ELKOR Technologies Inc.

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WattsOn-Mark II
E4 Module Firmware Recovery Procedure

Requirements:

- A Windows PC with an Ethernet port
- Physical access to a WattsOn-Mark II meter with the E4 module (model W2-E4-xx)
- ETport firmware file(with filename "etport-e4-X.XX.frm", where X.XX is a version number)

Setup:

The procedure makes use of the "TFTP Client" optional Windows feature. If it is not enabled (or if it's unknown whether it is enabled or not) for a particular PC, follow the following setup steps. This only needs to be done once.

Note that the following steps describes the procedure on Windows 10. It may be slightly different for other operating system versions.

1. Click on the Windows icon in the taskbar to open the menu.

2. Type "Turn Windows features on or off", and press the Enter key.

3. Find "TFTP Client" in the list, and check the box next to it.

4. Click OK, and click through the wizard to install it.
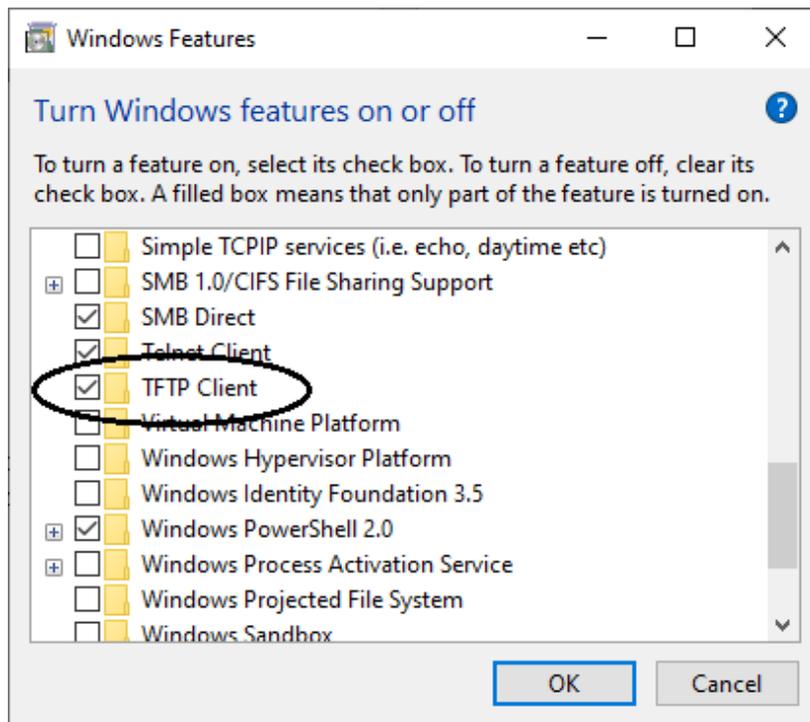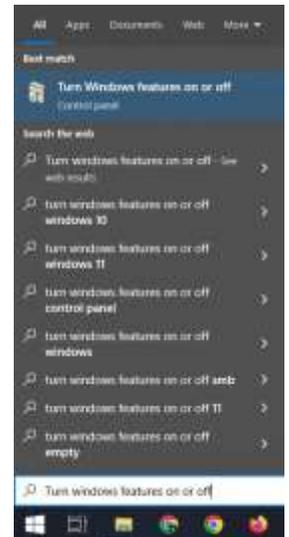
Procedure:

1. Disconnect power from the meter.

2. Set the meter's rotary switch to the "8" position.
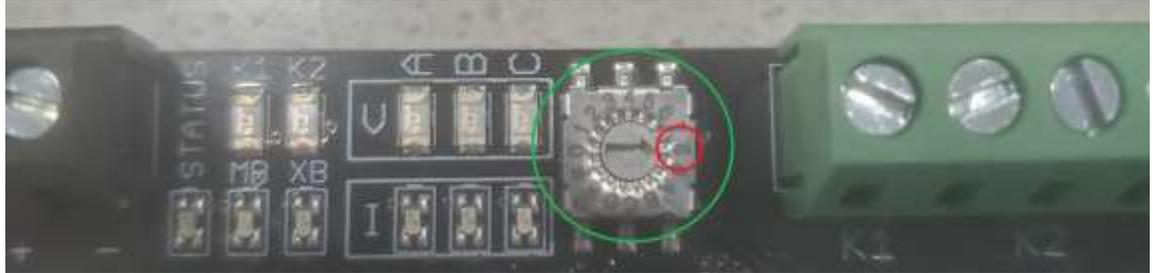
3. Connect the Ethernet port of the meter **directly** to the PC's ethernet port (i.e., do not connect it through a router).

4. Apply power to the meter.

5. Click on the Windows icon in the taskbar to open the menu. Type "Ethernet settings", and press the Enter key. Click "Change adapter settings".
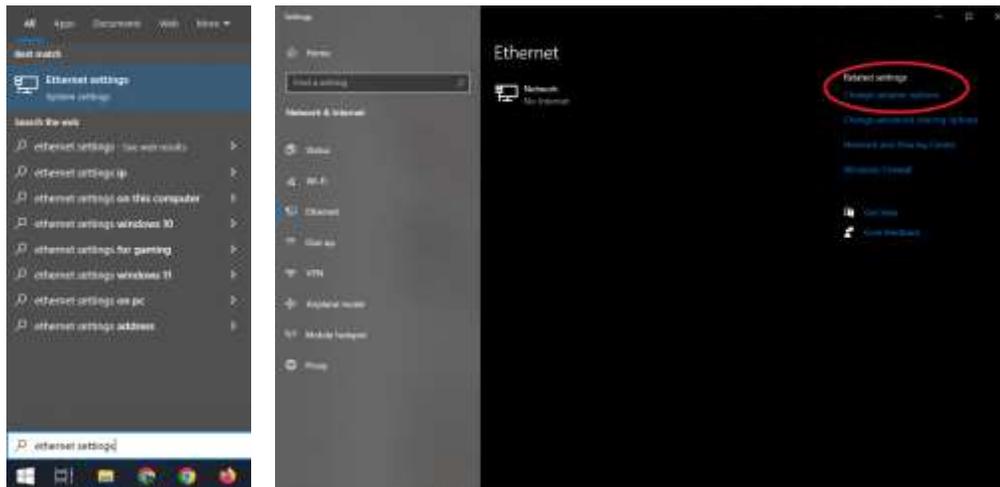
6. Right click on your ethernet adapter, and click "Properties."
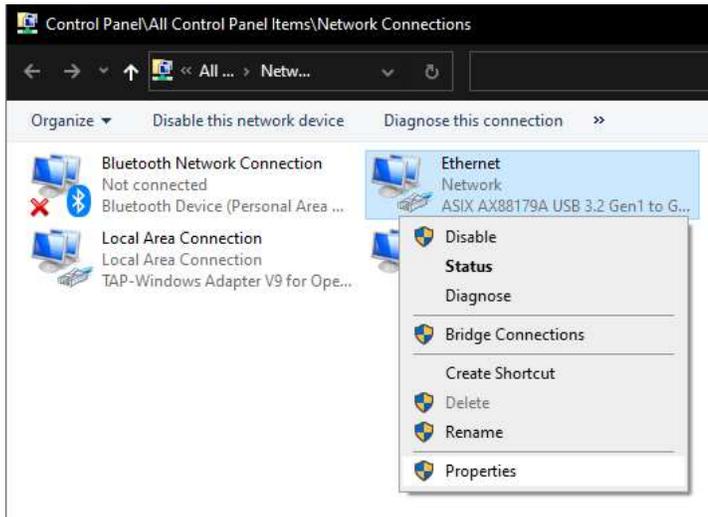
7. Click on "Internet Protocol Version 4 (TCP/IPv4) and click the "Properties" button.

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8. Record the existing settings somewhere so that they can be easily restored later. Click "Use the following IP address:", and enter the following values into each field, and click OK:

IP address: **10.10.10.11**
Subnet mask: **255.0.0.0**
Default gateway: **10.10.10.10**

9. Open a command prompt. Click on the Windows icon in the taskbar to open the menu, type "Command Prompt", and press the Enter key.

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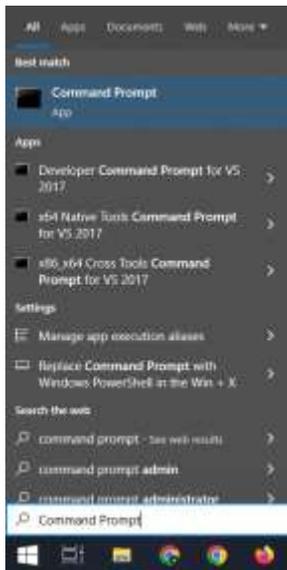
10. Type the following command into the command prompt, and press the Enter key:

    ```
    tftp -i 10.10.10.10 PUT etport-e4-X.XX.frm
    ```


11. Wait for the transfer to complete. Once it has completed, wait an additional 3 minutes for the device to apply the update. Do not disconnect power from the meter during this time (the procedure can be safely restarted if the device loses power unintentionally).

12. Set the meter's rotary switch back to the "1" position.

13. Power cycle the meter.

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