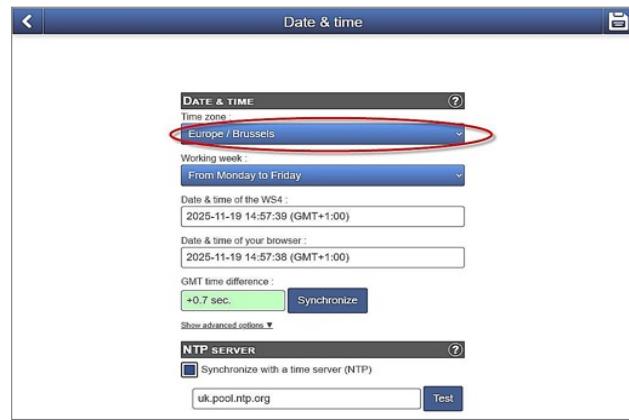


➤ Troubleshooting the WS4 firmware update failure

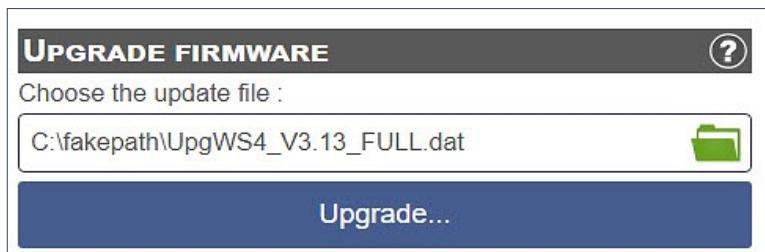
APPLICATION NOTE

Web Access - C25

1. During FW upgrade at the WS4 from an older firmware version (3.11 and below) to the latest firmware version 3.13, if message appear "Corrupted file error", the time zone of the WS4 Controller must first be set to "Time zone" Europe/Brussels.



2. Then firmware upgrade to FW 3.13 can be performed.



3. After the WS4 is upgraded to firmware 3.13, the WS4 must be set to the time zone that corresponds to its physical location.

