

Instruction Software update GroSens



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Instruction for the GroSens software update

1

Update your SmartBox (only MultiSensor users)

new software will be automatically forwarded to the Sensors

2

Update your Downloader software

3

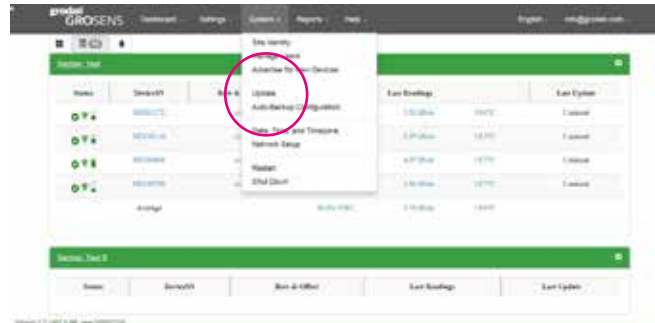
Update your Reader firmware

4

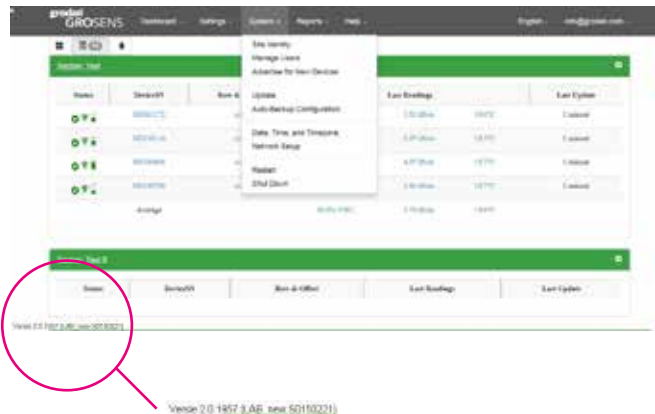
Update your Sensor (only for HandHeld sets)

1 Update your SmartBox version 1905

1. From any page on the GroSens software, click System → Update



- The software will automatically check for an update. If one is available, you will be prompted to update. The version should be 2.0.1905 or higher after the update. If this is not the case + contact local customer service.
- Choose "install now" by clicking on the green bar. This will take 2 minutes.
- In the bottom left corner of any page you can see whether the new software is installed.
- Also here you find your Smartbox number (in the example below S0150221). The update should be 2.0.1905.



I ran the update but I don't have version 2.0.1905 or higher on my system?

Please enable the VPN on your SmartBox (see instructions below) and contact your local customer service department (for contact details see last page of this document). Be sure to indicate which SmartBox number you have - see step 5!

Via this VPN we will do our utmost to update your system manually within the next 24 hours.

How to open the VPN on your SmartBox?

In front of the smart box there are 4 buttons - 2 on the left and 2 on the right.

- Push the button on the bottom left this will take you through a menu in the display
- Stop when "enable VPN" appears in the display
- Push the top right button "checkmark symbol"
- When the symbol below appears in the right bottom corner, the VPN is turned on



Verifying Sensors updated to v2.07

The software contains new Sensor firmware. After updating the GroSens software, the firmware will automatically update each Sensor on your system. The firmware update might take a couple of hours. Sensors will be updated one by one to version 2.07. Sensors will slowly update one by one. No data will get lost during this process; all Sensors will continue to function as normal while the update is running. After updating the GroSens software, check the status of updating nodes by navigating to the Device Dashboard page and hover the mouse over the sensor serial number. The firmware version number for the sensor will appear.

What to do if not all your sensors are updated?

Place your Sensors very close to the Receiver in the greenhouse for a couple of hours. Check on the device page whether the Sensors are updated.

If that does not work please enable the VPN on your Smart-Box (see instructions above) and contact your local customer service department (for contact details see last page of this document). Please indicate which SmartBox number you have - see step 5 above .

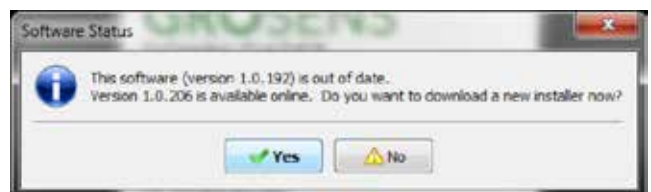


2 Update your Downloader software version 1.0.207

1. If you have already installed the downloader software version on one of your computers and have internet access, you can update by clicking on the downloader icon. See picture below. In most cases you find the program on the desktop. Continue with step 3.
2. If you have not downloaded the downloader before, you can do this by clicking on the link below. Run the executable (double -click) to install the Downloader software to your computer. Please follow the instruction from step 5.
3. Open the downloader program - you will get a message that a new version is available:
4. Click on yes, the message will appear that the new downloader program is downloading

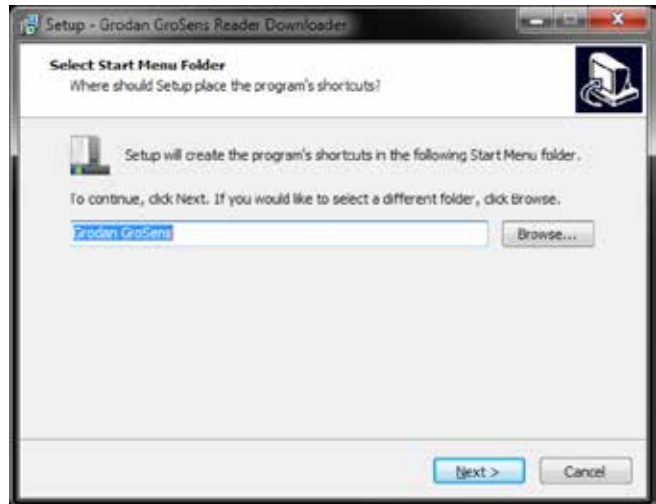


<http://software.decagon.com/grosens/Grosens-DownloaderInstaller-v1.0.207.exe>

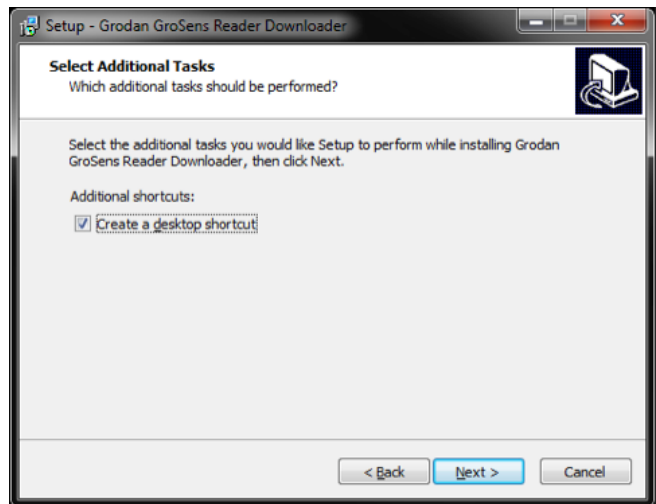


Now Downloading 1.0.206

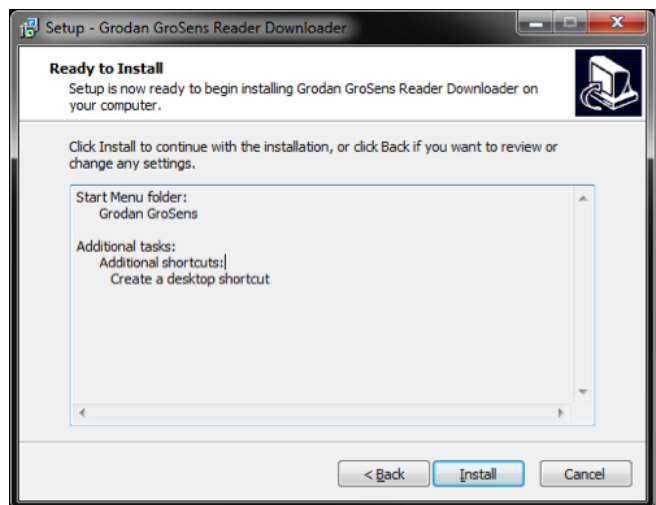
5. Your PC might ask whether the applied program can make changes to your computer -click allow
6. The installation program will start and takes you to some screens. The proposed settings should be accepted.



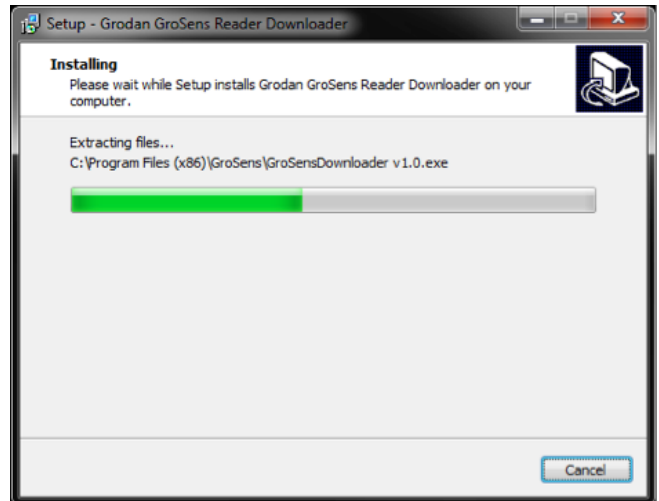
7. Click 'Next'.
8. Check if you want to create a desktop shortcut.



9. Click 'Next'.
10. Verify the settings you have chosen and click 'Install'



11. Wait until the installation is finished.



12. Once installed, run the software by checking 'Run GroSens Downloader v1.0.exe' and clicking 'Finish' when the installation is completed, or by double-clicking the GroSens Downloader shortcut.



What to do if update started but was aborted during the process?

Try the process again.

If this does not work, please contact your local customer service department (for contact details see last page of this document). Please indicate what downloader version you have. You can check this in the downloader program:

13. Click on Help in the downloader program



14. Click on "about GroSens downloader" - the version number will appear



3 Update your Reader firmware version R2-09-1677

1. Connect the GroSens Reader to the computer via the supplied mini - USB cable.



2. The Updater will warn that any stored data will be erased after updating. Make sure you have downloaded data before updating the GroSens Reader! Use the Downloader program to download data.
3. Open the downloader program on your computer and click on the help function



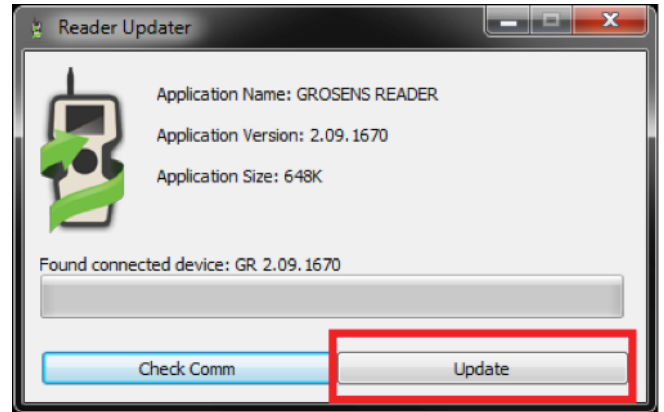
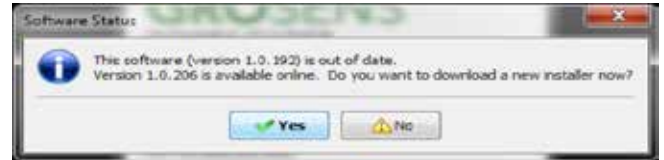
4. Click on check for firmware updates - if the device is not properly connected or the USB port is not working, the following message will appear



5. Try again after connecting to a different USB port
6. If this does not work, please contact your local customer service department (for contact details see last page of this document). Please indicate what reader version you have. When the reader is turned on, the reader version will be displayed in the left bottom corner (see the picture on the right)



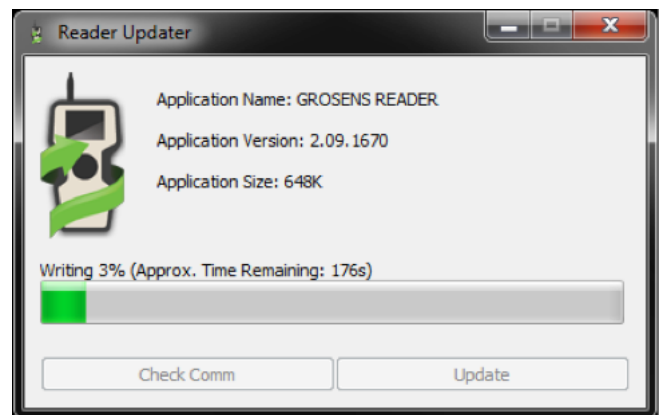
7. The following message will appear on your screen:
8. Click Yes
9. You probably will see a message asking whether to save or open the new Reader firmware. Chose "save". A copy will be stored in the downloads folder on your PC
10. After downloading the message will appear "do you want to open" the file. Click yes. After that the screen below will appear



11. Click 'Update' to update the GroSens Reader.
12. Click 'Yes' to continue



13. Wait for the update to finish. The GroSens Reader screen may turn on and off during this process—this is normal. Do not disconnect the GroSens Reader during this process!

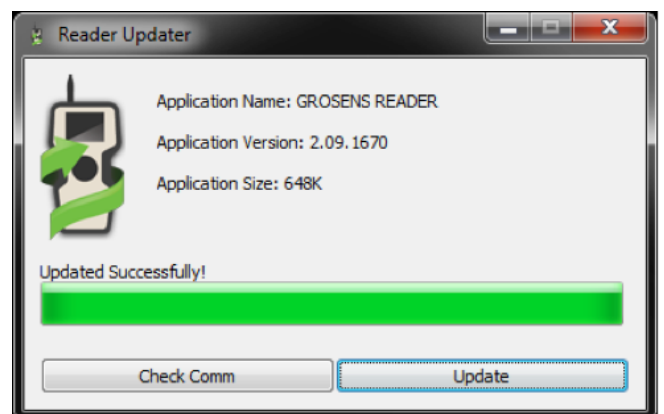


14. The GroSens Reader is now running the latest version of firmware

The updating started but was aborted during the process?

Try the process again.

- If that does not work try to update the reader by clicking on the following link: http://software.decagon.com/grosens/GroSens_Reader-R2-09-1677.exe
- If this does not work, please contact your local customer service department (for contact details see last page of this document). When the Reader is turned on, the Reader version will be displayed in the left bottom corner (see picture at point 6)



4 Update your Sensor (only for HandHeld sets) version 2.07

Users with a Smartbox can skip this because the sensors will be updated automatically via the Smartbox!

Make sure the latest version of the Downloader (v1.0.207) and Reader (v2.09.1677) are installed. Also make sure the sensor is close to the reader and computer (not in the greenhouse)

1. The update will erase any stored data on the Sensor. If you don't want to lose data, please make sure that all data is transferred to the Reader! Place the Sensor in logging mode and transfer data to the Reader.
2. Connect the GroSens Reader to the computer via USB cable.
3. Verify the Reader is powered on (screen on). Press the power button if the screen is blank or black.
4. Click Actions → Update Sensor Firmware on the Downloader software to update a Sensor to the latest firmware (v2.07 or higher).

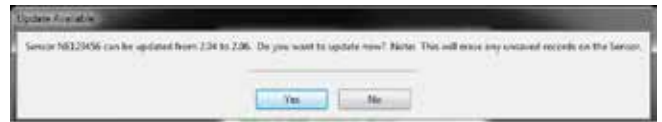


5. Wait for the Downloader to prompt "Please press 'test' button on Sensor..."



6. Press the test button on the Sensor to be updated.

7. The software will warn you that any stored data will be lost – select 'Yes' to start the update.



8. The Sensor will start updating the sensor to version 2.07.



9. Wait for the firmware update is finished—click OK once the Downloader prompts that the update is finished.



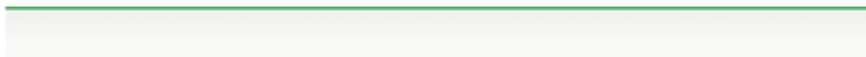
10. The Sensor is now running the latest version of firmware.

What to do if the updating started but was aborted during the process?

Try the process again.

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- If this does not work, please contact your local customer service department (for contact details see last page of this document).

Contact details local customer service departments



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+31 (0)475 353020 | e-mail: GroSens@grodan.com

GRODAN supplies innovative, sustainable stone wool substrate solutions for the professional horticultural sector. Based on Precision Growing principles, these solutions are particularly applied to the cultivation of vegetables and flowers. In addition to its stone wool substrates, GRODAN also provides tailor-made advice and tools to support Precision Growing and thus facilitate the sustainable production of healthy, safe and tasty fresh produce for consumers.

More information on the GroSens System can be found at www.grodan.com/grosens

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