



Technical Bulletin:

Sensorsoft SS6420E and SS8002 Drops Offline and Requires a Power Cycle to Recover

This technical bulletin is for Sensorsoft devices SS6420E and SS8002 that use Lantronix XPort firmware version 6.8.0.0 or lower and have XPort Type -03 or -04. These devices could experience unexpected dropped TCP connections and require a power cycle to recover. This problem is exacerbated when the network connections to these devices are subject to frequent or even occasional socket disconnects. This disconnect behavior is typical of private WAN's, VPN's over the Internet and wireless networks. These devices were shipped in the time frame of 2005 to 2011.

This bulletin does not apply to devices with Lantronix XPort Type -05.

The solution is to upgrade the Lantronix XPort -03 and -04 firmware in these devices to a more stable version which is Version 6.10.0.1. The following release notes for this stable version describe the problems with Version 6.8.0.0 and lower:

https://www.sensorsoft.com/download/ReleaseNotes_61001_XPort-03-04.txt

You can determine if your device has firmware version 6.8.0.0 or lower by using the Device Installer software to find these devices on your network. If you don't currently have this software installed you can download it from:

for Windows XP

<https://www.sensorsoft.com/download/device-installer-v4.3.0.9-setup.exe>

for Windows 7/8/10/2008/2012

<https://www.sensorsoft.com/download/device-installer-v4407-setup.zip>

Run the Device Installer software and double-click on the IP address related to the device of concern. If the version number shown in the Property->Extended Firmware Version is 6.8.0.0 or lower you must upgrade this device's Lantronix XPort firmware. You should also notice in Property->Type that it shows either -03 or -04. If the version is showing less than 6.10.0 you could also choose to upgrade for general improvements in the firmware.



IMPORTANT – If you intend on creating an installation file (.ixi) in Device Installer to upgrade many devices, we highly suggest you run this software as the Windows administrator. Otherwise you may get some serious exceptions.

Before doing the upgrade you need to change a setting on this device in the Telnet Configuration tab by clicking the Connect button and type <Enter>. When the settings menu appears choose 6 for the Security and type <Enter> until you arrive at menu item "Disable TFTP Firmware Update". Then type N (for No, to enable TFTP). When at the main menu choose 9 to Save and exit.

The improved Lantronix XPort -03/-04 firmware file Ver 6.10.0.1 can be downloaded from:

https://www.sensorsoft.com/download/xpt03_61001.rom



CAUTION – We highly recommend that you do the firmware upgrade on a network where the device is directly accessible and not going through a VPN or wireless network that could prematurely disconnect. You should also power the device using a power source that is battery backed in case of a power failure. Your device could be bricked (made inoperable) during an upgrade in the event of a network disconnect or power failure. Therefore these precautions are wise.

Once the device reboots, after the above setting change, you can select its IP address again and click the Upgrade button on Device Installer.

To do the upgrade, select these Upgrade Wizard prompts:

1. Choose “Create a custom installation by specifying individual files (Typical)” and click the <Next> button
2. Click Browse button and select the above downloaded file (xpt03_61001.rom) and click the <Next> button
3. Choose “No other files to install” and click the <Next> button
4. You can choose to save the installation if you plan to upgrade many devices
5. Click the <Next> button to start the upgrade
6. If the upgrade was successful you should get two “succeeded” messages

If you need further assistance with the above, please contact Sensorsoft Support:

<https://www.sensorsoft.com/contact.html>