

StrataSync Upgrade Instructions

Attention DSAM users and StrataSync administrators: Before you proceed, please ensure that you know which type of DSAM is to be upgraded. This v4.4 firmware upgrade is for DSAM with XT hardware only. If you have a non-XT DSAM, the DSAM must be at v3.8 or higher. If your DSAM is an XT version, please refer to the XT firmware upgrade site [HERE](#). There will be an "XT" superscripted by "DSAM" on the brow label above the display screen (see circled portion of label shown above).

To maximize upgrade reliability, please upgrade your DSAM on networks that have reliable connections, minimal network congestion, and no restricting firewalls. In the case where you feel the IP networks have intermittent reliability or you have experienced upgrade failures, we recommend that a direct internet connection be used.

Please read the following instructions and follow them step-by-step.

1. Connect your DSAM to the charger to provide a consistent power supply during the upgrade.
2. Synchronize each DSAM for upgrade to StrataSync via the Ethernet port to verify proper configuration and communications. Firmware upgrades require connection to the DSAM through the Ethernet port.
3. Avoid upgrading more than 10 meters at a time if your internet connection is less than 10 Mbps. For example to a cable modem with a 384k upstream, you should limit your DSAM upgrades/synchronizations to 4 at a time.
4. Find the upgrade file in the "ASSETS" tab in the "Actions" column under "Firmware update"
5. Ensure the "Select an update method" has "Online updates" selected and press Next
6. Select the 3.8.5 Package and press Next
7. Select the DSAM's units you wish to upgrade then press Next
8. The list of upgradeable meter(s) should now be displayed on this page. If there is no list, please review the previous steps or contact Technical Assistance Center (TAC) at the number below for further assistance. Ensure that only the meter(s) that you wish to upgrade are checked.
9. Press "Update" to set StrataSync to perform the upgrade
10. Synchronize the DSAM(s) with StrataSync.
11. After the meter has rebooted, verify the upgrade is successful. Check the "ASSETS" tab to check the "SW Version" to see that it is 3.8.5.
12. If the meter reboots to a screen that says "Upgrade was not completed" retry the sync to StrataSync
13. If you have any issues after re-trying to synchronize, please contact TAC at the number below.
14. Congratulations! The latest DSAM firmware has now been installed!