

Remote VE.Bus firmware updates

This document is a draft version of the new Remote VE.Bus firmware update feature. Once officially released, this must be included into the main [VRM Remote Firmware update manual](#).

1. Firmware and hardware requirements

- Minimum installed VE.Bus firmware version must be 426
- There must be no VE.Bus BMS installed.
- GX Device minimum
 - In case of a CCGX, it must have serial number HQ1707 or newer.
 - In case of another GX Device, ie. a Cerbo, Venus or otherwise, there is no minimum hardware version - they all meet the requirements.
 - Venus OS firmware must be 2.65 or later, [currently in beta](#). [Instructions how to install beta versions are here](#).
 - Two Way Communication must be enabled in the VRM menu of the GX device

In case either the minimum installed firmware is from before 426, or there is a CCGX installed which has too old hardware, Error message Not updatable (1342) is shown on VRM and it will refuse to start a firmware update.

There is no limitation on the type of system: single unit systems, parallel, split-phase, three-phase and also large systems of 6, 9 and more inverters can all be updated remotely using this feature.

In case a VE.Bus BMS installed, the update process will start. But then it will throw an error just before it switches off the Inverters to start the update.

2. Preparations

2.1 Make sure to switch off AC-Coupled PV Inverters

An AC-Coupled PV-Inverter is a PV Inverter connected to the AC out of the Victron Inverter.

To make sure no overcharging occurs, disable AC-Coupled PV Inverters. For example by having someone local to the system disconnect its solar input, or if it has an on/off switch: switch it off. Alternatively, perform the firmware update when the sun is down, in the evening or night. Or when the battery is far from fully charged.

Why? After the firmware update, the system will be running in default configuration until the new settings are uploaded. The means that there is no PV Inverter Assistant installed; and PV Inverter controlling by AC Frequency shift is disabled.

2.2 Disconnect VE.Bus BMS and/or Digital Multi Control

It is not possible to update a VE.Bus inverter, or inverter/charger in case there is also a VE.Bus BMS or Digital Multi Control (DMC) connected to the VE.Bus network.

Error 734, "Cannot update with DMC or VE.Bus BMS connected" will be shown during the process when attempting to update such system. No settings or firmware is altered at the time, the system will remain operational.

To update such system remotely, first get someone local to temporarily unplug the RJ-45 connection on the VE.Bus BMS and/or the DMC. Note that the inverter will switch off when doing that. And that it then might be necessary to provide an alternate power supply for the GX device as it will lose power.

2.3 Systems where the internet connection will be lost while inverters are off

During the firmware update, the Victron inverters will be off. This is OK, as this remote firmware update process is designed to perform all critical steps without requiring an internet connection:

- the current settings are retrieved **before** powering down the inverter
- the new firmware is uploaded to the GX Device **before** powering down the inverter

It might be necessary to perform a few additional steps after the update, see FAQ below.

NOTE: we're currently still improving this use case. Once completed, the VRM Portal will keep trying to connect for a reasonable time compared to the number of devices that need updating. Which it will do in a manner where its clear for the user that there is no reason (yet) to worry. All this will be completed before official release. The FAQ entry will stay in case something does go wrong.

2.4 Be 100% sure that the GX Device is not powered by the inverter

Though normally not recommended, and also rather unusual, some systems have their GX Device powered on the output of the Victron inverter, with an AC Adapter.

Such system cannot be firmware updated remotely. Attempting to do so will leave the inverter off in bootloader mode with all LEDs flashing. And the system unreachable, since the GX Device is powered down.

Careful: this is not automatically verified in any way.

2.5 Have the latest VEConfigure Tools

The latest version available on our website includes the necessary features. If you start VEConfigure or VE.Bus System Configurator while connected to the internet, it will automatically check and update itself when necessary.

Not having the latest file installed will result in an error when opening the file (@Jos please confirm by testing)

3. Procedure

The inverter/charger is the heart of a Victron power system. Before continuing, make sure to fully understand the process.

Here is a video that demonstrates the process:



Video

First stage The first stage consists of the following steps:

1. Confirm Two Way Communication is enabled in the VRM menu of the GX device
2. Open VRM → Device list for the site you wish to update
3. Click the Firmware update button at the bottom of the device list of VRM
4. Click the Update Firmware button on the VE.Bus device you wish to update
5. The new firmware file is then uploaded to the GX Device.
6. The configuration is retrieved from the VE.Bus system.
7. The inverter is switched off and its firmware is updated. Be aware that there will be no AC power available. Also the internet connection might be lost, in case the router is powered by the inverter. Which is OK, this update has been designed to remotely update an Off-grid system.
8. After the firmware update is completed, the settings will be reset to defaults and, to prevent overcharging, the charge current will be set to zero amps to prevent overcharging from mains, and then the inverter is switched on again.
9. The internet connection will be re-established (in case it was lost) and the new settings template is retrieved from the system; after which it will be uploaded to your web browser.

At this moment the first stage is complete.

Second stage Now, you'll need to open the file that was automatically downloaded for you from VRM in VE.Bus System Configurator by double clicking it. Immediately, the settings will be converted to the new firmware version; and a popup will show in case anything needs double checking. When finished, close the Configurator, it will prompt to save the file.

Third stage On VRM, go to Device List → Remote VEConfigure and there use the Upload feature to upload the settings. This will restore the charge current and the rest of the settings.

5. Error codes & trouble shooting

mk2vsc-55 - File section not found

Error mk2vsc-55 can happen for two reasons. In case it happens while doing a remote firmware update, it typically the first one:

- 1) After the firmware update, but still during stage 1, something went wrong. For example VRM lost connection to the site for too long because of bad internet. The firmware update will have completed, but an extra step is necessary to migrate the configuration from before the firmware update. See FAQ Q3 for details.
- 2) The uploaded file is for a different product type. The target number, for example 2659, does not match.

mk2vsc-59 - file uploaded before merging in VE.Bus System Configurator

This error can show after uploading a settings file to the system using Remote VEConfigure. The error shows when the settings template made during a Remote firmware update was uploaded **without** first opening that in VE.Bus System Configurator.

Solution:

1. instead of uploading the file, open it on your computer with VE.Bus System Configurator. Typically done by simply double clicking the file.
2. VE.Bus System Configurator will now process file the, and show a message when completed.
3. finally, save it by closing VE.Configure. And upload the resulting file, which name will by `_merged.rvms`.

6. FAQ

Q1: What happens if the internet connection goes down during the process?

That depends. If it goes down only for a while; and then recovers within a few minutes after the Inverters are started up again; all will be fine.

In case the internet outage is for another reason and/or takes too long, then this is what happens:

The firmware update will complete without a problem. This is because the necessary files are uploaded to the GX Device **before** starting the firmware update.

What **will** go wrong is the process in which the old settings are converted and then made available for upload to the system.

To recover, see FAQ Q3.

Q2: How to see if a CCGX hardware version matches the required minimal version

There are a few ways. One is by checking the serial number, it must be HQ1707 or newer. 17 is for 2017, and the 07 is the week number. The serial number is printed on a label on the back of the GX Device, and in some cases also visible on the VRM Portal, in the Device List.

The other way is in the UI (either on the CCGX itself, or through Remote Console). Go to the Device List, then into the Multi or Quattro menu, then to the bottom, Device submenu, and scroll all the way to the bottom.

Here you'll see this menu:




It needs to say MK3. Above screenshot is from a CCGX which hardware is too old to perform remote VE.Bus firmware updates.

Q3: Merging files: how to recover the old settings when something went wrong

1. In VRM → Device List → Remote VEConfigure, and there click download.
2. Use the merge function in VE.Bus System Configurator:

Warning ✕

 Use this "Merge files" option to recover the settings after a failed remote firmware update.

Normally, the VRM Portal

- first retrieves the configuration of the system before the firmware update.
- then inverters are being firmware updated; and thus reset to their defaults.
- and finally it retrieves the configuration information for that newly configured system.

The configuration information from before and after the firmware update are then combined together in one file. And that is the file downloaded by your webbrowser when all goes well.

In case something goes wrong, for example the internet connection drops out during the firmware update and does not restore in time, you'll have an incomplete file containing only the settings from before the update.

To recover:

1. First use the VRM Remote VEConfigure Download function to get the configuration file from the system; it will be all default settings and is required.
2. Then use this Merge Files function to merge the file provided after the failed firmware update with the latter one.

WARNING:

- * Make sure that the two files you use are from the same system. The program will not verify this and you will likely end up with a non-valid setup if you supply files belonging to different systems.
- * If you decide to continue, then the system currently opened in VE.Bus System Configurator will be overwritten and settings of that system will not be saved!

Would you like to start the procedure to merge the settings from one remote file into another?

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Permanent link: https://www.victronenergy.com/live/venus-os:remote_ve.bus_firmware_updates?rev=1617290879

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