



# Cycle Updater

User Manual

01/2013, Edition 1





# Table of Contents

---

<b>Section 1 Overview</b> .....	3
<b>Section 2 Install the software</b> .....	5
<b>Section 3 Updating</b> .....	7
<b>Section 4 Troubleshooting</b> .....	9
<b>Section 5 USB Serial Adapter Detection</b> .....	11



# Section 1 Overview

---

Cycle Firmware Updater is a program to update the firmware in WET Labs Inc. Cycle nutrient sensors. It currently only supports firmware updates from version 1.03 to 1.04.



## Section 2 Install the software

The distribution file for installing the Cycle Updater software can be downloaded from the Software tab of the Cycle Updater product page on the WET Labs web site <http://www.wetlabs.com/software/cycle-firmware-updater>.

1. Make a WETLabs folder in C:\Program Files(x86) on Windows Vista, Windows 7 or Windows 8 or in C:\Program Files for earlier versions of Windows.
2. Make a CycleUpdater sub folder in the WETLabs folder from the previous step.
3. Navigate to the downloaded zip file.
4. Right-click on the CycleUpdater.zip folder and choose **Extract All...**
5. Extract the files to **C:\Program Files (x86)\WETLabs\CycleUpdater**.

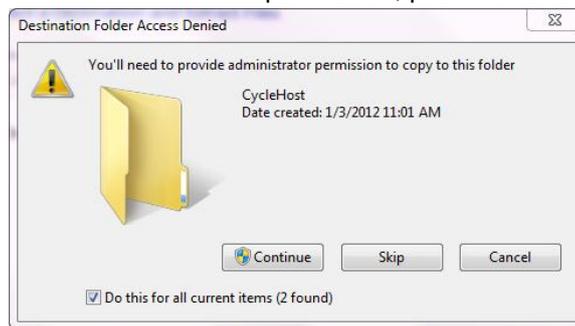
### Select a Destination and Extract Files

Files will be extracted to this folder:

C:\Program Files (x86)\WETLabs\CycleUpdater

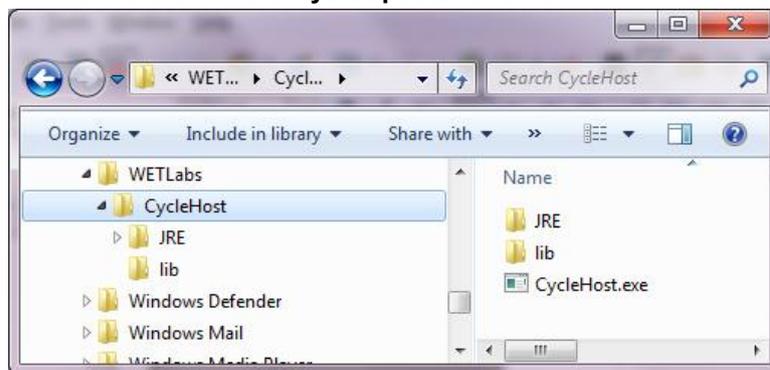
Show extracted files when complete

6. If asked for Administrator permission, push **Continue**.



The Cycle software files will "unzip" from the distribution file.

7. Go to the main program file.
8. Double-click on the **CycleUpdater.exe** file.



9. If a Windows security warning is shown, push **Run** to continue to install the Cycle Updater software.

## Install the software

---



## Section 3      Updating

---

The following steps detail the basic procedure for using the Cycle updater program.

1. Connect the first Cycle to be updated to a serial COM port on the computer that the Cycle updater program has been installed on.
2. Provide power to the Cycle.
3. Exit the Cycle Host program if it is currently running and using the port that the Cycle has been connected to.
4. Run the Cycle updater program.
5. Select the COM port from the drop down list on the **Select A Port** dialog. If no COM ports are detected, a message dialog will appear. Should this happen please refer to the [Troubleshooting](#) on page 9 section.
6. Click on the **OK** button. The update process should begin. Messages will appear as the update progresses.
7. Wait for the update process to complete. If the updater encounters an issue it will be reported via a popup message. Should an error occur, please refer to the [Troubleshooting](#) on page 9 section. A popup message will also appear asking if you would like to save the results into a session file, even if the update was successful. Saving a session file is optional, but will help WET Labs support personnel in troubleshooting installation errors. These files could also be useful to maintain a record of when a Cycle was updated. The last line in the session message area will indicate whether the update was successful or not.
8. Turn off power to the Cycle.
9. Disconnect the Cycle.
10. If you have additional Cycles to be updated, it should not be necessary to restart the updater program. After connecting and applying power to the next Cycle, select **File| Update** from the menu bar or **CTRL-U** to restart the update process.
11. Exit the updater program



## Section 4 Troubleshooting

Should you encounter issues while using the updater, please try the following remedies. If you encounter an issue that is not covered here, or these remedies are not successful, please contact WET Labs Cycle support at [cyclesupport@wetlabs.com](mailto:cyclesupport@wetlabs.com).

Issue	Possible cause	Remedy
No COM ports are detected	USB serial adapter not fully inserted	Unplug and reinsert USB serial adapter (see <a href="#">USB Serial Adapter Detection</a> on page 11). Exit and restart the updater program and try again.
No COM ports are detected	USB serial adapter not functioning	Try another USB port or serial adapter(see <a href="#">USB Serial Adapter Detection</a> on page 11).
Com port reported as still being in use after an update was just completed	USB serial adapter does not release properly.	Some USB serial adapters have been observed to not allow consecutive updates. Exit and restart the updater program and try again.
Port in use by another application message	Another program has the port open	Close the other program and try again.
Unit does not respond	No communications	Check cable connections, instrument power and verify the correct COM port has been selected
Launch4j popup reports "This application was configured to use a bundled Java Runtime Environment but the runtime is missing or corrupted" when the program is started.	The user has attempted to run the updater from within the zip file.	Ensure that the distribution zip file has been extracted into a directory on a disk drive (hard drive or USB drive).
Launch4j popup reports "This application was configured to use a bundled Java Runtime Environment but the runtime is missing or corrupted" when the program is started.	The distribution zip file was not extracted properly, or the JRE directory was deleted or corrupted.	Re-extract the distribution zip file into a directory on a disk drive (hard drive or USB drive).
Transfer failure	Interrupted power to or communication with Cycle	Remove power from Cycle for 10 seconds, reapply power and try updating again using the <b>File Update</b> menu option or <b>CTL-U</b> . If the issue persists, contact WET Labs Cycle Support.
Indicates transferring application or installer, but nothing happens	Not waiting long enough	Due to synchronization of the file transfer and the size of the files, it can take as long as 20 seconds before the progress bar shows any change. If 30 seconds have elapsed with no apparent change, remove power from Cycle for 10 seconds, reapply power and try updating again using the <b>File Update</b> menu option or <b>CTL-U</b> . If the issue persists, contact WET Labs Cycle Support.
Unable to update from currently installed version	The updater is not compatible with the currently installed firmware	Contact WET Labs Cycle support
Installer Failure: Application error	The application file on the Cycle is corrupted.	Rerun the update again using the <b>File Update</b> menu option or <b>CTL-U</b> . If the issue persists, contact WET Labs Cycle Support

## Troubleshooting

---

Issue	Possible cause	Remedy
Installer Failure: Restore2Error	The Restore2.run installer file on the Cycle is corrupted.	Select the <b>Options Force Restore2 Xfer</b> menu item check box and rerun the update again using the <b>File Update</b> menu option or <b>CTL-U</b> . If the issue persists, contact WET Labs Cycle Support
Installer Failure: HeaderError	The application file on the Cycle is corrupted.	Select the <b>Options Force App Xfer</b> menu item check box and rerun the update again using the <b>File Update</b> menu option or <b>CTL-U</b> . If the issue persists, contact WET Labs Cycle Support
Installer Failure: RestoreAborted	An undetectable issue is preventing the update from completing	Contact WET Labs Cycle support

## Section 5 USB Serial Adapter Detection

---

This program does not detect the addition or removal of USB serial ports while it is running. If USB serial adapter changes are made, the program must be exited and restarted to detect the changes in port availability.





**WET Labs, Inc.**  
P.O. Box 518  
Philomath, OR 97370 U.S.A.  
Tel. (541) 929-5650  
Fax (541) 929-5277  
[www.wetlabs.com](http://www.wetlabs.com)

