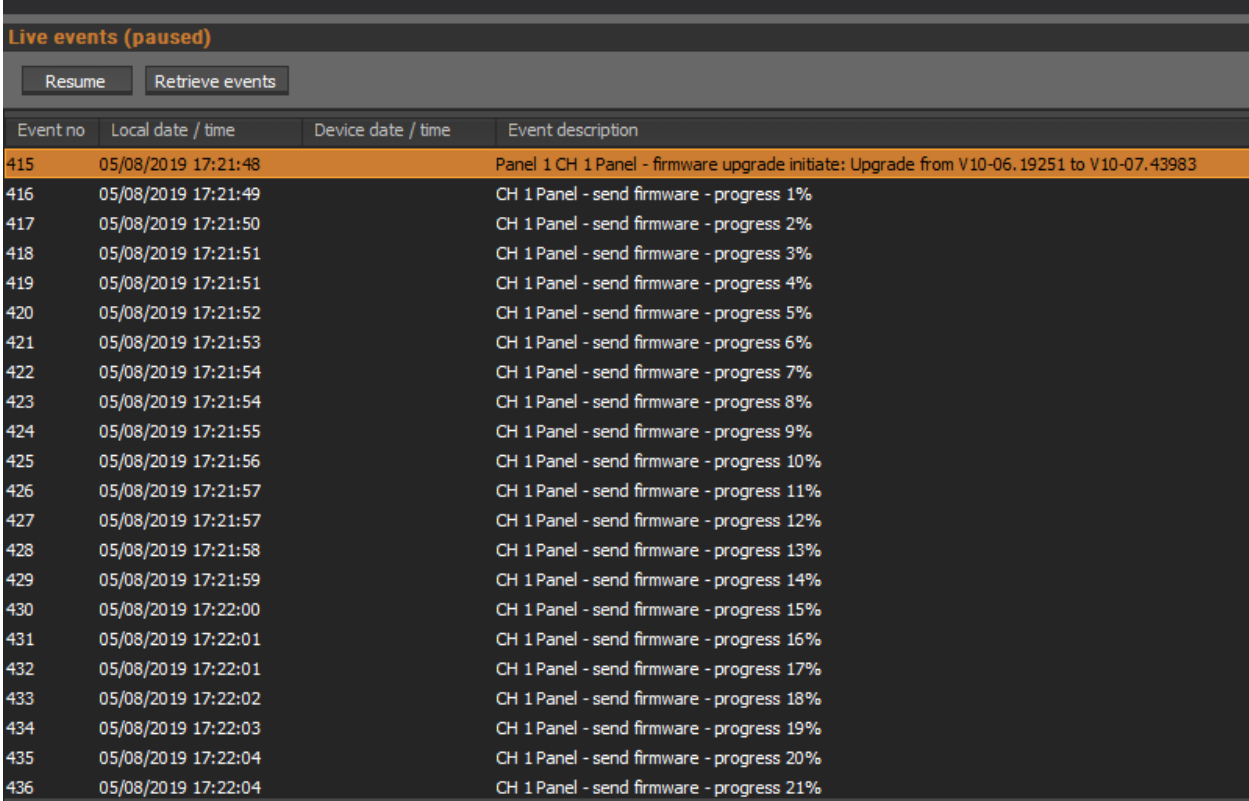


2. If the IUM is up to date or the Challenger10 does not have one fitted, CTPlus will skip this check and continue with the upgrade process. The final step, which involves informing you of any other actions that should be considered prior to upgrading, must be read and acknowledged. This is the last chance you will have to abort the upgrade process in the event that you still have unfinished tasks to complete prior to the upgrade to ChallengerPlus.
3. If you are ready and wish to proceed, you must select 'Yes' at this confirmation message. Clicking 'No' will abort the upgrade.



# Upgrading Challenger10 to ChallengerPlus

1. Click on the 'Yes' button to send the firmware to the device and start the upgrade.

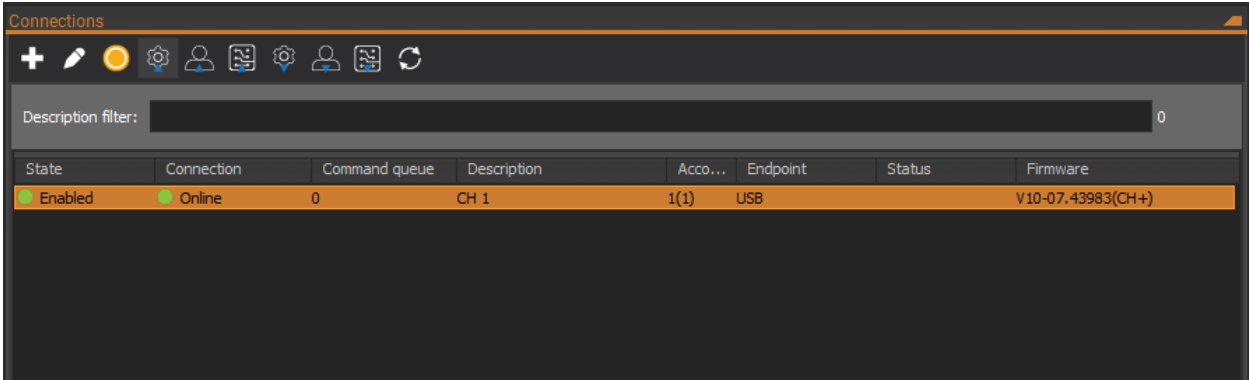


Live events (paused)

Resume Retrieve events

Event no	Local date / time	Device date / time	Event description
415	05/08/2019 17:21:48		Panel 1 CH 1 Panel - firmware upgrade initiate: Upgrade from V10-06.19251 to V10-07.43983
416	05/08/2019 17:21:49		CH 1 Panel - send firmware - progress 1%
417	05/08/2019 17:21:50		CH 1 Panel - send firmware - progress 2%
418	05/08/2019 17:21:51		CH 1 Panel - send firmware - progress 3%
419	05/08/2019 17:21:51		CH 1 Panel - send firmware - progress 4%
420	05/08/2019 17:21:52		CH 1 Panel - send firmware - progress 5%
421	05/08/2019 17:21:53		CH 1 Panel - send firmware - progress 6%
422	05/08/2019 17:21:54		CH 1 Panel - send firmware - progress 7%
423	05/08/2019 17:21:54		CH 1 Panel - send firmware - progress 8%
424	05/08/2019 17:21:55		CH 1 Panel - send firmware - progress 9%
425	05/08/2019 17:21:56		CH 1 Panel - send firmware - progress 10%
426	05/08/2019 17:21:57		CH 1 Panel - send firmware - progress 11%
427	05/08/2019 17:21:57		CH 1 Panel - send firmware - progress 12%
428	05/08/2019 17:21:58		CH 1 Panel - send firmware - progress 13%
429	05/08/2019 17:21:59		CH 1 Panel - send firmware - progress 14%
430	05/08/2019 17:22:00		CH 1 Panel - send firmware - progress 15%
431	05/08/2019 17:22:01		CH 1 Panel - send firmware - progress 16%
432	05/08/2019 17:22:01		CH 1 Panel - send firmware - progress 17%
433	05/08/2019 17:22:02		CH 1 Panel - send firmware - progress 18%
434	05/08/2019 17:22:03		CH 1 Panel - send firmware - progress 19%
435	05/08/2019 17:22:04		CH 1 Panel - send firmware - progress 20%
436	05/08/2019 17:22:04		CH 1 Panel - send firmware - progress 21%

2. Ensure that you do not disconnect your device during the upgrade process. CTPlus will automatically disconnect and reconnect to the panel as part of the process. Once the firmware upgrade is complete, it will show as the screen below (CH+)



Connections

Description filter: 0

State	Connection	Command queue	Description	Acco...	Endpoint	Status	Firmware
Enabled	Online	0	CH 1	1(1)	USB		V10-07.43983(CH+)

3. Lastly, you will need to re-download your users into the ChallengerPlus panel. Right click on the panel in the connections form, and select 'Send user programming'. Once this is complete, your system is fully upgraded and ready to go.

## Recommended upgrade procedure in TecomC4 software:

**Please note that ChallengerPlus is only supported on TecomC4 2018 SP2 and later.**

Upgrade fees may apply if you are running an earlier version of TecomC4 software, please contact your local Aritech representative for more information.

The following is the recommended procedure to upgrade firmware on an existing Challenger10 Panel (running V10-06 Firmware) already configured in TecomC4 2018 SP2.

1. Update the Challenger10 TecomC4 driver to latest Gamanet released version.
2. Perform a Load configuration on the Challenger10 Panel to update the device tree.
3. Stop the Challenger10 Panel driver by right clicking the bus controller Commands → Stop.
4. Perform the Firmware upgrade of the Panel from Challenger10 to ChallengerPlus using CTPlus.
5. After the firmware upgrade has successfully completed, start the existing Challenger10 Panel in TecomC4. This will automatically detect that the Panel firmware has been upgraded to ChallengerPlus.
6. Perform a 'Clear Memory and Send All Credentials' before performing any operations on the upgraded Panel.

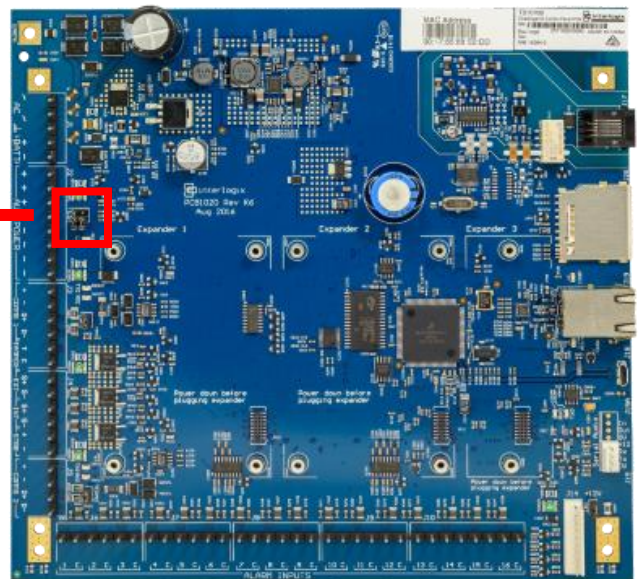
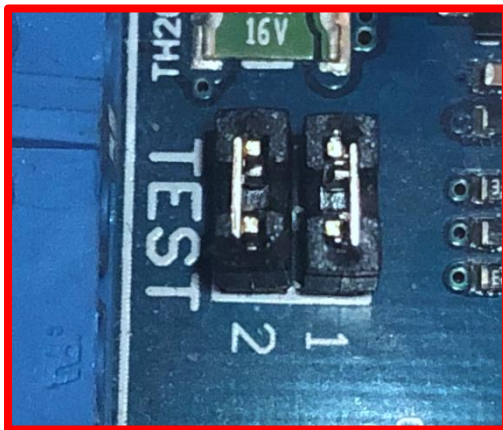
# ChallengerPlus downgrade to Challenger10

In order to downgrade a ChallengerPlus panel to a Challenger10 firmware, you must use the Firmware loader utility within CTPlus. This will allow you to push V10-06.xxxxx firmware into the panel.

## PLEASE NOTE THE FOLLOWING:

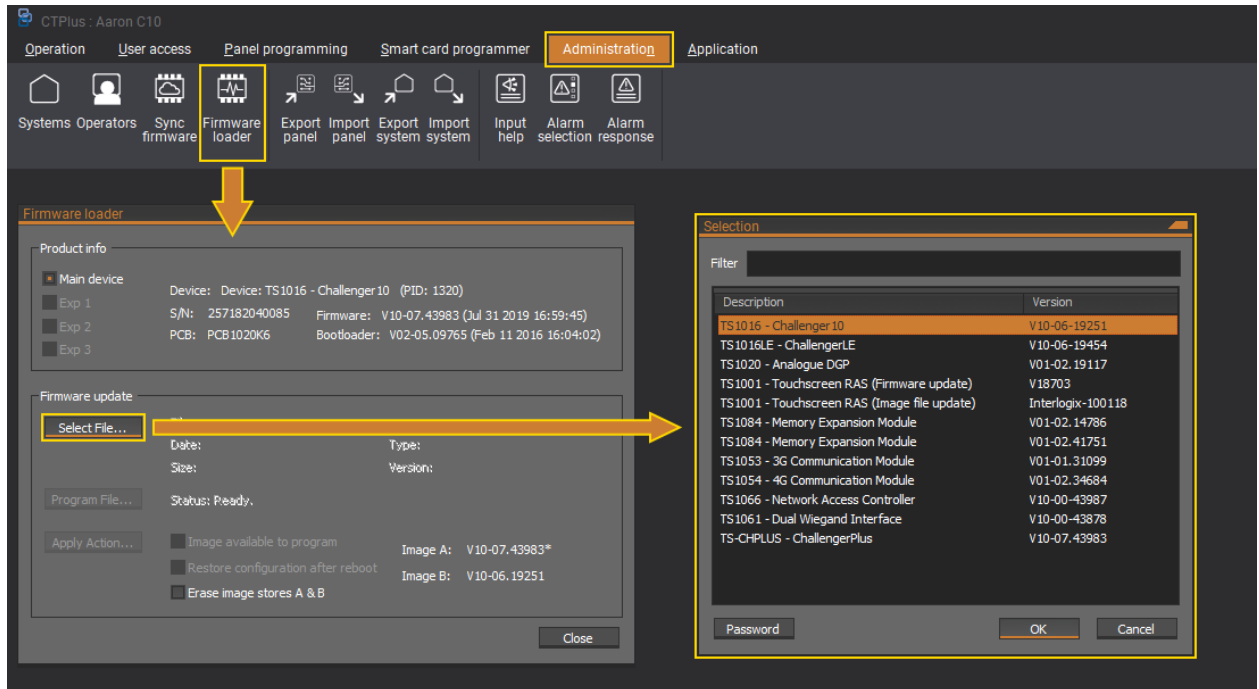
- This process can only be done whilst the Challenger is in firmware recovery mode, please ensure you follow the steps below precisely.
- Doing this will result in the Challenger panel being reset to factory defaults.

1. Power down the Challenger panel and fit links TEST 1 and TEST 2, then power the panel up.



2. Connect the Challenger panel to the computer running CTPlus via USB cable.

1. Go to Administration -> Firmware loader.
2. Click on the Select File... button, and select the 10-06.19251 firmware from the Selection dialog box.
3. Click Program File... to send the firmware to the Challenger panel (this will downgrade the ChallengerPlus panel to Challenger10 and factory default the panel).



4. Once the firmware has been programmed, close the Firmware loader, remove TEST 1 and TEST 2 links, then reboot the panel.
5. In CTPlus, you can now add a Challenger10 panel and bring it online to confirm the firmware version.

