

## Service Bulletin

Bulletin No: SB-0027-19-350-FS      Effective Date: 12-16-2019      Type: Instruction

### Subject: Remotely rebooting the flexSCADA device (Power Cycle)

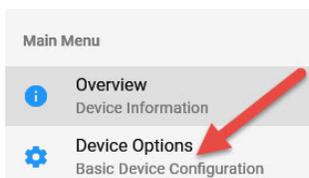
#### Scope

This service bulletin addresses how to remotely reboot the flexSCADA Q-line of products.

#### Background

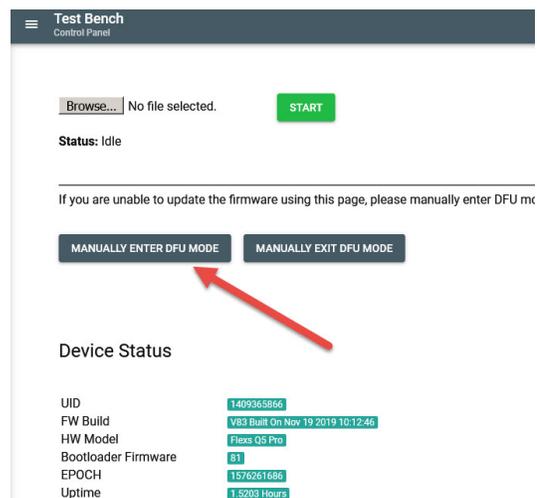
It may be necessary on occasion to remotely ‘reboot’ the flexSCADA device (i.e. if the device has been deployed to the field and is physically inaccessible). Here are the steps to conduct a remote reboot via the webhost.

#### Procedure



On the left-hand side of the webhost, select the *Device Options* page. This will bring you to the main device options for the device.

On the *Device Options* page, scroll down and select the *Update Firmware* option. A new screen will load with the option to automatically load files or to enter what is known as DFU (Data File Upload) mode. Select the option titled *Manually Enter DFU Mode* and select **confirm** when prompted to. This will cause the prompt to disappear.



It may appear that nothing has happened at this point. The next step is to manually reload the page. To reduce a reload error, remove the string /fw-update from the end of the address bar and hit go.

This will load a generic screen with a login prompt. Enter the pass word for your device in the prompt and hit OK. The prompt should disappear leaving a simple white background with black text interface.

Near the top of the page will be an option titled **Boot OS / Exit DFU**. Select this option. The page will then show that the device is rebooting the OS and it should restart in approximately 5 seconds. After this time has elapsed, the screen should automatically reload back to the main login page for the flexSCADA webhost. Reenter the password for the device to log in.

After successfully logging in, on the right hand side of the Webhost there should be an option titled *Device Status*. Selecting this option should bring up a status of the device, including the **uptime**. As the device has just been restarted, this number will show how long since the device successfully returned to main operational status. The power cycle or remote reboot of the device is now complete.

For more information please contact Mission Critical Energy at (716) 276-8465 or visit us at [www.missioncriticalenergy.com](http://www.missioncriticalenergy.com).

## Flex Q5 in DFU mode

You are connected right now over an INSECURE connection, we do not recommend

[Boot OS / Exit DFU](#)



Upload new firmware  No file selected.

### Log

Exiting DFU mode in 275 seconds

### System Information

UID	1409365866
Hardware	V5500
Software	V81 Built On Apr 15 2019 20:42:34