

# Checking and upgrading firmware

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## Overview

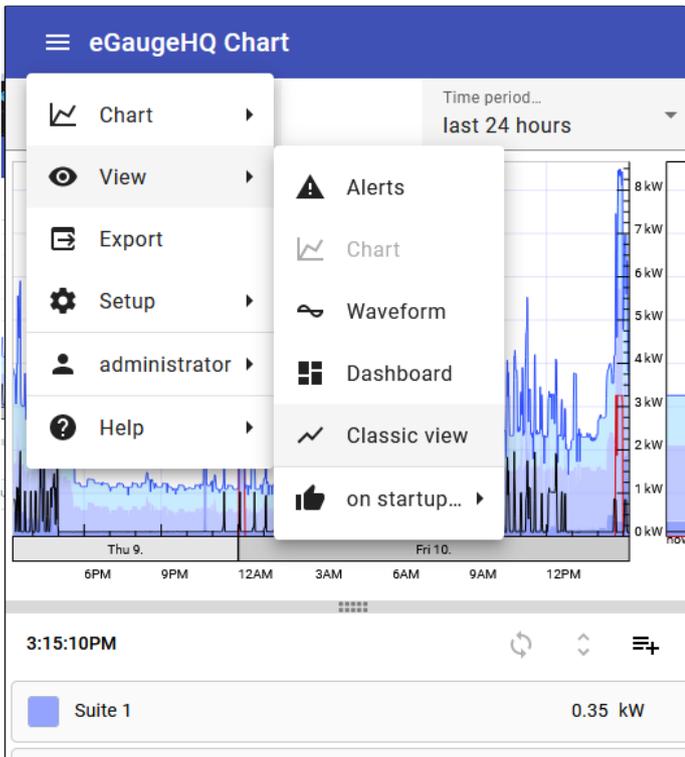
eGauge releases periodic firmware updates to address bugs, add functionality, and address security issues. Depending on the nature of the issue, a firmware update may be the first step recommended by technical support. In addition, many CT definitions only exist in newer firmware versions. Applying a firmware update requires a valid username and password for the eGauge meter in question.

Meter firmware upgrades are designed to be easy and require just a few mouse clicks, no searching for model numbers or having to download files or install software on your computer!

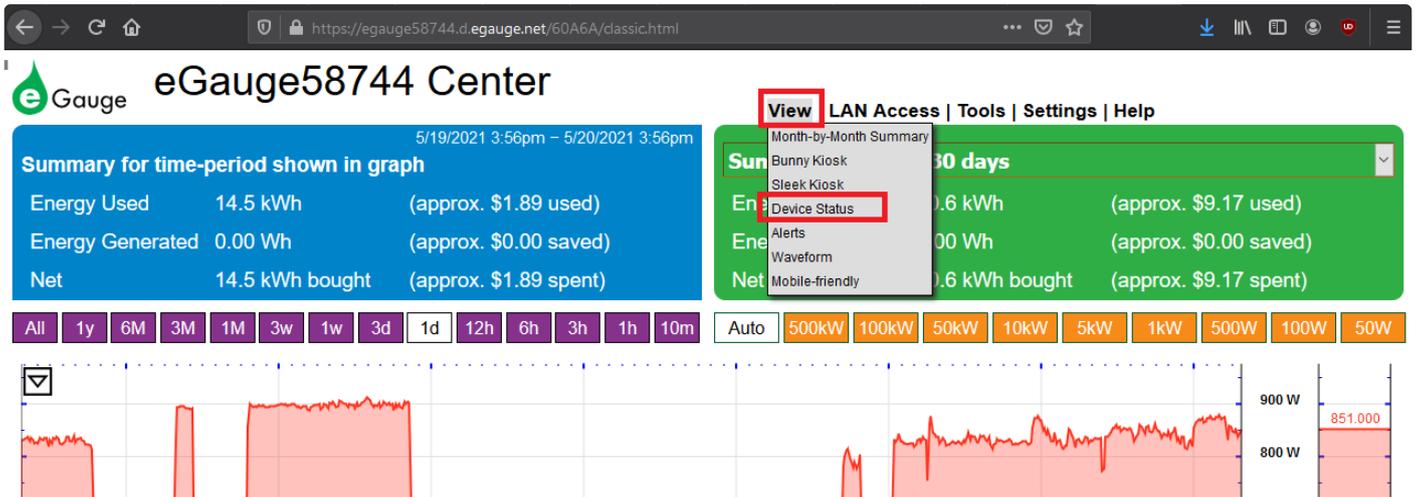
Full firmware release notes are available at <https://egauge.net/revs>

## Checking Current Firmware Version

If using the [Modern Interface](#), change to the classic interface by going to Main Menu -> View -> Classic Interface, as shown below. If your meter interface does not look similar to the image below, you may continue to the next step.



The current firmware version of a device can be seen by clicking **View > Device Status** from the menu:



The current firmware version will be listed next to **Firmware:**

Image not found or type unknown



The small blue link next to the firmware version will open the firmware release notes page, where changes to the device firmware are tracked. We recommend updating the firmware on a regular basis.

## Updating Firmware

To update the firmware on an eGauge meter:

1. Navigate to **Tools -> Firmware Upgrade**
2. Click the "Upgrade Firmware" button (shown below)

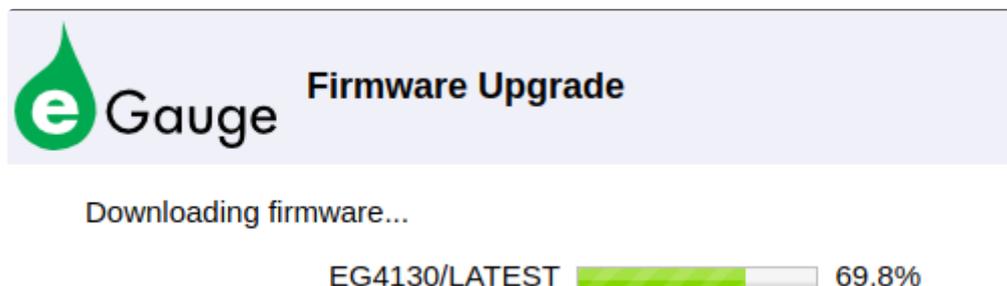
### Firmware Upgrade

Use this utility to upgrade the device to the latest firmware available. After the upgrade, the device will be rebooted automatically. While rebooting, the device won't be able to collect any data, resulting in some loss of precision. The reboot should take less than a minute and thus the loss of precision is usually negligible. However, to minimize such errors, it is recommended to upgrade the firmware only from time to time.

If your device is connected to the Internet, you can click the button below to upgrade your device to the latest firmware-version:

Upgrade Firmware

3. The eGauge may prompt for user credentials
4. The firmware update process will begin. This typically takes about five minutes on a reasonable connection.



5. After the firmware is updated, the meter will automatically reboot. If the update is run but the meter firmware matches the latest firmware, the meter will display an error message instead - this is normal.

The credentials to change settings on meters purchased prior to January 2021 is username "owner" and password "default". The password for the "owner" account on meters purchased after January 2021 is randomized and is printed on a sticker on the back of the meter.

Passwords may be reset through **eGuard**. If you do not have access to eGuard or need a password reset, contact your original installing party or eGauge Support.

If the meter does not automatically reboot after a firmware update, you can reboot the meter manually under **Tools -> Reboot**. This is **required**, as failing to reboot after a firmware update can cause issues with the UI or other elements of the meter.

Updating from an extremely old firmware to the current firmware (generally anything prior to firmware version 2.15) can cause display issues. It may be necessary to clear your browser cache after updating from an older firmware version to the latest version.

## Video Tutorial

A video tutorial is also available:

<https://www.youtube.com/embed/5uNcoftHbNM?wmode=opaque>

## Updating Firmware Without an Internet Connection

### Offline Firmware Updates

From [firmware 2.02](#) onward, the EG30xx and EG4xxx model lines support offline firmware updates. Normally, when a firmware update is started the eGauge will reach out to [egauge.net](#), download the latest firmware, apply the update, and reboot. However, in cases where [egauge.net](#) is not accessible (for example, meters installed on tightly secured networks or at sites without an internet connection) it is possible to perform an offline firmware update.

Meters on firmware older than version 4.0.4 may have issues with offline firmware updates and will require an internet connection to update. Once updated past version 4.0.4, offline updates will work as normal.

### Obtaining the firmware update file

In order to utilize offline firmware updates, an eGauge.net account is required. The device to be updated must be in the user's eGuard portfolio. For more details on using eGuard, refer to [this article](#).

Navigate to the device page for the meter to be updated. To access the device page, click the square icon to the left of the device name shown in the eGuard portfolio listing.



Note that firmware files are linked to specific meters - it will be necessary to download a firmware update file for each meter. A firmware update file for a specific meter is not guaranteed to be compatible with any other meters.

Once on the device page, click the "Download Firmware" button to download the latest firmware file for that device.

## Firmware

You can download the most recent firmware specific to this device by clicking 'Download Firmware' below.



Make a note of where the file is downloaded - this will be needed later.

## Applying the firmware update file

Connect to the eGauge interface. Assuming the meter is offline (not connected to the proxy server), this can be done via a [direct connection](#) or by connecting to the eGauge via IP address or hostname from a computer on the same network as the meter.

Navigate to **Tools -> Firmware Upgrade** (shown below).

### Firmware Upgrade

Use this utility to upgrade the device to the latest firmware available. After the upgrade, the device will be rebooted automatically. While rebooting, the device won't be able to collect any data, resulting in some loss of precision. The reboot should take less than a minute and thus the loss of precision is usually negligible. However, to minimize such errors, it is recommended to upgrade the firmware only from time to time.

If your device is connected to the Internet, you can click the button below to upgrade your device to the latest firmware-version:

Upgrade Firmware

If your device is **not** connected to the Internet, you can choose a firmware file to upload from your computer and then click on the button below to start the upgrade process (firmware files can be downloaded via the [eGuard service](#)):

Choose File No file chosen

Upload & Install Firmware

Select "Choose File". A separate window will open. Navigate to the location of the downloaded firmware file and select the file. The page will update to show the name of the firmware update file to the right of the "Choose File" button.

fw-eGauge52...-4.0.14.bin

The firmware upload will start (this may take a few minutes, even on a direct connection). Once the file has been uploaded, the eGauge will automatically update the firmware and reboot. Note that the meter may take up to five minutes to reconnect after a reboot.

If the meter does not automatically reboot after a firmware update, you can reboot the meter manually under **Tools -> Reboot**. This is **required**, as failing to reboot after a firmware update can cause issues with the UI or other elements of the meter.

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Please visit [kb.egauge.net](http://kb.egauge.net) for the most up-to-date documentation.