CCGX: Updating firmware (pre v2.00)

Newer information available

Note that this pages describes an old procedure. See here for the latest information.

Intro

There are two ways to update the firmware of a CCGX:

1. Update it via the internet, either manually or let it check for new updates every day
2. Update it from an microSD-card or USB-stick

1. Internet

To update from the internet, go to the Settings menu, and then Firmware.

2. microSD-card or USB-stick

Follow the instructions below to update a Color Control that is not connected to the internet. Or to recover a Color Control that is not working anymore.

2.1 Download

Get the latest zip file from this list:

http://updates.victronenergy.com/feeds/ccgx/images/

The details changelog, including possible limitations and known issues, is available in Victron Professional.

See also recent blogposts: https://www.victronenergy.com/blog/category/firmware/

2.2. Note on USB-sticks

Not all sticks work yet, unfortunately. If the Color Control display shows just solid blue after rebooting, and nothing happens after that, you most probably have a USB-stick that does not work. Try to find another one that does work. Or use a microSD-card, as they always work.

2.3. Prepare microSD-card or USB stick

- Make sure it is formatted with FAT or FAT32. Nothing else, also no exFAT.
- Extract all files from the zip file in to the root-folder of the microSD or USB-stick.
- Use the Windows Safely remove device function before taking the microSD or USB-stick out of the computer. On Linux and Apple this is called Eject.

2.4 Place the microSD-card or USB-stick in the Color Control



2.5 Make sure VE.Direct port 1 is not connected to a product

2.6 Reboot the Color Control and force it into update mode.

There are two ways to do this:

1. Via the reboot option in the settings menu:

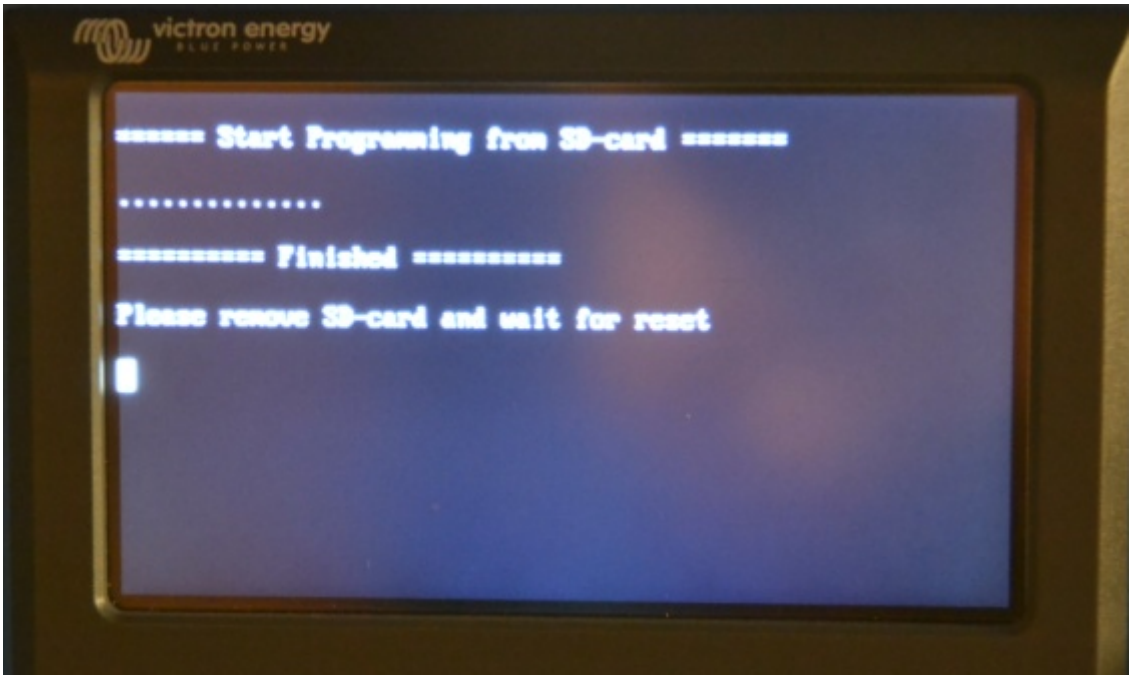
- Find Reboot in the setup menu (Settings → General → Reboot)

- Initiate restart. Press and hold button E as soon as you see the text ‘Rebooting’.

2. With a hard reboot:

- Press and hold button E
- Then press buttons A and B at the same time and release them again, while holding button E

2.7 Wait until the screen is black and you see white text: ‘Programming’



2.8 Release button E and follow onscreen instructions

This is the text shown during programming:

```
========== Start Programming from … ==========
..................
========== Finished ==========
Please remove … and wait for reset
```

2.9 Common problems

2.9.1 The screen stays solid blue (no Victron logo) after the reboot

There are three things that could be the problem:

1. There is still a BMV or other VE.Direct product connected to VE.Direct port 1, disconnect it before the reboot.
2. There is a problem with finding the new firmware on the microSD or USB. Double check its

contents and formatting format (FAT or FAT32). NTFS disk format is not supported.
3. The USB-stick hardware is not supported, try your luck with another stick or use a microSD-card.

2.9.2 Error message 'error: the file ubi.img is missing' is shown

In this case the sd card or usb-stick is properly loaded, and the update script on the stick is being executed: no need to try another stick or card!

To solve: make sure that you have copied all files from the zip file onto the card or usb stick. And make sure to use the Eject function in Windows: ubi.img os the largest file and might take some time to get properly written.

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