

# VRM: Remote firmware update (DRAFT!)

## 1. Introduction

This manual describes how to remotely update firmware. This functionality requires the device to be updated connected to a Venus-device (CCGX, Venus GX, or other). See [How to update a GX device](#) for instructions on updating the Venus-device itself.

The here described features & functionality replaces the similar features in VE Power Setup. See [here](#) for the manual of the old procedure. Note that, once updated to the new Venus version, it is no longer possible to use the old procedure.

It is not necessary to yourself get the latest firmware version from [Victron Professional](#), as the VRM Portal already has all the latest firmware files available.

Products ranges for which the firmware can be updated remotely:

- Devices connected via VE.Direct: MPPT Solar Charge Controllers (1), BMV Battery Monitors, and more.
- Devices connected on a VE.Can network: MPPT Solar Charge Controllers, Skylla-i battery chargers, and more.

Limitations:

- Updating firmware on a BMVs that is connected via a [canbus interface](#) is not possible.
- Remotely updating firmware in VE.Bus products (Inverters, Multis and Quattros) is not possible and will also not become possible.
- Remotely changing settings of MPPT Solar Charge Controllers, BMV Battery Monitors, Skylla-i battery chargers and other products not connected on VE.Bus is not possible.

Requirements:

- Venus OS v2.20 or later
- System must connected to internet and communicating to the VRM Portal.

Process:

1. The new firmware file is first uploaded to the system.
2. Once received and verified, the Venus-device starts updating the firmware of the connected device. This eliminates any problems that could be caused by an intermittent internet connection. In case the internet does break while performing the update, the system will continue with the firmware update.

(1) During the update, any configuration in the device will be maintained. In the event that the update fails, which is unlikely, VE.Direct MPPT Charge Controllers will have lost their configuration. Also it is not possible to reconfigure them remotely. All other devices will not lose their settings during an update.

## 2. Notes on firmware updating in general

There is a lot that can be said about firmware updating:

- Newer is not always better
- Don't break it if it works

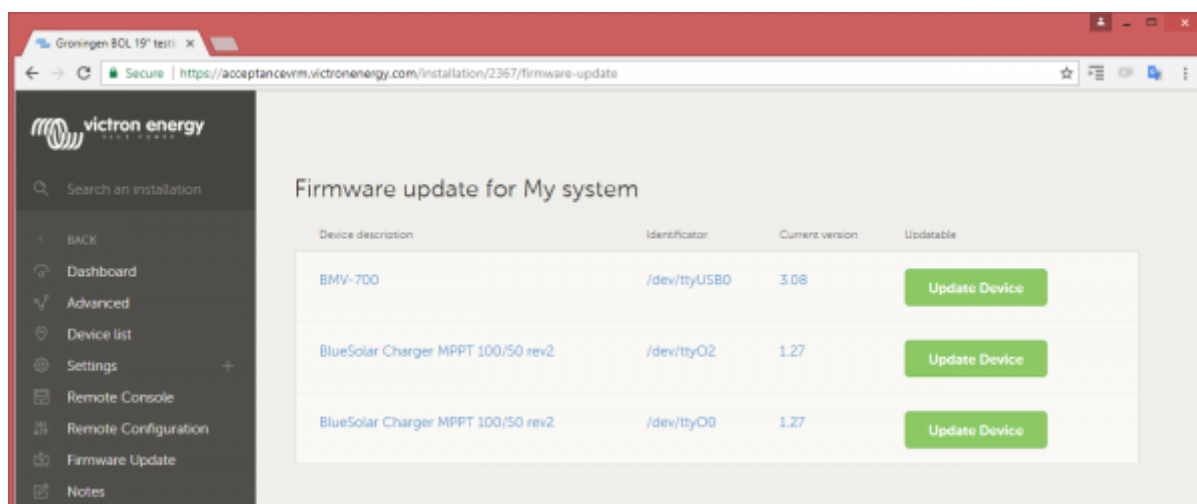
They can all be true. Therefore: use this feature with care.

Our main advice is to not update a running system, unless there are problems with it.

Change logs can be downloaded from [Victron Professional](#).

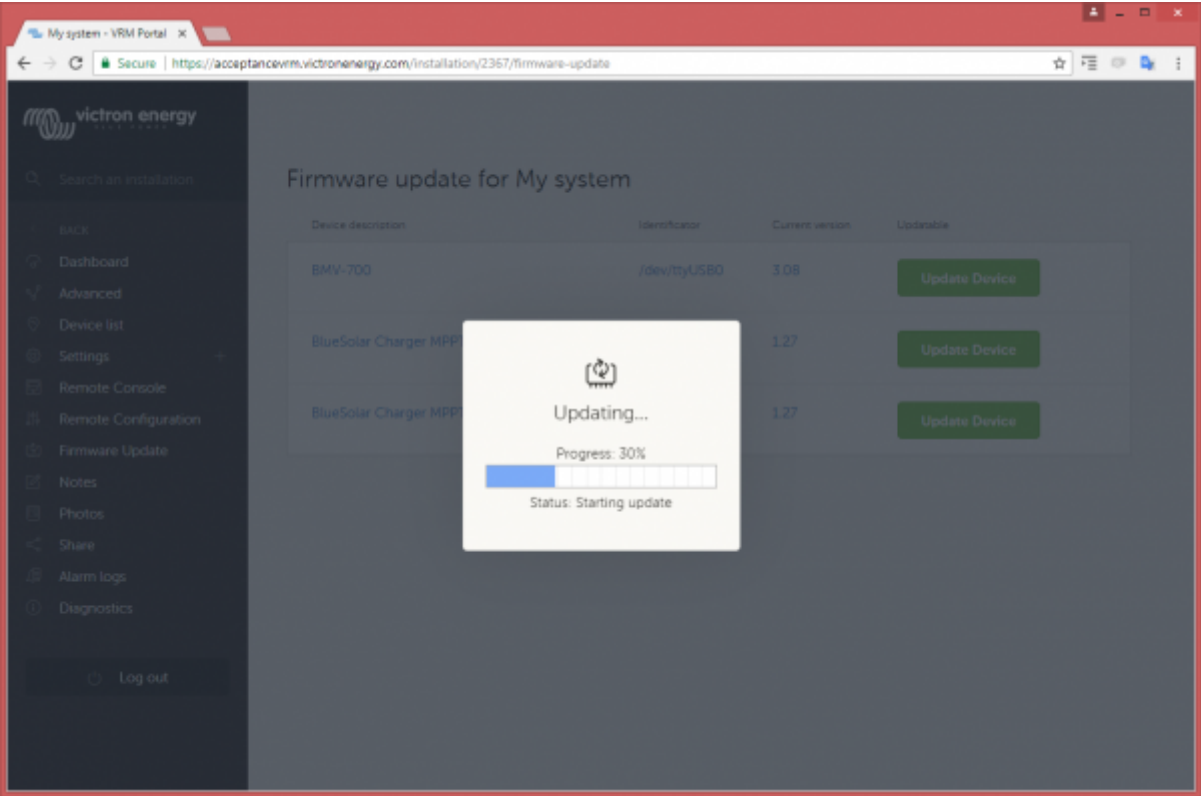
## 3. Procedure

### 1. Go to Firmware updates on the VRM Portal

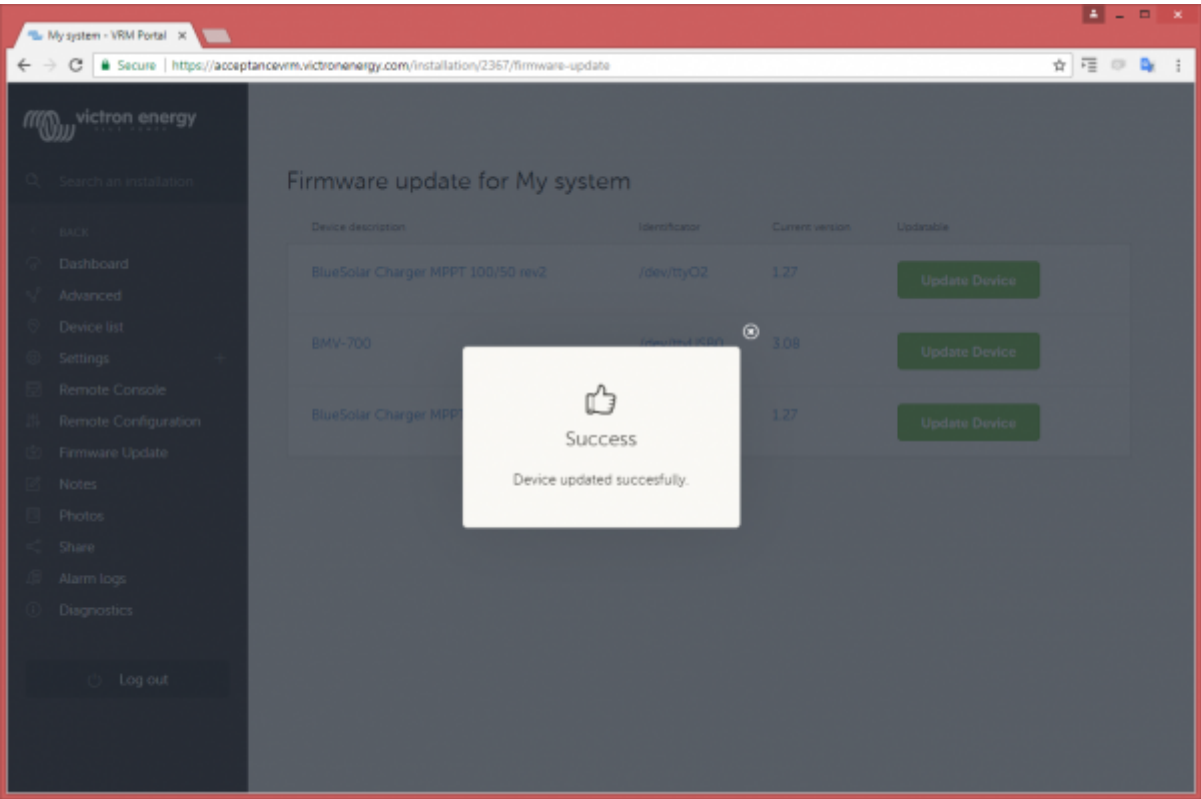


There, any device for which a new firmware version is available will show a green Update button. Press that button to initiate the update.

### 2. Update process



3. Finished



3. Trouble shooting

## Not updatable (boot-mode)

Devices that are in boot mode cannot be updated remotely. they are running in an minimal failsafe mode allowing an firmware update through physical conenction being usb or a bleutooth dongle.

## Not updatable (Updatable=False)

MPPT controllers connected through CAN-BUS are not able to remotely have their firmware updated.



can this ever happen?



Are there any other reasons for a device to be Not updatable?



how to trouble shoot Connection issues? See also same chapters in VE Power setup documentation, for inspiration

## 4. Disqus

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