How to Upgrade a TCG E Series clock with FW: 2.01

Upgrading a clock with FW2.01 is required to be done in stages due to the changes in firmware over time. During this process the clock will lose any licenses and they will need to be regenerated. For this, please contact Technical support with a screen shot of the network tab of the configuration tool.

The first step is to upgrade the clock to F2.15r, 2.037. This upgrade can be found here: https://tekron.com/assets/Uploads/Technical-Support/Firmware/UniversalUpgradeTool-1.0.12-F2.15-E1.13-T2.037.zip
(Note: Follow the instructions in the upgrade procedure provided in the pack.)

The next step is to upgrade to the latest firmware for the clock which can be found on our website or from here: https://tekron.com/dmsdocument/159

Note: The configuration tool II cannot support legacy firmware communication (Ethernet (RCM) firmware earlier than 2.014). If you cannot discover the clock, try using the legacy configuration tool downloadable from here: https://tekron.com/assets/Uploads/Technical-Support/Software-Tools/TekronConfigTool-3.1.15.1-Beta.zip

Troubleshooting steps:

1. If the upgrade fails at any point, restart the clock and take note what the firmware reported by the clock is on the front panel. Also connect to the clock with the configuration tool and record what the Ethernet module firmware (RCM) is.
2. Re-run the upgrade, if either don't match the target firmware.
3. If the clock firmware continues to fail, download the serial upgrade tool, and upgrade via a serial cable. Note: A USB-to-Serial converter can be used, but not guaranteed to work.
4. If the clock continues to fail the upgrade, please contact Tekron International's technical support with a list of steps attempted and the current firmware of the clock. Support can be reached at support@tekron.com
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