

Firmware Upgrade Remotely For Distributors

—On Livoltek Web Platform

Before you upgrading for devices of end-users remotely, you must log in your distributor account. Please register your account referring to Part. A if you don't have it.(The installer account doesn't support firmware upgrade on web.)

A. Account Registration

There are two ways to obtain a My Livoltek account for distributors:

- ① Contact your upper-level distributor to create a new account for you.
- ② Register your account through Livoltek web platform by yourself. Here are the steps as follows.

1. Before registering an account in Livoltek website, please kindly check the URL whether it is the correct server for your region or not.
 - For Asia, Latin America, Australia, and other regions' users, please access the international server by using the URL below.
<https://www.livoltek-portal.com/#/>
 - For Europe, Middle East and Africa users, please access the EU & MEA server by using the URL below.
<https://evs.livoltek-portal.com/#/>
2. Choose "Distributor/Installer" tab and click Register Now to create an account.



3. Fill in required information successively and click "Register".

Tips: Open your email and enter the verification code you receive after filling in the email address on your registration list.

4. Go back to login page to enter account and password then click “Login.”
5. Fill in the “New organization” information table in turn and click “submit” it.

Tips:

- ① The ‘Company Name’ will be used as your organization name.
- ② If you don’t have an upper-level organization, please input and search ‘Livoltek’.)
- ③ After you click ‘Submit’ button, please wait for Livoltek administrator to review, and approve your application. You can also contact our technical support personnel to approve it quickly.

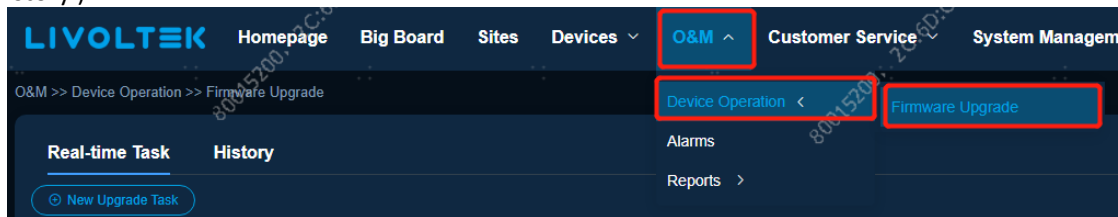
B. Firmware Upgrade

1. Log into your account and you will be at management page as below.



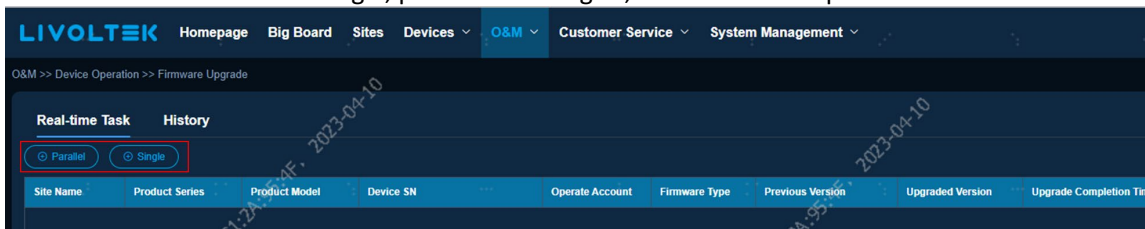
2. Enter the Upgrade Operating page:

Click "O&M" > "Device Operation" > "Firmware Upgrade" (create upgrade task/check upgrade history):



3. Create an upgrade task:

If the form of installation is single, please click "Single", otherwise click "parallel".



Click "Parallel/Single" > Select "product series" > "product model" > Select "firmware type" > Search "device SN" > Select "target device" > Search "target version and confirm."

If you don't know about above information of devices, find it on the nameplate of device or search SN in "Devices" to obtain them.

New Device Upgrade Task

Product Series: GF Product Model: GF1-5K48S1 Firmware Type: ARM Version: Device SN: 0065

[Search](#) [Reset](#)

Selected: 1 Count Device

Device SN	Product Model	Version
GF3001H22200065	GFX3001H22200065(GF1-5K48S1)	V0.8.3

Total 1 20/page < 1 > Go to 1

Target Version: V0.6.8 Firmware: GF11LTK1COA_Ver0.68.hex Version Committed: 2022-08-22T06:42:51.000+0000

[Confirm](#) [Cancel](#)

4. Check task status:


- You can click "Real-time Task" to check real-time tasks which are in progress.

Real-time Task

History

⊖ New Upgrade Task

Site Name	Product Series	Product Model	Device SN
Joane	GF	GF1-5K48S1	GFX5001N21120190(GF1-5K48S1)



task list

- You can click "History" to check history task succeed or not. (failure reason is also shown in the list.)

If successful, "Upgrade Success" will display in "Upgrade Result" in History list.

Real-time Task

History

Product Series

Product Model

Firmware Type

Upgrade Result

Upgrade Completed Time

Please select

Please select

All

All

2022-10-15

-

2022-11-15

Search

Reset

Site Name	Product Series	Product Model	Device SN	Operator	Firmware Type	Previous Version	Upgraded Version	Upgrade Completion Time	Upgrade Result	Failure Reason
4F-ON GRID	GT	GT1-6KD1	GT1100H22360004(GT1-6KD1)	LNRD	DSP2	V1.0.3	V1.0.4	2022-11-15 15:46:33	Upgrade Success	
4F-ON GRID	GT	GT1-6KD1	GT1100H22360004(GT1-6KD1)	LNRD	DSP1	V1.1.0	1.12	2022-11-15 15:07:57	Upgrade Failed	Upgrade Failed(Target firmware installation failed)
4F-ON GRID	GT	GT1-6KD1	GT1100H22360004(GT1-6KD1)	LNRD	DSP1	V1.1.1	V1.1.0	2022-11-15 14:40:54	Upgrade Success	
4F-ON GRID	GT	GT1-6KD1	GT1100H22360004(GT1-6KD1)	LNRD	DSP2	V1.0.4	V1.0.3	2022-11-15 14:04:01	Upgrade Success	
4F-ON GRID	GT	GT1-6KD1	GT1100H22360004(GT1-6KD1)	LNRD	DSP1	V1.1.1	1.11	2022-11-15 13:52:46	Upgrade Failed	Timeout (Waiting for device update)