Understanding V4FW Long-Term Support Webinar-20261015_125921-Meeting Recording

October 15, 2026, 4:59PM

1h 22m 7s

Emily Malin started transcription

Emily Malin 0:08

Hey.

Oops, that's not what I want. That's not what I want.

Okay, we'll get started here in just about two minutes. We were running just a touch behind, so give everybody just a couple of minutes. It's a lazy October Thursday.

Yeah, I had a long weekend. We're recovering.

Got your water, Brad? Ready?

You're all set.

Brad Wyers 0:52

I'm locked and loaded.

Emily Malin 0:54

Locked and loaded. All right. Perfect. Okay. All righty. Well, as people hop in here, I'll just do quick introductions as always. Hi, everyone. I am Emily Malan. I'm your product marketing specialist on behalf of the Delta Intelligent Building Technologies team.

Brad Wyers 0:57

Yeah.

Emily Malin 1:14

Thank you for joining our webinar series here. This is Brad's version for firmware long-term support. As always, all of these materials, including the recording, the transcripts, all of the reference materials, anything, PowerPoints, anything that you see on here, we'll package it up nicely and send it to you guys about one week after the webinar. If you haven't heard from me in about a week,

go ahead and send me an e-mail. Other than that, just know that they are coming

your way. All of your mics have been muted, but please drop comments in the chat. Comments, questions, whatever you have, we'll go through them at the end. There should be quite a bit of time for this on that one. I will go ahead and post our next one here in the chat. Join us on November 19th.
we're going to have one of our solutions architects, Julian Smith. He's going to be doing an overview around how to actually design and what goes into BAS architecture. So he's calling that the six gates of the BAS architecture webinar. So I put the link in the chat for registering on that one. Should be good. Really A comprehensive overview. Definitely if you have any new folks to your office, that would be a one that I highly
recommend everybody join on to. So without further ado, Mr. Brad, here we are. Let's do it. Let's go.

Brad Wyers 2:30
Thank you. Yeah. All right. All right, so we're here to talk about V4 firmware long-term support, specifically the policy around it and how it's going to kind of work going forward. But I want to start off by asking a question first. So your site, picture this, your site is working well.
on supported long-term support. A new feature release version appears. What do you do? Do you schedule the upgrade because the version number is higher? Or do you check whether the changes in the feature release apply to your site? Keep that in mind as we start going through all of this conversation.
All right, so just to kind of cap off what we're going to be doing today, I'm going to do a short introduction to myself only because I think this is...
one of the first more public appearances of me in the new role as product manager. So I wanted to let everybody know a little bit about me. And then I'll get into why we're doing long-term support, the two different pathways that you can go down, and all of the other elements that are part of long-term support.
A little bit about me. I'm the product manager for the Intellibus product in V4 firmware. I'm part of the Delta IBT SBS business unit and with the Delta Controls product lines.
For now. So, I've got an extensive history in building automation. I've done everything from pulling wire in a crawl space and hanging out with the mice, all the way to, you know, sea level suite presentations for selling smart building, integrated smart buildings. So,

I've seen the gambit and I'm really grateful to get the opportunity to use that experience in what I do now for product management.
I'm based out of West Kelowna, BC, so I'm not in where the main office is, but I'm in wine country of BC. So if you ever want to come out and get a nice glass of wine, come on out. I got a wife and two boys, 12 and 8, and most of my time is spent taking them to hockey and football. And by football, I mean soccer. Yeah, I'm that guy. And we got a trip planned for Tokyo in about a year. And I do other general nerdy things. I play around with AI, just local in my home automation system and try to see what I can do.
without using cloud services. So it's just kind of fun. All right, let's move on to the material.
So why do we need long-term support and what does it do for you? So often we've got controllers, and if you recognize the controller, just hold that thought. Often we have these controllers that are...
supposed to be in service for, you know, 15, 25, 30 years. We've got controllers from years gone by that are still in service after like 40 years. So we understand that these products need to be in service for a really long time.
And...
In that, when you have multiple releases of firmware versions, one of the things that we try to do with our release cadence is we're adding features all the time.
But in a lot of cases, you don't actually need those features. What you need is the security booster. So what you need is just a small part of those improvements, just to make sure that the controller stays cyber secure, and that if there's any critical bugs, that you're fixing those. But you don't necessarily need all those additional features. Just pointing it out, all of our firmware has always been free for partners to download and update to the controllers.
All right, so most projects don't actually need the feature release unless there's a reason for it. So what we say is for most projects, the long-term support build is going to be your go-to build. That'll be the one that as long as the features that you require for the site.
are included in that long-term support build, just stick with it.
All right, so this is kind of just to kind of elaborate on that a little bit.
What LTS gives you versus feature release train gives you, so it gives you a known baseline of firmware. So the only changes that you're doing when you get a patch build, so or additional release. So for example, we released the long-term support for

18.
dot 2, which is the second revision of 418.
Now, that was a small patch to fix very specific issues with that build. And then if there's another one, it would be a 418.3. But that's still the long-term support build, right? So you're just patching small fixes.
In the feature release train, we're doing larger changes to the firmware. So there's, because we're doing larger changes to the firmware and we're adding more features, you don't know that baseline, which is part of the reason why you would want to stick with the long-term support.
That makes sense, so...
Move on to the next one.
OK, so this last one, or this next one here, I'll talk about, so...
This isn't rehashing the first one, but it is talking about it specifically. So how long is firmware supposed to be supported in the controllers? So what we do is we support firmware, every new version supports all of the controllers for every release.
Now, what happens is if we have to, like, when a product has hit its end of life, and we have to end of life it, our commitment is that we'll continue to do security and critical reliability updates to that product for five years after. So we'll continue to release on LTS.
of five years of firmware patches if there is a vulnerability discovered that needs patching.
On top of that, what we would what we'll do is from the time of end of life for a full 10 years, we'll have those firmware builds available to you. So it doesn't mean that it's getting patched for 10 years. What it means is the firmware updates for that five-year window will be on online for 10 years.
for 10 years for you to be able to do.
So you might be asking, well, why is he describing this? There's new regulation coming out of the EU, the Cyber Resiliency Act. And as part of that, these are some of the requirements that they had come up with, which
If you look at our firmware, we actually do host a lot of our firmware for a really long time. So a lot of this we were doing. This is just formalizing it into a policy.
So what does an LTS release include and what does it not include? So what it's really supposed to be focusing on is cybersecurity patching. It's supposed to be focusing on any critical reliability fixes. So if something is found after the firmware is released, it causes the controller to...

lock up in some way that it's irrecoverable. We need to patch those types of things. So if there's anything that happens with IO control or anything like that, then we might, we would need to patch that. If there's an update for certification reasons or compatibility updates that need to be done, and these are looked at and evaluated on a case-by-case basis.
Though it's not.
If we fix a known bug in a future release that has a known workaround in the LTS, it doesn't necessarily get backported. It's all because again, what you're trying to do is keep that baseline of firmware as stable as possible.
from not upsetting the baseline code. So you're patching as minimal as possible to keep it going.
All right.
So, how does how do we handle cyber security issues? So, reports will come in, we'll have customers, partners, researchers sending us in different tests or different tests that they've done and reports based on what they found for cyber security issues that or or.
Critical issue.
Right.
critical reliability bugs, like I described before, where you might lose IO, that kind of thing. And then we assess risks of those bugs, and then we find a best fit response. So in some cases, it's a patch, in some cases, it's a notice going out to customers. But it really.
will depend on what the vulnerability is and what the assessment we've done, as well as whether or not we're able to repeat the same bug internally with our own internal test. So there's the...
All this to say is that the LTS build is meant for you to be able to put it in, and there's very little that you have to do with it until the next LTS.
which is, well, I'll talk about next. So how do you move from LTS to LTS?
So from one LTS to the next LTS is what we're talking about doing for firmware updates. And I'll show another slide in a second here that kind of shows all your different options. But the intention is, is that you would get a 418 LTS. This is an example, right? These numbers are going to keep going up and up as we go as we start to make new builds, but.
You're going to start with a 418 LTS, and there might be a few patches that you update as you go. And when 424 LTS comes in, you can skip past all of the 420, 421,

423, so on and so forth, right to 424. And then you'll have another iteration of a bunch of.
feature release builds that you can skip right past and go to 430. So the kind of the cool part about that is, is that as we're working on features through the feature release, you, depending on the age of your product, you get a big leap forward in feature set.
So, well, you actually see when you go to do your LTS upgrades, that those are, which are bigger leaps, you're actually going to see a lot more features being added in at once, as opposed to just one or two at a time.
Right.
Ngo.
This goes to the next topic, which is your firmware LTS and how the train works. And what I want to illustrate in this slide is you see how we've got our little controller on the bottom here. And this is our
If you didn't know what it was, it's our EV Manager Touch. EV Manager 2 Touch. Okay. And his name is going to be Sir Lascelot.
And Sir Lascelot started before 418 LTS, and he got all these builds. And in the middle of the LTSs, so you've got 418 here, and between all of these different builds, so Sir Lascelot's sitting on this train. He's at 418 too now. And he's just plugging along great. He's all happy.
So, but in between these builds, we've had all these feature release builds. So we've got 418, 419, 420, 421, and somewhere along the line, the fresh air kid comes on onto the scene. This is the VAV controller.
the specifically the Red 5 field VAV controller.
And that came out in between the LTS releases. So it actually got a feature release build as part of its initial firmware release. So as part of our policy, we're saying that's going to get a feature release build because there's specific changes within the firmware that we need to make in order to support that product.
Then what happens is it can stay at that build, or if there's cybersecurity patches or things that you want to keep up to date, you would actually pass it into the next build, into the next build if you needed to. Otherwise, it can stay at that 421, and then it'll meet up with your last a lot.
in 424. And then the two of them will go keep going together on the LTS train.
Does that make me? I think that makes sense. So, okay. All right, so let's talk about what happens if we wanted to try and go backwards in this train. What happens

then?
So...
Our typical policy around downgrading controllers is that this is supposed to be the exception, not the rule.
So the intention here is that whenever you do a firmware update, you're taking certain portions of the database and we in the upgrade process and firmware loader and in the upgrade process that's embedded in the controller, it knows how to make small modifications to the BACnet database in order to support the latest version or whatever version you're putting in.
Going backwards, however, it's not the same thing, so...
What we support is the automated going forward. Going backwards, you need to have a backup of your original build or your original database that was designated for that build. And there's a risk of loss of data there. So I just wanted to be clear, that's always been our stance. We've always, if you're going backwards, this is the process. And then there's always.
There hasn't been, I'll just go back one slide again, there hasn't been as clear a definition of how many, like what version can you go from which, from what build. So this is a little bit more clear now that our intention is you can go from LTS to whatever feature release you want in that train if you need a new feature.
Or you stay along the LTS and then meet up back at the, everybody meets at the next version of LTS.
Okay.
Went over these.
Okay, so what, out of all of this, like I wanted to say, okay, well, what is kind of the role of the partner of the end user in all of this? And really, it's just keep an eye on the firmware release notes for the new features and cybersecurity patches. We're gonna...
change things a little bit to try and make those things a little bit more obvious in the firmware release notes. But keep an eye on those things. When you see them, when you see the notices, make sure that, you know, if there's something there that you want to, that you need on your site for a feature, or if there's something that you need to patch.
For cyber security, from a cyber security perspective, that you're being go through the process of of of doing those patches.
I just have a pardon me, the six steps of the firmware upgrade, so it's identify which

controllers need upgrading, review the release notes, and go on.
go ahead through the upgrade process like most of you know how to do.
Okay, so one last item that I wanted to talk about when it came to this was the one question that came up, which I think is a very valid question. And they said,
Okay, if I have to upgrade a site, and there is a new feature that I'm looking for, but I only need it on like 2 controllers, do I have to upgrade the whole site? And the answer to that question is absolutely not. As long as you're running the latest version of IntelliWeb, IntelliWeb understands that.
the latest firmware release, and it understands the older versions of firmware release.
You can have stuff running LTS as well as the latest features.
Feature release build, and IntelliWeb can interpret both, so...
Being able to do that mix, we think is really useful because there might be new features that we released that really only benefit a handful of controllers on the site.
You don't have to upgrade everything. You can keep other things on LTS.
I'll finish off on this, which is, it says 15 minutes, but I think I blasted through a bunch of this really quick. So we're going to have lots of time for questions and maybe we might end up finishing a bit early. But if you got any questions, you can contact the tech support. They can help you with your firmware.
planning, upgrade paths, security updates, and those types of things. They can answer some of your questions. What to include when you're asking those questions is your controller model, current firmware version, the target you want to go to, and a free prescription of any of the other site requirements. And then, yeah, just keep an eye out on the Delta IVT Passport site for firmware.
release notes and notices and you'll start seeing firmware information for me going forward.
So, uh, no, we got the any questions?

Emily Malin 20:36
Perfect. Wow, that was quick, easy, loved that. Because we do have so much time here and we didn't get a lot in the, oh, okay, so some are coming through right now, but I do think I allowed it so folks can unmute themselves on this one. So we'll go through just the how is it different than former versions versus build number and some of these in here.
But then if you guys can raise your hands, don't unmute yourselves or I will take your privileges away. I will just, you know, if you have hands raised, we'll go through them

one by one, but let's first answer the how is it different than firmware version versus build number.

Brad Wyers 21:04
Yeah.
How is it different than firmware version versus build number? Oh, oh, I see. So typically what happens is we will send out like a version, so you'll have like 418.3 or 418.2 or whatever, and then you'll have a...
a dot build number after that. So the build number typically is used for us internally, just to verify which was the build that we were using for that release. But the major iteration is the 418.3. Whatever we've released with that 418.3.
we just get the confirmation of the build. And then every now and again, when we have, say, like a...
A.
421 dot something dot.
one or if we have like a minor patch that we've released for something like that, that build number will change. But typically what I would say is what we release is usually one build number for that particular build unless we've done something very specific.

Emily Malin 22:19
Perfect.

Brad Wyers 22:19
If that makes sense.

Emily Malin 22:22
Yeah, I think so. Um, Josh, was it Josh that raised their hand? Do you want to, are you able to unmute yourself? You want to ask a question? Let's see if this works.

Josh Cobain 22:30
Yeah, absolutely. So thank you, Brad and Emily, for hosting this. But I guess one of my questions, or I should say more pain points right now, is using the con BT USB tool. And so we have a relatively small site with the new Red 5 Field V440 VAV controllers that only have the USB port.
on them. And the pain point right now is a combination of the Proviso app, as well as

using the Khan BT USB guy. So basically, what I was told from Delta Tech Support was it only works through the thermostat. And so I'm just hoping that there is a... a time frame associated with the firmware released so that we could use the COMBT USB directly to the field controller.

Brad Wyers 23:16
Mm.
Yeah, you're asking for like a specific timeline?

Josh Cobain 23:27
I will accept a rough timeline as well. I don't know if you can, actually you guys can't see me, my camera's off, but I'm like chomping at the bit right now for that firmware release. So I appreciate you, Brad.

Brad Wyers 23:31
Yes.
Right.
So we are working on that as one of the tasks for.
The this next version is to support the Red Five family of product with the the con BT USB, so we're really close to getting beta on it, so we should have something soon that we can get through testing and you can, and you know, we'll give you beta, you can.
Give us some feedback and we can improve on it if there's still things that need to be improved.

Josh Cobain 24:13
And then just to hit off of that just a little bit more, I apologize for the con BT, USB, blah, blah, blah. Are you able to have it so that we don't need to have two USB cables directly to that con BT tool? So like as of right now.
If you were to plug into the thermostat, you would go from the thermostat to the CON BT, and then you have to power up that BT tool with an external USB-C driver. And so one of my hopes and dreams are to just have one cable to go from the field controller to that BT, and then everything is amazing.

Brad Wyers 24:42

Mm.
I don't see Andy on the call, but he would be the one that could answer that.

Josh Cobain 24:56
Damn it.

Nathan Hampton 24:59
When you're connected to a controller, the controller is acting as a host, and I believe it does supply power. And we're working on with the 05, when you plug into its USB port, trying to see if we can not have it like the Ethernet S where you have to have that separate battery pack. That's not a for sure, but we're trying.

Brad Wyers 25:04
For, yeah, but...

Josh Cobain 25:05
Sweet.

Brad Wyers 25:19
There you go. Thanks, Nathan.

Josh Cobain 25:20
Beautiful. Thank you, Nathan.

Emily Malin 25:23
Perfect. Okay, let's go through some of these on chat real quick first. We've had some concerns about having to do ongoing V4 firmware updates on V4 site controllers, given the much longer time that it takes to do firmware upgrades on the V4. Any advancements on these speed issues?

Brad Wyers 25:34
Mhm.
So we are we have some.
We're doing some research right now. I'm going to call it what it is. We're doing some research to see if there's ways that we can improve the MSTP layer of firmware

update, because we recognize that the time it takes to do those upgrades is pretty long, and we want to find ways to improve it. So
There's a couple of things. There's stuff that we've released already, and there's additional improvements that we're investigating to see if we get substantial benefits out of it. But the first one was broadcast on MSTP, which basically allows for the firmware file to upload to multiple field controllers at the same time.
And what that could do, because what it was doing before is it was sequential. Every controller that would get, or you'd go one by 1 down an MSTP trunk and upload the file. With broadcast, it does it all in parallel. The next thing that we worked on is a parallel apply.
which is coming. And what that allows you to do is take an MSTP trunk, for example, and then you apply all of the firmware at once, and then they all come kind of come springing back up. The next thing that we're investigating to see how much improvement we get is doing differential firmware load.
And the idea there is that we only have to upload the portions of the firmware image that are different than the previous. And if we can figure out how to do this, the idea would be is that what we currently update for field controllers is around 20 megs. We'd potentially be able to reduce that down to like 5.
And Meg's.
Uh, potentially.
And if we take that a step further, if you're upgrading between LTSs, the changes are even less, so the file size should be even less. So you'd potentially get an even more performance increase on doing firmware updates. And then the big changes are the ones that would take longer is when you're going from one LTS version to another LTS version. So.
major iteration 418 to 424.
kind of step. So we are working towards trying to get those speeds down or the speeds up and the time down for the firmware upgrades.
That's a good question.

Emily Malin 28:07
Okay, wonderful. Is it recommended that all of the four firmware should be the same?

Brad Wyers 28:15

It doesn't need to be. So as I was saying before, if there's certain versions in V4 firmware that, or certain features in V4 firmware in the feature release build that you're looking for for a certain number of controllers, then upgrade just those controllers and leave the rest of the site at LTS.

Emily Malin 28:37
Perfect. Are there issues? Are there are the issues logs available for partners to view? All I've been able to find is what items get included on the release notes.

Brad Wyers 28:52
Mm.
Did you? Well, I think all we do, and correct me if I'm wrong, Nathan, but I think all we do is issue out the firmware release notes that include the issues list.

Emily Malin 28:56
Yeah.

Nathan Hampton 29:07
Yeah.

Brad Wyers 29:07
I think we have a specific.

Nathan Hampton 29:09
The thing is, if we exposed our entire issues list, it wouldn't be very useful to you because 90% of there would be issues that are only seen in development builds and you have no idea whether that issue is in a release build or not. We actually spent a very long time trying to parse all those issues out so you can see the forest for the trees.

Brad Wyers 29:15
Mm.
Yeah.

Emily Malin 29:36

Perfect. And then Andy came in with some extra info for us on the direct support for Red 5 Plus. So everybody take a peek at that. Do we have any? Yeah, go ahead, Brad. Sorry, say that again.

Brad Wyers 29:45
At 4:22, yeah.
I was just going to say that what he said is right. We're working on 422. We're getting really close to beta right now. So that's which is that was part of the scope for 422 was to get the Red Fi family included on to the con BT or the con BT USB.

Emily Malin 30:06
Perfect. Perfect. Okay. We had a long one here. Sorry if my question has already been discussed. I have had successful experiences converting V3 to V4 firmware on IntelliWeb, but am told not to do the same thing the other way around. So V4 back to V3 since they might glitch and unlink objects. Will there be future fixes that IntelliWeb will be able to convert back and forth with no issues?

Brad Wyers 30:28
Probably not.
I would love to understand more of the use case why you would want to go from V4 back to V3 and flip-flop.

Emily Malin 30:36
upwards.

Brad Wyers 30:42
What we're trying to make sure that we maintain is a pathway to go from V3 into V4. That's the direction that, because what we're trying to support is a forward direction in the latest versions of firmware, because the latest versions of firmware are the most here, they got the most advanced features, so on and so forth. So that's the intent. So what I would prefer have happen is you could take the...
V3 controllers and move them into a V4 LTS build and there.

Emily Malin 31:17
Yep.

Brad Wyers 31:18
Eric, if you want to talk more about why it is that you need to go back and forth, I'm open to that discussion.

Emily Malin 31:26
Yeah, I put Brad's contact info at the top there, Eric. So if it is a specific thing, feel free and just connect with him offline on that one.
Any other questions here? I don't see any more in the chat. You guys can raise your hands if we have anything.

Brad Wyers 31:43
Either that means that I did a really good job explaining everything or no one cares.

Emily Malin 31:44
Malau.
I'm gonna say it's the first, for sure. Yeah, I mean...

Brad Wyers 31:51
Okay.

Emily Malin 31:56
Anything else? Gosh, we're going to finish early. If not, normally we have some chatty Kathy's in here. Oh, really good job. Okay. We're getting some good jobs. So maybe you actually, maybe you did a good job.

Brad Wyers 32:01
It's.
Good.
Maybe I did.

Emily Malin 32:10
We'll give everybody just a second to think if they have any other questions. But yeah, the link for the next webinar is around the architecture. It's up in the chat there earlier. So please definitely register for that. And then our final December webinars,

the reason that I allowed you guys to speak on this one, just checking to see how it worked is I think
we're going to try and do a ask an expert. So we'll do a 90 minute session where we'll have a lot of our PMs on here. So be on the lookout for that. And we're going to ask questions in advance. So we're definitely going to try and to see how that works to get some of your guys' questions answered in advance from all of our.
Heavy hitting PMs and see I knew I knew there'd be some that come in as I talk. So what's the expected date for firmware 4.22?

Brad Wyers 32:56
Erhart.
It's looking like early, early next year, so like January.
It kind of a little bit depends on what we get for beta feedback. So when we do get it, if you can join in on some beta testing for the specifically the con BT USB feature and stuff, that would be great.

Emily Malin 33:25
Okay, and then one more note here, I think it just says, would be helpful to add the dates of release to the individual versions on the firmware downloads page.
Sometimes the information is available. Yeah, so we could look at doing that.
Do you recommend upgrading firmware to V4 via Intelliweb remotely or still locally on site as before?

Brad Wyers 33:47
Um...
So when we start talking about speed.
Um...
The closer you are to the controller, the faster it is. So the recommendation is always have the controller right there. In fact, like USB firmware load is really good, right?
So, but is it possible to do? Yes. Is it the fastest? No, but...
The other thing is that when you do these things remotely, there is some inherent upgrade risk. And anybody you talk about.
IT industry, if you talk about any of those ones where you're doing like software updates and stuff like that, a lot of them would say you should have somebody that's able to recover the system somewhere along the line. We do our best to make sure

that we test all of these upgrades so that they're not, we're not giving it to you untested.
But there's always that one-off, like A1 packet gets missed or something like that and something goes huey or something like that. So our recommendation is always closer to the controller is better, but if you have to do it remotely, it should work.

Emily Malin 35:00
Andy says if it's a major chiller plant, if you update the firmware from hours and hours away, that's nuts. So.

Brad Wyers 35:06
Yeah, that's kind of...

Emily Malin 35:10
Does most communication bugs for V4 fall under LTS firmware?

Brad Wyers 35:18
Say that again.

Emily Malin 35:19
Do most communication bugs for V4 fall under LTS firmware?

Brad Wyers 35:26
Most communication bugs.

Emily Malin 35:29
Yeah, I don't really understand that.

Brad Wyers 35:30
Do you do so do you mean like if there's a if there's like a an issue with communicating with via BACnet with another device, does that fall under something critical enough to warrant an LTS release? Is that what we're talking about?

Emily Malin 35:51
Yes, if there's a fix for communication via BACnet, yeah.

Brad Wyers 35:52
Okay.
Again, this always everything is evaluated on its individual merit. So potentially, yes, if it's like a breaking thing that we can't work around. So if there is another workaround for it, that's, you know, a reasonable workaround that would that we would do ourselves.
then yeah, it may not, but that's kind of, we evaluated, like I say, on an individual basis, and if it warrants it, yes, it would get a LTS release.

Emily Malin 36:32
I think Josh is the question, does firmware upgrades also affect proviso? Josh, you can chime in if that's your question or if you have a second one.

Josh Cobain 36:40
I guess it's a two-parter, so I apologize. So just going back to the Red 5 field VAV controllers and Proviso app, I was just curious if there is like a known bug or something related to the firmware. So basically quick hand waving, trying to change the necessary parameters of the VAV controller through the Proviso app.
app, I was unable to change the MAC address for those guys directly using the Proviso app via the NFC connection. I was just curious for these new firmware revisions coming out, does that also affect the Proviso app as well? Because from my understanding, Brad, you're purely the firmware.
Gunturu on the Delta Controls, not the Delta app, so I was just curious if you could talk more about that.

Brad Wyers 37:29
I love the fact that Zach turned his camera on right on time. Thanks, Zach.

Zach Stevens 37:33
Yeah, yeah, so I guess that specific issue you're talking about, I'm not aware of that. I hope there's a tech support case on that, but with Proviso app, we will continue to support all firmware versions, no matter if they're long-term support or not. So.

Cody Stahmer 37:47

I didn't realize my camera was on for a minute there.
Texting all the home.

Zach Stevens 37:53
Sorry, somebody's talking. I don't know if...

Emily Malin 37:54
Yeah, see, this is why I don't let people unmute themselves.

Zach Stevens 37:58
Ha.
Yeah, I guess just to say that again, with Proviso, we'll support all new firmware versions, no matter if they're LTS or not. So the feature releases and stuff like that will be supporting them.

Josh Cobain 38:11
Beautiful. Thank you, Zach.

Nathan Hampton 38:13
For that specific issue, again, not familiar with it, similar to Zach, but I would just double check that it might be a two-step where you need to turn DNA off, apply it, and then try and change it because it might not let you because by default, DNA on field devices is enabled.

Josh Cobain 38:33
So in that particular example that I gave, yes, DNA was in fact enabled as well as the ability to force change the MAC address to some number below 100, for example. And when trying to use the Proviso app to send the changes, get the green check mark, awesome. And then I go to rescan the controller. It looks like it ate the number, but
and I scan, just double check, it went back to the default MAC address. So my workaround was to get 5 online, figure out what MAC address it thinks it is, then go to the system controller, go to the network tab, and change the MAC address that way. That was my workaround.

Nathan Hampton 39:17
Have you entered a TS case for this one?

Josh Cobain 39:21
I believe so. I will double check.

Nathan Hampton 39:25
That'd be great, thanks. So we can then track it down and resolve that issue in future if it is, yeah.

Emily Malin 39:33
We had a comment in the chats here that did say there was a bug with 4.19 for the Proviso app. Not sure if it's the same issue, but it was resolved in 420. So that could be also if you're not on 420.
Might be a potential there. One other question that we got, I'm curious about the firmware update methodology behind the scenes and what are the differences between the USB versus remote via Intelliweb? Are both processes identical once the device has the firmware file in its possession?
Or does the different delivery method also change how the firmware is applied to the controller?

Brad Wyers 40:12
Um...
Nathan, you might be able to give me a hand with this one, but I'm pretty sure that it's the same other than when you're going from V3 to V4.
So really the delivery method with the with firmware loader is how it delivers the firmware file and then how it sends the command for apply to get it to go through the update process. And part of the reason why we say like a lot of times when you get a failure of.
when you do to go to do a firmware update remotely, a lot of times what it is is that there's the drop packets when you're connected remotely because it is a UDP communication. There's only so many retries that we can do before it just says, hey, I can't get this large packet across whatever you're trying to send this through.
So, that's part of the reason why we say the closer you are, like USB, the when the

firm or when the controller boots, it sees the file and then it sucks it in and does the does the update. So, I hope that answers your question as to what the differences are, but there it largely it has to do with.
the data transport component of it.

Nathan Hampton 41:26
Yeah.

Emily Malin 41:26
OK, yeah, go ahead, Nathan.

Nathan Hampton 41:28
Yeah, just that the, yeah, the, it is largely the same as Brad said. If you're doing comparing the staged method where you do one task to transfer the firmware file and then another task to apply it, if you're using the kind of more traditional one where Eweb actually backs up the database, upgrades it on Eweb,
updates the firmware and then sends that upgraded database down. There is a little bit of a difference there in that the controller is not upgrading the database and you need to keep in mind that the controller will only be able to to upgrade a database from an LTS to LTS because we you know we don't have infinite memory.
for the controller to be able to store an infinite number of previous firmware versions to know how to upgrade every database on its own controller.

Emily Malin 42:23
I think another question came in on that. Do you use check sums to verify the file once it's there?

Brad Wyers 42:30
Yeah, and that's part of the reason why, like, when typically if there's a, if there's a lost, if there's a lost data when it goes to do the checksum, that's when you get the failure notice. It's part of the prevention of...
stopping the controller when it does a firmware update before it gets to a state where you can't recover the controller, right? So if it's got a bad image, it will do the checksum and say, oh, I got a bad image, and then you get a failure notice.
Again, this is on the upload and then apply, right, the two-step method.

As Nathan said, it's a bit of a different animal if you're doing the single step. Our recommendation is to always do the, wherever possible, is to always do the two-step, especially with broadcast MSTP that allows you to upload all of the files all at once. It really does.
should speed up the process as far as like you can set the upload for all the controllers, get all the files uploaded onto the controllers, and then later you can stage your update, your apply process, which is going to restart the controllers and stuff like that while you're there looking at it, and that process is a lot faster.

Emily Malin 43:54
Perfect.
Any other questions from anybody on this one? We did take it pretty, we got some good solid questions in here.
Anything else? I put the next webinar in there one more time for everybody to just go ahead and register for that. But if there's nothing else, we will give everybody 15 minutes of the day back. Brad, this was excellent. Going once, going twice. Oh, wait, I knew it.

Brad Wyers 44:20
Bricks.
I think that was, yeah.

Emily Malin 44:24
Oh, nope. Nope, he was trying to clap. He was trying to clap. Lawrence, did you have a question or were you actually trying to clap? I think he was just trying to, yeah, okay. Okay. Perfect. Okay, well, with that, we'll wrap up and yep, everybody be on the lookout for all this information later and go ahead and, oh, Andy, did you have something? Mr. Beverage?

Brad Wyers 44:29
Yeah.
Alright.
Thanks, everybody.

Emily Malin 44:46
You just want to chat.

Andy Beaveridge 44:46
Yeah, I just wanted to say, I just wanted to say that I don't have any comments. Thank you.

Emily Malin 44:50
Yeah.

Brad Wyers 44:52
I knew he was going to do that.

Emily Malin 44:52
This is, it's why I don't allow it. It's why, Zach, if you say the same thing, I'm out. I'm ending it.

Brad Wyers 44:55
The.
Thanks, everybody.

Emily Malin 45:01
That's it. All right, that's a wrap. Thanks, guys. Appreciate it. See you next time.

Josh Cobain 45:05
Thank you.

Quan An stopped transcription