



## Knowledge Base Articles

### Wireless Gateway Firmware Updates

Article ID: **NK-1800-0107**  
Publish Date: **04 Oct 2024**  
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Article Type: **Product Revision/Release**  
Required Action: **As Needed**

#### Recent Article Revision History:

Revision/Publish	Description of Revision
04 Oct 2024	Added SSU v1.2.16.0 and updated the download link for AMS Wireless Configurator v14.5 FP2

(See end of article for a complete revision history listing.)

#### Affected Products:

Product Line	Category	Device	Version
DeltaV	Network	VE4014E Wireless Gateway	4.2.9 or newer
Rosemount Measurement	WW-Integrated Device Solutions	1410 Emerson Wireless Gateway	4.2.9 or newer
Rosemount Measurement	WW-Integrated Device Solutions	1410D Emerson Wireless Gateway and 781 Field Link	4.2.9 or newer
Rosemount Measurement	WW-Integrated Device Solutions	1420 Emerson Wireless Gateway	4.2.9 or newer

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# 1 Introduction

This Knowledge Base Article, **NK-1800-0107**, outlines the procedure to upgrade the Wireless Gateway to the latest firmware release.

## 2 Release Information

The latest firmware release is **4.8.7**. The firmware release includes the following update(s):

### 2.1 Major Changes

- Improved reliability of upgrade and restore processes.
- Updated 9530 units.

The following firmware versions are superseded by firmware 4.8.7.

Firmware version	Release Information
4.8.5	Improved stability of Gateway when sharing a network with devices that use IPv6 protocol, and improved reliability of 781 connection for 1410D Gateways.
4.8.2	Security improvements addressing Cybersecurity Notification EMR.MSOL22002-1
4.8.1	Addresses Cybersecurity Notification EMR.MSOL22001-1 and includes other security improvements.
4.7.105	This release provides general useability and compatibility improvements. This includes UDP session handling improvements. Refer to KBA <a href="#">NK-2100-0192: Rosemount Smart Wireless Gateway 1410/1420 With Firmware 4.7.x and Newer May Have Communication Issues With DeltaV.</a>
4.7.100	This release addresses security vulnerabilities outlined in EMR.RMT21001-1.
4.7.94	This release addresses major fixes for redundancy pairing, 781A detection failures and new product support (Location Awareness, AMS 9530 and Pentair 3000).
4.7.90	This release addresses a general security fix with VLAN feature
4.7.84	This release adds LDAP and downstream HART support, updates security and additional small bug fixes.
4.7.75	This release adds reliability variables, updates general security and additional small bug fixes.
4.7.68	This release fixes a compatibility issue with the WirelessHART Gateway and PlantWeb Insight. If you are running version 1.5 of PlantWeb Insight, you need to have your Gateway updated to the 4.7.68 firmware.

**Table 2-1: Superseded Firmware Versions**

### 2.2 Firmware Version 4.8.7

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**Note:** A Guardian account is required in order to download the files in this section. Please refer to **Section 9** on how to setup your Guardian account.

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#### 2.2.1 Software Terms of Use

Download the latest firmware version through the link below. For the installation procedure, refer to **Section 5 Upgrade Procedure** in this document.

[https://gsuds.emerson.com/pickup/PSG/Software\\_Update\\_Terms\\_of\\_Use.pdf](https://gsuds.emerson.com/pickup/PSG/Software_Update_Terms_of_Use.pdf) (Size: 16 KB)

## 2.2.2 Wireless Gateway Firmware 4.8.7 Release Notes

[https://gsuds.emerson.com/pickup/PSG/4.8.7\\_RELEASE\\_NOTES.pdf](https://gsuds.emerson.com/pickup/PSG/4.8.7_RELEASE_NOTES.pdf) : (Size: 28 KB)

Checksum: ABBEDE06938C089CC2FC3B5C1D77394485595EF5538C944FE10D2C96CD71DC40

## 2.2.3 Wireless Gateway Firmware 4.8.7

<https://gsuds.emerson.com/pickup/PSG/epm-1420-4.8.7-release.zip> : (Size: 55713 KB)

Checksum: 23F9F9F061ED1E83887B2CE0FC5BB0A2A2130A12B7AF9FB4243E6AAC3B7918FF

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**Important:** This upgrade will not allow you to save passwords via the web browser. Make sure to have these passwords available. Do not unzip the software before the upgrade.

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## 2.3 General Information

### 2.3.1 Wireless Gateway Manual

Refer to the links below for the latest Wireless Gateway manuals.

- **1420 Manual**

<https://www.emerson.com/documents/automation/manual-smart-wireless-gateway-en-87246.pdf> (Size: 2.36 MB)

- **1410 Manual**

<https://www.emerson.com/documents/automation/manual-emerson-smart-wireless-gateway-1410-en-77632.pdf> (Size: 2.82 MB)

### 2.3.2 User Interface Terminology Guide

Refer to the link below for the latest version of the **User Interface Terminology Guide**.

<https://www.emerson.com/documents/automation/manual-supplement-emerson-smart-wireless-gateway-user-interface-terminology-guide-for-firmware-revision-4-5-en-79866.pdf> (Size: 2.96 MB)

### 3 Warnings

- ⚠ This upgrade can only be performed on production version Gateways with firmware revision 4.2.9 or newer.
- ⚠ This upgrade cannot be applied to Gateways with a higher firmware version (i.e., cannot downgrade the firmware).
- ⚠ During the upgrade process, the Gateway will be restarted. This will result in the temporary loss of communications to all devices on this Gateway.
- ⚠ Take all necessary precautions to ensure the Gateway and PC do not lose power during the upgrade process. A loss of power may result in an unrecoverable error.
- ⚠ Please close all other applications while performing a firmware upgrade.
- ⚠ Do not close the web browser window or navigate to another web page during the upgrade process.
- ⚠ This upgrade will not allow you to save passwords via the web browser. Please be sure to have these passwords available.
- ⚠ Factory default passwords are recommended to be changed, however lost passwords cannot be recovered and require a hardware reset.
- ⚠ Gateway interface browsers are limited to 6 sessions at one time.
- ⚠ Recent versions of the following browsers are supported and recommended: Internet Explorer, Chrome browser, Mozilla Firefox, and Microsoft Edge.
- ⚠ After the upgrade, you may need to clear cache or cookies if there is a difficulty logging into the browser.

### 4 System Backup

A system backup should be performed before any upgrades or configuration changes. Follow the procedure below to perform a system backup.

1. Log in to Gateway using the admin user account.
2. From the navigation menu, go to **System Settings → Gateway → Backup and Restore**.
3. Click **Save Backup**.
4. Wait for the Gateway to collect configuration parameters.
5. Click **Download**.
6. Save the file in a user selected folder.

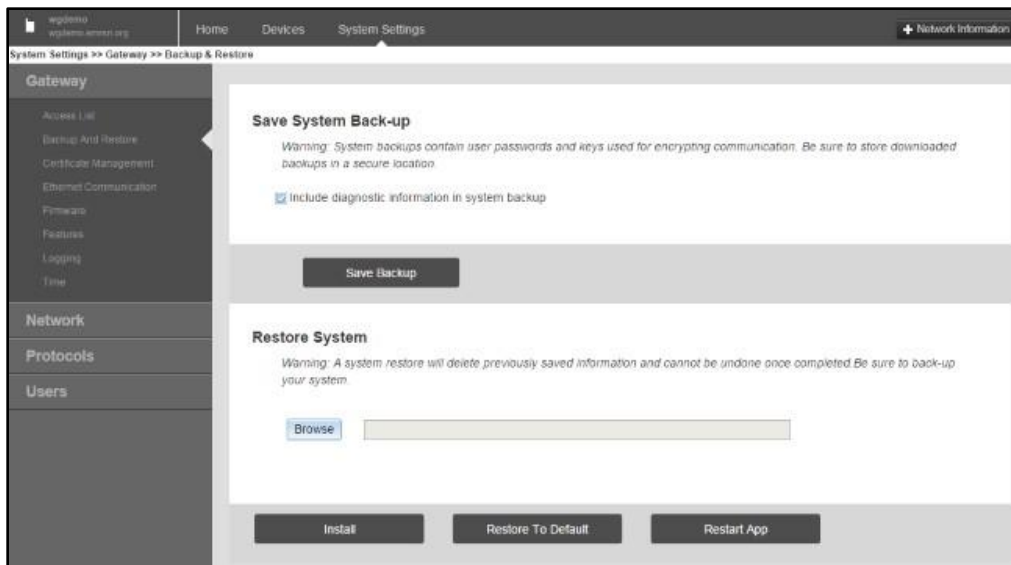


Figure 1: Save System Back-up Screen

## 5 Upgrade Procedure

### 5.1 Start Firmware Upgrade

Everything needed to upgrade the Gateway firmware is contained in a zip file provided by Emerson. This file is digitally signed to prevent tampering. The zip file should not be unzipped.

Follow the steps below to start the firmware upgrade.

1. Log into the Gateway using the admin user account.
2. From the navigation menu, go to **System Settings** → **Gateway** → **Firmware** as shown in Figure 2.

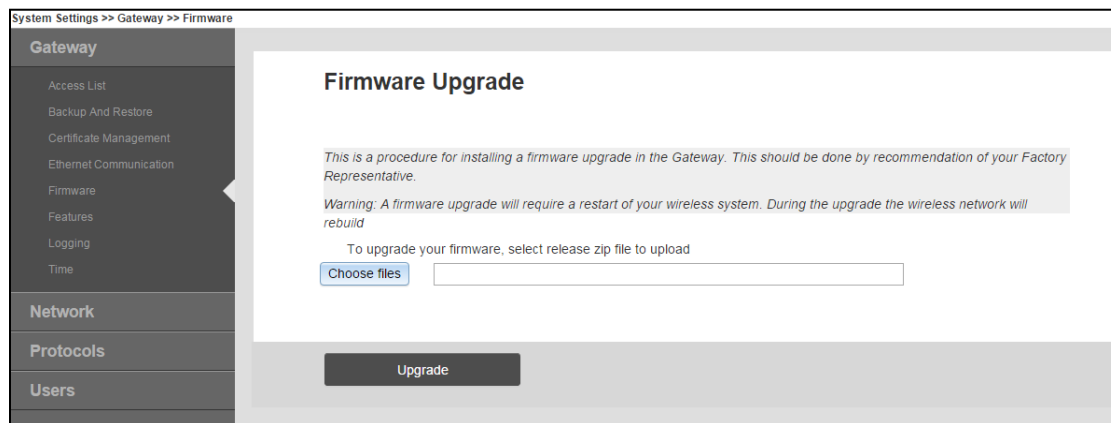


Figure 2: Firmware Upgrade Screen

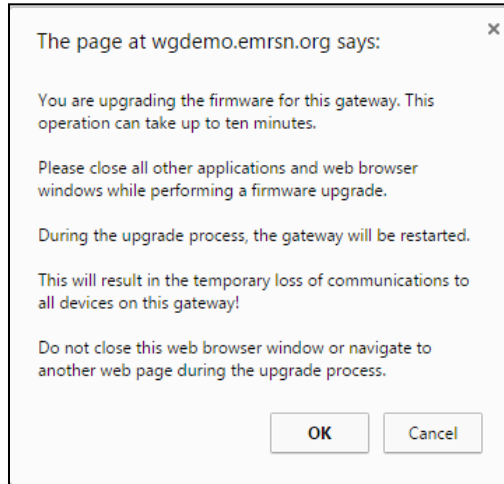
3. Click **Choose files**.
4. Read the terms of use for the upgrade file.  
[https://gsuds.emerson.com/pickup/PSG/Software\\_Update\\_Terms\\_of\\_Use.pdf](https://gsuds.emerson.com/pickup/PSG/Software_Update_Terms_of_Use.pdf) (Size: 16 KB)
5. Using the browse window, select the zip file for the new firmware.

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**Note:** In this upgrade, the security setup utility will also need to be updated. Refer to **Section 7: Upgrade to the Latest Secure Setup Utility**.

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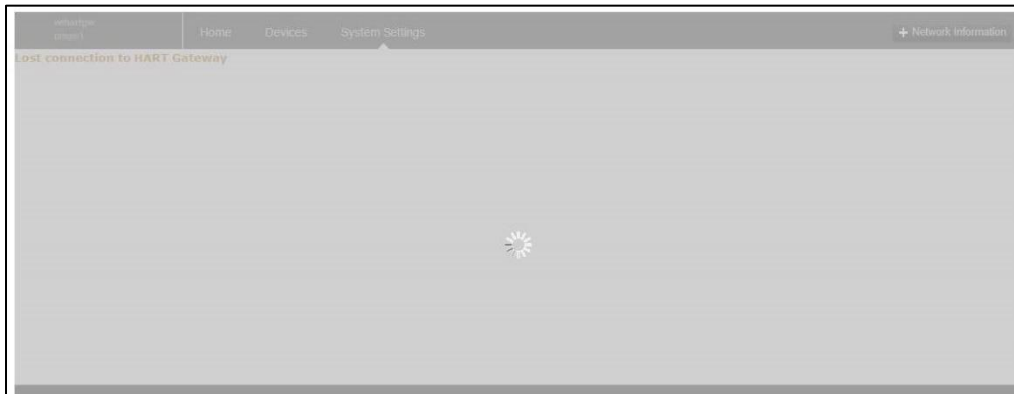
6. Click **Upgrade**.
7. Click **OK** when the warning message in Figure 3 appears.



**Figure 3: Upgrade Warning Message**

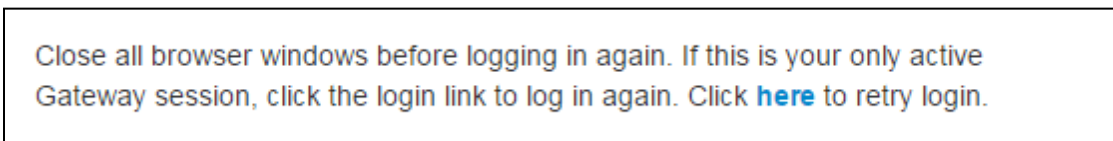
At this point, the Gateway will upload the new firmware file. There will be no feedback from the web browser for 1-2 minutes while the file is being uploaded.

Once the file has been uploaded, the Gateway will validate the file. A progress window will appear as shown in Figure 4. It will take approximately 10 minutes to complete this part of the upgrade process.



**Figure 4: Installation screen**

When the installation is finished, the Gateway will automatically restart. Once the restart is complete, a message from webpage will appear (See Figure 5). Follow the instruction in the dialog box to open the Login Screen (See Figure 6).



**Figure 5: Retry login message**

## Unlock?

Please enter your password to unlock this section.

Username

Password

Do not attempt to log on unless you are an authorized user. Unauthorized access will be prosecuted to the fullest extent of the law.

**Figure 6: Login screen**

## 6 Verify New Firmware

Once the upgrade process is complete, verify the new firmware by logging in to the Gateway and checking the version number. The firmware revision in the upper left corner should show the latest firmware release. Refer to **Section 2** for the latest firmware version.

**Wireless Gateway**  
Version: 4.8.7

admin (admin)   About   Help   Logout

wgdemo4  
wgdemo4

Home   Devices   System Settings

### Notifications

**Tasks**

No Pending Tasks

**Unreachable**

No results found.

**New**

Recently Added(last 5 devices)	Date Added	Current PV
No New Devices.		

**Changes**

Description	From	To	Requested	Status
Performing a system backup.			12/05/23 13:14:12	✓
Performing a system backup.			12/05/23 12:28:30	✓
Performing a system backup.			12/05/23 07:52:50	✓
Performing a system backup.			12/05/23 07:06:00	✓
Performing a system backup.			12/05/23 02:24:53	✓

**All Devices**

0

**Live**

0

**Unreachable**

0

**Power Module Low**

0

**Gateway Load**

0%

**Network Best Practices**

5 devices within range of gateway 0%

[Go to Devices](#)

25% devices within the single hop of gateway 0%

[Go to Devices](#)

**Figure 7: Revision number**

## 7 Upgrade to the latest Secure Setup Utility

Follow the steps below to upgrade the **Secure Setup Utility (SSU)** to the latest version (version 1.2.15.1).

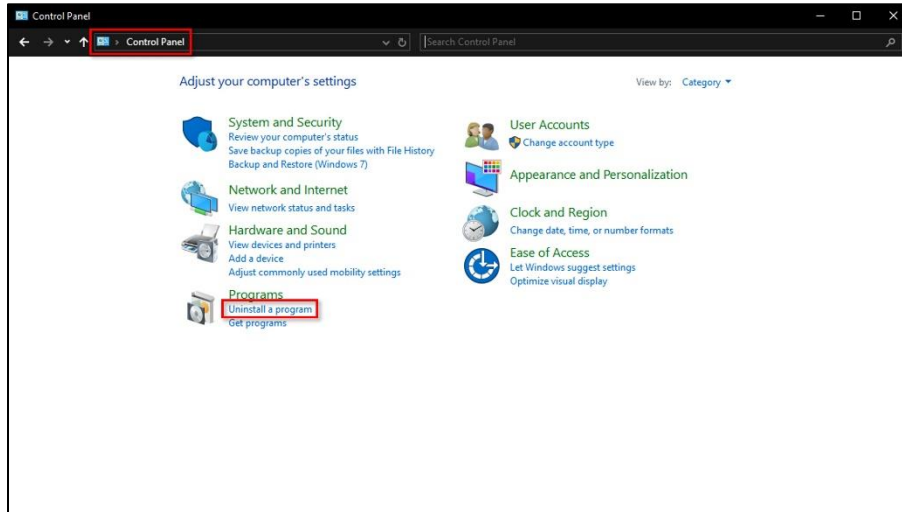
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**WARNING:** Gateway firmware must be upgraded to Version 4.8.1 or later **before** SSU can be upgraded to Version 1.2.15.1. Failure to upgrade Gateway prior to SSU upgrade will cause incompatibility between Gateway and SSU.

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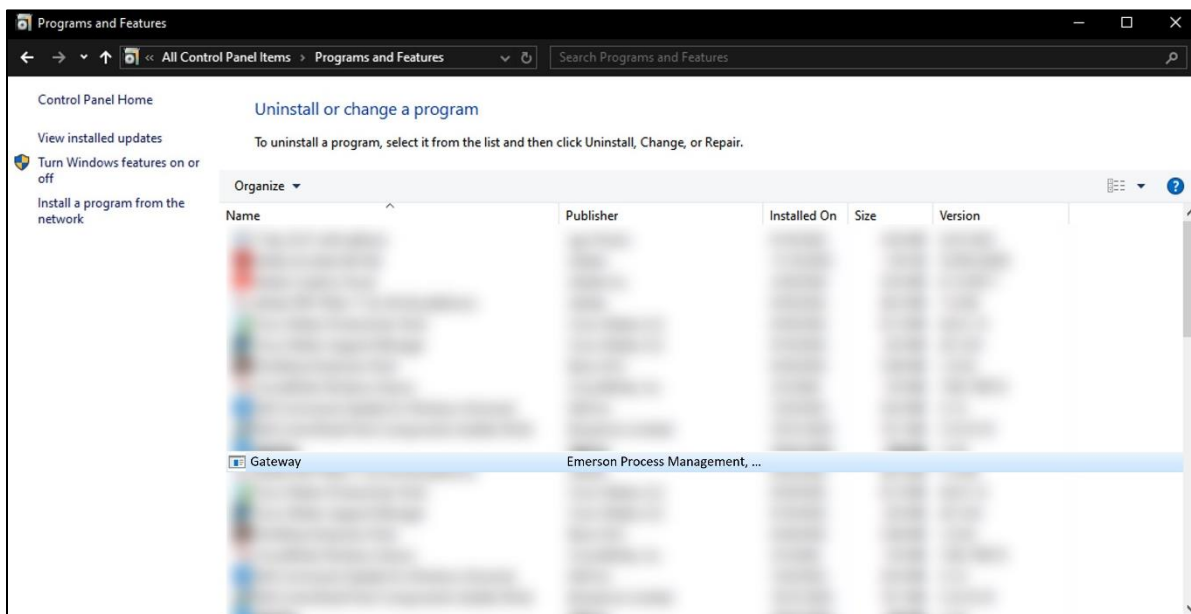


1. Uninstall the current version. The software will be uninstalled but the configuration files will remain.
2. Navigate to **Control Panel** → **Programs** → **Uninstall a program**.



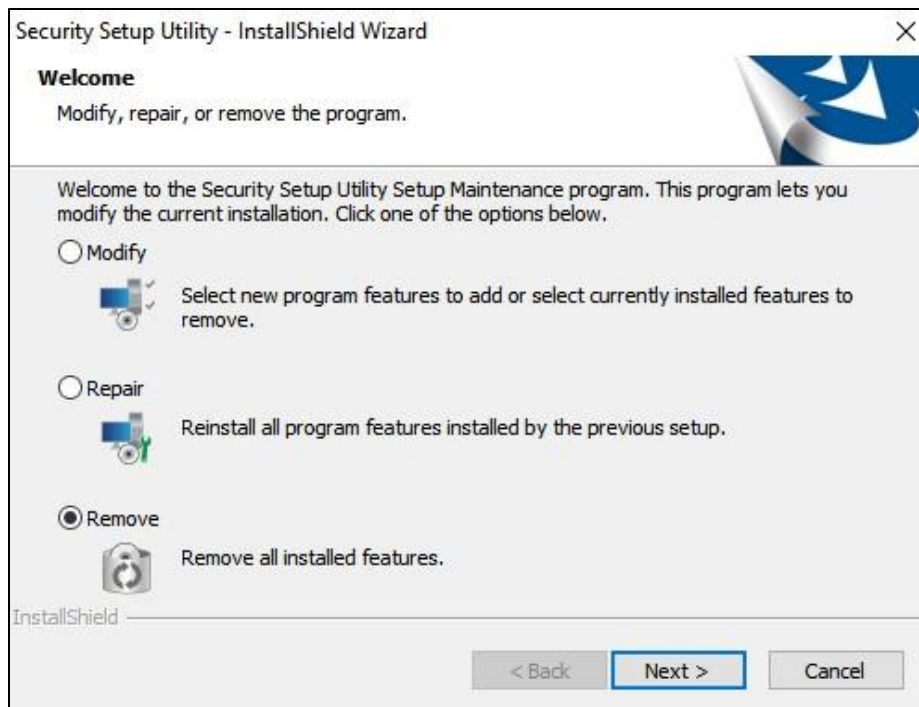
**Figure 8: Control Panel - Uninstall a program**

- In the table of installed programs, select **Gateway**.



**Figure 9: Control Panel - Uninstall Secure Setup Utility**

- In the pop-up window select **Remove**.



**Figure 10: Gateway - InstallShield Wizard**

3. After the wizard removed the program, download the latest version of Secure Setup Utility from this link:

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**WARNING:** Confirm Gateway Firmware is Version 4.8.1 or later **before** installing Version 1.2.16.0 of SSU. Failure to have Gateway Firmware Version 4.8.1 or later will cause incompatibility between Gateway and SSU.

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- Release notes

[https://gsuds.emerson.com/pickup/PSG/SSU\\_1.2.16.0\\_RELEASE\\_NOTES.pdf](https://gsuds.emerson.com/pickup/PSG/SSU_1.2.16.0_RELEASE_NOTES.pdf) : (Size: 71 KB)

Checksum: 0C92E162C1F361A91F7B5583A68A803C210155EF9539153C53E5F6D79AE18063

- Installer file

[https://gsuds.emerson.com/pickup/PSG/X420\\_SETUP\\_1.2.16.0.zip](https://gsuds.emerson.com/pickup/PSG/X420_SETUP_1.2.16.0.zip) : (Size: 249079 KB)

Checksum: 329A429E408EFF312A40F56C49EEFB0346DD2B8944EDA47DDA082BDB193509CE

4. Navigate to **setup.exe** in the **Secure Setup Utility** download.
5. Follow the steps to reinstall the secure setup utility. Once the setup is complete, verify that all previous connections are established.

## 8 Download the latest AMS Wireless Configurator

The following download link will provide AMS Wireless Configurator Version 14.5 FP3. A Guardian account is needed to download. If you do not have a Guardian account, an account request can be made by following the procedure outlined in **Section 9**.

[https://gsuds.emerson.com/pickup/PSG/AMSWiCfg14\\_5b.iso](https://gsuds.emerson.com/pickup/PSG/AMSWiCfg14_5b.iso) : (Size: 3215878 KB)

Checksum: A4915D42FE27ABCC49B7247934DE7BF5E961E051B6F212A2F8F2FA557837E644

Once downloaded, extract the .iso file to your computer and run the AMSWirelessConfigurator\_Setup.exe wizard to complete the installation.

## 9 Setting up your Guardian Account

In order to download files in **Section 2.2**, user needs to have a Guardian Account. Follow the instructions below on how to request this account.

1. Email Guardian.Info ([Guardian.Info@Emerson.com](mailto:Guardian.Info@Emerson.com)) with the following info (subject: Guardian Account for WirelessHART Gateway Firmware Download)
  - o Enterprise Name:
  - o Company Name:
  - o Email Address:
  - o First Name:
  - o Last Name:
  - o Primary Phone Number:
  - o Company Address:
  - o WirelessHART Gateway Serial Number:
2. Once confirmed, an email will be sent containing your username and initial password.
3. Log in to the Guardian website (<https://guardian.emerson.com>) to change your initial password.
4. You can now use your Guardian Login Credentials in downloading your WirelessHART Gateway Firmware.

## 10 Technical Support

For technical assistance, contacts are listed below:

### 10.1 Global Service Center

Services are delivered through our global services network. To contact your Emerson local service provider, click [Contact Us](#). To contact the Global Service Center, click [Technical Support](#).

### 10.2 Customer Central

Technical support, quoting, and order-related questions.

- United States – 1 800 999 9307 (7:00 am to 7:00 pm CST)
- Asia Pacific – 65 6777 8211
- Europe / Middle East / Africa – 49 (8153) 9390

### 10.3 National Response Center

Equipment service needs.

- 1 800 654 7768 (24 hours – USA and Canada)

Outside of these areas, contact your local Emerson representative.

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[Download the Sigcheck tool: Click This Link](#)

[To get information on how to use the Sigcheck tool: Click This Link](#)

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**Related products and services:** [DeltaV DCS](#) | [Lifecycle Services](#)

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**Complete Article Revision History:**

<b>Revision/Publish</b>	<b>Description of Revision</b>
04 Oct 2024	Added SSU v1.2.16.0 and updated the download link for AMS Wireless Configurator v14.5 FP2
10 Sep 2024	Updated the download file for SSU 1.2.15.1.
14 May 2024	Added SSU v1.2.15.1.
19 Dec 2023	Added new firmware v4.8.7, SSU v1.2.15.0, and AMSWiCfg14.5 FP2 iso.
18 Jul 2023	Corrected Security Setup Utility installer in Section 7. Added Section 8 about information and download link on the latest AMS wireless configurator.
20 Feb 2023	Updated information in Section 2 and the firmware 4.8.5 Release Notes.
02 Feb 2023	Added new firmware v4.8.5.
06 Jul 2022	Added new firmware v4.8.2.
28 Jan 2022	Added new firmware 4.8.1 and SSU version 1.6.9. Minor updates in document format.
15 Dec 2021	Added Section 8 on how to setup a Guardian account. Added reference KBA NK-2100-0192 in Section 2.
14 Oct 2021	Added note in Section 2 about ICSA-21-278-02. Added SSU version 1.6.6. Updated Section 7 about SSU version 1.6.6 update.
29 Sep 2021	Added new firmware v4.7.105
16 Sep 2021	Removed download link for Wireless Gateway Firmware 4.7.100. Added a note in Section 2.1.3.
28 Jun 2021	Added new firmware v4.7.100
09 Dec 2020	Added new firmware v4.7.94
08 May 2020	Added new firmware v4.7.90
13 Jan 2020	Updated link for Secure Setup Utility v1.6.0 in section 7 step 3.
02 Oct 2019	Added new firmware v4.7.84
13 Jun 2019	Added new firmware v4.7.75
06 Feb 2019	Reflected the latest approved firmware version (4.7.68), removed "Smart" from the KBA title as the device is now called "Wireless Gateway", and added the table in section 2.
11 Sep 2018	Formatting changes
23 Aug 2018	Added new firmware v4.7.61
15 Mar 2018	Original Release of Article

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