`

Knowledge Base Article

Product Group: Electric Motor Test and Monitoring Equipment
Product: DX; DX15
Version: 1.2.5 and 1.1.6

Abstract

File system corruption may occur under certain conditions in heavily utilized SKF Static Motor Analyzer DX motor testers. The result of this condition is the user being unable to retrieve the test data stored on the unit. This knowledgebase article provides the procedure to update firmware on a DX motor tester to correct this problem.

Overview

SKF Static Motor Analyzer DX and DX-15 units may lose data stored on file system on certain heavily utilized units. A firmware update has been released to fix this problem.

The firmware upgrade path is shown in Figure 1:

Existing firmware version	Current Firmware version
1.2.x	1.2.5
1.1.x	1.1.6
1.0.x	Contact Tech Support Group File conversion required.

Figure 1. Firmware migration path

It is good practice to back up existing data on the machine to ensure data security in the event of anomalies during upgrade process. Follow the instructions in the user manual to save existing data prior to upgrading firmware.

1.2.x Firmware Upgrade Procedure

1. Download and unzip the updated 1.2.5 firmware files to a USB drive. These files are located to the right of this article in the Attachments section. [Figure 2]

   ➢ If this article is not being viewed from within the SKF Technical Support Self-Help Portal, please contact Technical Support for a copy of these files.

SKF Reliability Systems
5271 Viewridge Court * San Diego, California, 92123 USA
Telephone 1-800-523-7514 Web: www.skf.com
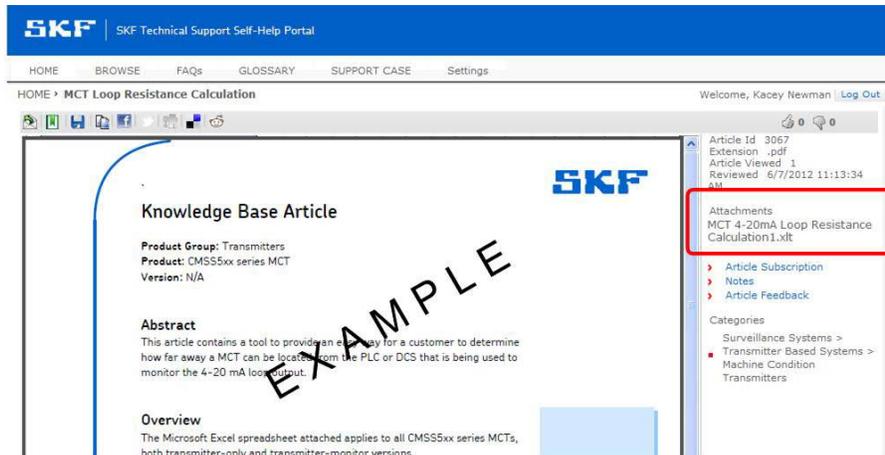
3830 Rev B
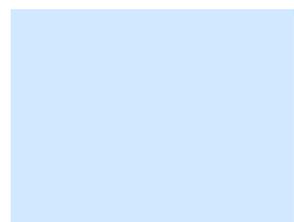Page 1 of 5

Figure 2. Attachments section in the portal

2. Check contents of USB drive to ensure all files unzipped into the root directory. Ensure that there is a file named "DXImage.out" in the USB root directory. If there is not, rename the file "DXImage_STD.out" to "DXImage.out".

3. Users with a black and white screen should rename the file in the USB root directory named "DXImage_LTD.out" to "DXImage.out" at this time.

4. Place the USB drive in the USB connection on the DX unit.

5. Turn off power to the unit, if not already turned off.

6. Press and hold the Push to Test button and turn on the power to the machine. Hold the Push to Test button pressed until a menu box appears on the screen.

7. Use the Push to Test button to navigate the selection arrow on the left hand side of the menu box to the 'Flash Update' selection.

8. Press anywhere on the touchscreen. The firmware will update and the machine will prompt the user to restart the machine when the flash update is complete.

9. Turn off power to the unit, if not already turned off.

10. Press and hold the Push to Test button and turn on the power to the machine. Hold the Push to Test button pressed until a menu box appears on the screen.

11. Use the Push to Test button to navigate the selection arrow on the left hand side of the menu box to the 'Load Image' selection.

SKF Reliability Systems
5271 Viewridge Court * San Diego, California, 92123 USA
Telephone 1-800-523-7514 Web: www.skf.com

3830 Rev B
Page 2 of 5

`

12. Press anywhere on the touchscreen. The icons will be updated and the machine will prompt the user to restart the machine when the image update is complete.

13. Turn off power to the unit, if not already turned off.

14. Press and hold the Push to Test button and turn on the power to the machine. Hold the Push to Test button pressed until a menu box appears on the screen. Use the Push to Test button to navigate the selection arrow on the left hand side of the menu box to the 'Select Language' selection. Press anywhere on the touchscreen. Another dialog box will appear with language options. Use touchscreen to select the appropriate language. Select the ✓ (checkmark) icon. Language strings will update and the user will be prompted to Restart DX.

15. This completes the 1.2.5 firmware upgrade process.

1.1.x Firmware Upgrade Procedure

1. Download and unzip the updated 1.1.6 firmware files to a USB drive. These files are located to the right of this article in the Attachments section. [Figure 2]

   ➢ If this article is not being viewed from within the SKF Technical Support Self-Help Portal, please contact Technical Support for a copy of these files.

2. Check contents of USB drive to ensure all files unzipped into the root directory. Ensure that there is a file named "DXImage.out" in the USB root directory. If there is not, rename the file "DXImage_STD.out" to "DXImage.out".

3. Users with a black and white screen should rename the file in the USB root directory named "DXImage_LTD.out" to "DXImage.out" at this time.

4. Place the USB drive in the USB connection on the DX unit.

5. Turn off power to the unit, if not already turned off.

6. Rotate the Voltage Level knob anticlockwise and turn on the power to the machine. Hold the Voltage Level knob rotated until a menu box appears on the screen.

7. Rotate the Voltage Level knob anticlockwise to navigate the selection arrow on the left hand side of the menu box to the 'Flash Update' selection.

SKF Reliability Systems
5271 Viewridge Court * San Diego, California, 92123 USA
Telephone 1-800-523-7514 Web: www.skf.com

3830 Rev B
Page 3 of 5

`

8. Rotate the Voltage Level knob clockwise past the neutral position. The firmware will update and the machine will prompt the user to restart the machine when the flash update is complete.

9. Turn off power to the unit, if not already turned off.

10. Rotate the Voltage Level knob anticlockwise and turn on the power to the machine. Hold the Voltage Level knob rotated until a menu box appears on the screen.

11. Rotate the Voltage Level knob anticlockwise to navigate the selection arrow on the left hand side of the menu box to the 'Load Image Data' selection.

12. Rotate the Voltage Level knob clockwise past the neutral position. The icons will be updated and the machine will prompt the user to restart the machine when the image update is complete.

13. Turn off power to the unit, if not already turned off.

14. Rotate the Voltage Level knob anticlockwise and turn on the power to the machine. Rotate the Voltage Level knob anticlockwise to navigate the selection arrow on the left hand side of the menu box to the 'Load String Table' selection. Rotate the Voltage Level knob clockwise past the neutral position. String table will update and the user will be prompted to turn power off to the machine.

15. This completes the 1.1.6 firmware upgrade process.

Troubleshooting

Problem	Solution
"Error Opening Image File. Operation Not Completed" This error message indicates the DX microprocessor cannot open the file DXImage.out from the USB drive.	Most common solution is to retry the process with a different brand of USB drive.

SKF Reliability Systems
5271 Viewridge Court * San Diego, California, 92123 USA
Telephone 1-800-523-7514 Web: www.skf.com

3830 Rev B
Page 4 of 5

`

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by e-mail at TSG-CMC@skf.com.

SKF Reliability Systems
5271 Viewridge Court * San Diego, California, 92123 USA
Telephone 1-800-523-7514 Web: www.skf.com

3830 Rev B
Page 5 of 5