



Digi XBee Industrial Gateway Telit Modem Firmware Update - Verizon

Update Guide

Revision history—90002338

Revision	Date	Description
D	October 2024	Updated Tehcnical Support information.
C	January 2020	Added information about the unique password needed to log into the web interface.
B	February 2019	Additional edits.
A	February 2019	Initial release.

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Verizon network changes: Digi XBee®Industrial Gateway

This document describes how to update cellular modem firmware to comply with Verizon network changes occurring on March 30th, 2019.

It applies to the Digi XBee Industrial Gateway (XGI-2PCZ7-EL1-W0) containing the following LTE modem:

- Telit LE910-NA1 (single SKU, North America/AT&T and Verizon)

Determine if an update is needed

Prerequisites

- Digi XBee Industrial Gateway firmware version 3.2.29.8 ([PN 82004081](#)) or later
- Verizon SIM

The LE910 module has two firmware images. The modem revision of the relevant image can only be checked when a Verizon SIM is the active SIM installed in the product.

To determine whether an update is needed:

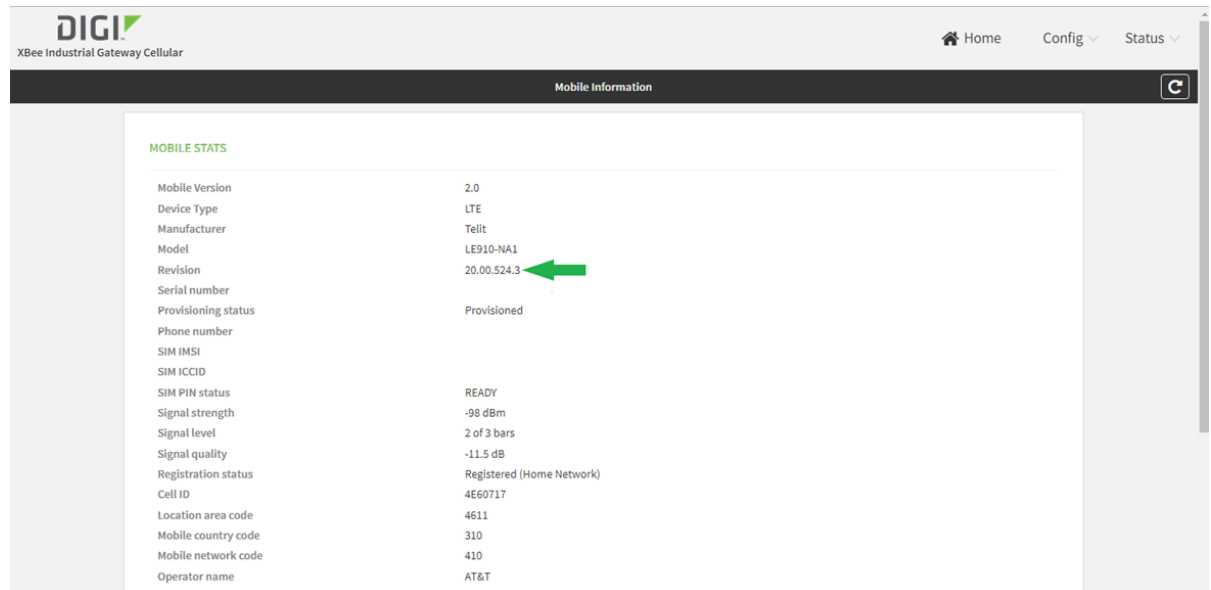
1. [Step 1: Find the modem revision](#)
2. [Step 2: Determine if a modem firmware update is required](#)

Step 1: Find the modem revision

Choose one interface from those below to retrieve the modem revision.

Method 1: Digi Remote Manager

1. Open a web browser and navigate to <https://remotemanager.digi.com>.
2. Log in to your account.
3. In the **Devices** tab in Remote Manager, find your device. Double-click on the device entry to display the device properties.
4. Click the **Edit Device Configuration** button.
5. In the new window that opens, select **Mobile information** under **System Information**.
6. Take note of the **Revision** field on the page.



The screenshot shows the 'Mobile Information' page of the Digi XBee Industrial Gateway Cellular. The 'MOBILE STATS' section contains a table of modem information. A green arrow points to the 'Revision' field, which has the value '20.00.524.3'.

MOBILE STATS	
Mobile Version	2.0
Device Type	LTE
Manufacturer	Telit
Model	LE910-NA1
Revision	20.00.524.3
Serial number	
Provisioning status	Provisioned
Phone number	
SIM IMSI	
SIM ICCID	
SIM PIN status	READY
Signal strength	-98 dBm
Signal level	2 of 3 bars
Signal quality	-11.5 dB
Registration status	Registered (Home Network)
Cell ID	4E60717
Location area code	4611
Mobile country code	310
Mobile network code	410
Operator name	AT&T

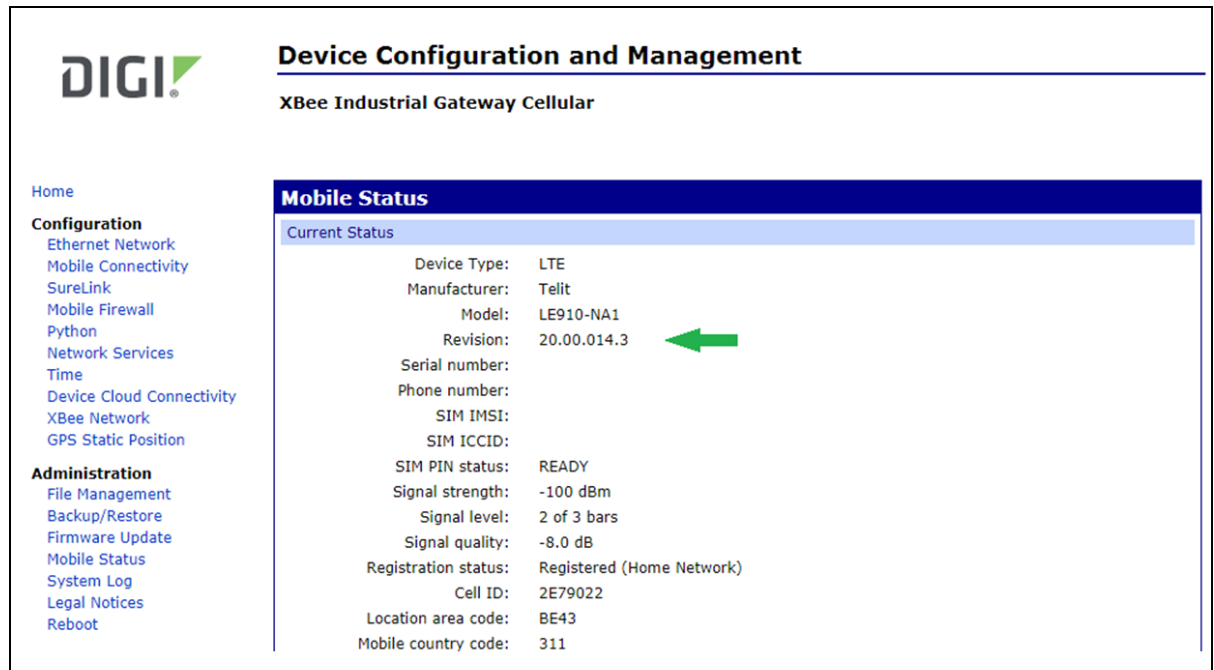
Method 2: Command line

1. SSH into the gateway.
2. Perform the command: `wancm info`
3. Take note of the **Revision** field in the output.

```
/userfs/WEB/python # wancm info
Device Type: LTE
Manufacturer: Telit
Model: LE910-NA1
Revision: 20.00.014.3
Serial number:
Phone number:
SIM IMSI:
SIM ICCID:
SIM PIN status: READY
Signal strength: -101 dBm
Signal level: 2 of 3 bars
Signal quality: -8.5 dB
Registration status: Registered (Home Network)
Cell ID: 2E89120
Location area code: BE43
```

Method 3: Web interface

1. Log into the web interface on the device, using the default user name and password.
 - **User name:** python
 - **Password:** The unique password printed on the device label. If the password is not on the device label, the default password is **dbps**. If these defaults do not work, the password may have been updated. Contact your system administrator for help.
2. From the web interface, use the side panel to navigate to **Mobile Status**.
3. Take note of the **Revision** field in the output.



The screenshot shows the Digi Device Configuration and Management web interface for an XBee Industrial Gateway Cellular. The left sidebar contains navigation links under 'Configuration' and 'Administration'. The main content area displays the 'Mobile Status' section, which includes a table of current status information. A green arrow points to the 'Revision' field, which shows the value '20.00.014.3'.

Mobile Status	
Current Status	
Device Type:	LTE
Manufacturer:	Telit
Model:	LE910-NA1
Revision:	20.00.014.3
Serial number:	
Phone number:	
SIM IMSI:	
SIM ICCID:	
SIM PIN status:	READY
Signal strength:	-100 dBm
Signal level:	2 of 3 bars
Signal quality:	-8.0 dB
Registration status:	Registered (Home Network)
Cell ID:	2E79022
Location area code:	BE43
Mobile country code:	311

Step 2: Determine if a modem firmware update is required

1. The first three groupings of digits should be 20.00.014.x or 20.00.015.x. If any other value is present contact Digi Technical Support for guidance.
2. The value that indicates your module has the correct Verizon update is 20.00.015.0. Any value less than 15 in the third grouping indicates that an update is needed and you should select the process below which meets requirements.

Update the Modem Firmware

Choose one of the following options to update the modem firmware.

- [Method 1: Update the modem firmware over the air \(FOTA\)](#)
- [Method 2: Update the modem firmware over an Ethernet connection](#)

Best practices

- Disable network clients, SureLink and Python applications.
- Ensure solid uninterrupted power. There is a small window during the update process where power loss may cause corrupted modem firmware.

Method 1: Update the modem firmware over the air (FOTA)

This section describes how to update the modem over the air. The update process is initiated from the Digi Remote Manager. It requires a working cellular connection. It does not require physical access to the device. This operation will only work before the March 30th deadline.

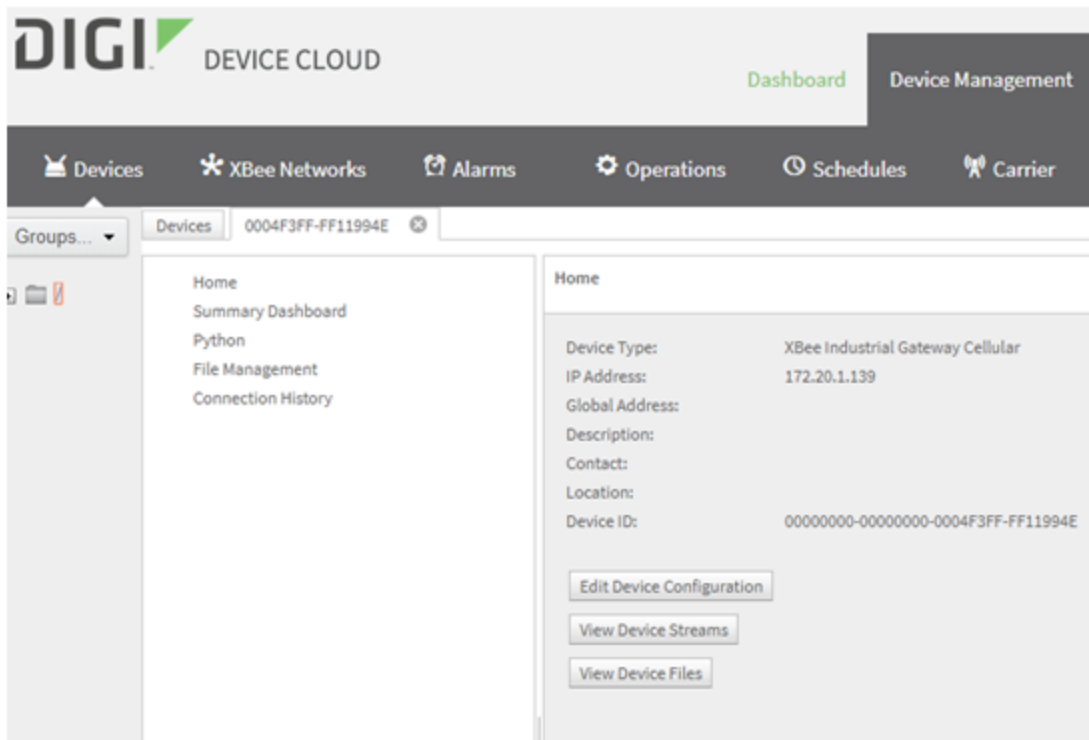
Prerequisites

- Remote manager account
- Device ID of the gateway to update
- Modem IMEI
- fota.exe application ([PN 80010027](#))
- Digi XBee Industrial Gateway firmware version 3.2.29.8 ([PN 82004081](#)) or later

Step 1: Open Remote Manager

1. Open a web browser and navigate to <https://remotemanager.digi.com>.
2. Log into your account.
3. Click on the **Device Management** tab.
4. Find your device using the device ID.
5. Double-click to open your device.
6. Click **Edit Device Configurations**.

The device ID looks like: 00000000-00000000-0004F3FF-FFxxxxxx. It contains the MAC address of the modem. You will need the device ID later to start the FOTA process.

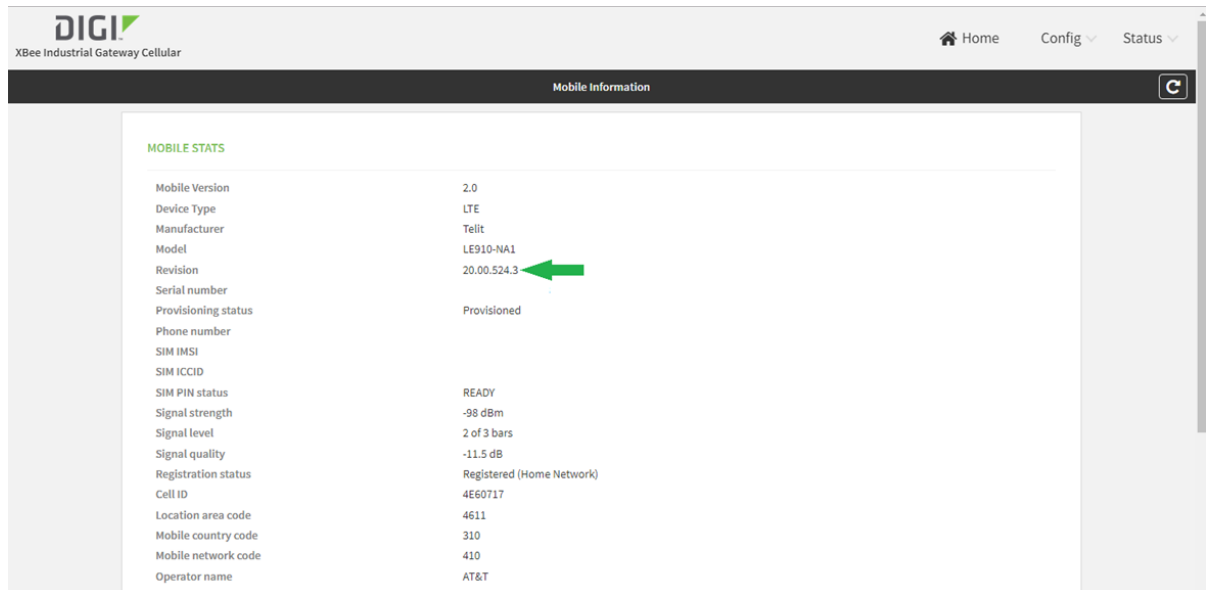


Step 2: Confirm the current firmware revision

1. In Digi Remote Manager, select **Mobile information** under **System Information**.
2. Note the current **Revision**.

The desired revision is 20.00.015.0 for a module with a Verizon SIM or 20.00.525.2 for a module with a non-Verizon SIM. The Verizon firmware must be updated.

If there isn't a fourth field in the revision, the gateway's firmware needs to be updated first. If the modem is already at the desired revision, no modem firmware update is needed.



MOBILE STATS	
Mobile Version	2.0
Device Type	LTE
Manufacturer	Telit
Model	LE910-NA1
Revision	20.00.524.3
Serial number	
Provisioning status	Provisioned
Phone number	
SIM IMSI	
SIM ICCID	
SIM PIN status	READY
Signal strength	-98 dBm
Signal level	2 of 3 bars
Signal quality	-11.5 dB
Registration status	Registered (Home Network)
Cell ID	4E60717
Location area code	4611
Mobile country code	310
Mobile network code	410
Operator name	AT&T

Step 3: Determine the update string

This section includes some of the typical update strings for the Digi XBee Industrial Gateway. Find the firmware revision from [Step 2](#), above, and copy the corresponding update string.

Revision 20.00.014.5

Update file name: UpdPkg_LE910_SV1_NA1_1G_SKU_20.00.014.5_20.00.015.0.bin

Patch size: 258202

Update string:

ZnRwMS5kaWdpLmNvbQAyMQBhbm9ueW1vdXMAAGVzdABzdXBwb3J0L3RlbiG0AFVwZFBzZ19MRTkxM
F9TjFFtTExXzFHx1NLW8yMC4wMC4wMTQuNV8yMC4wMC4wMTUuMC5iaW4=

Revision 20.00.014.11

Update file name: UpdPkg_LE910_SV1_NA1_1G_SKU_20.00.014.11_20.00.015.0.bin

Patch size: 214762

Update string:

ZnRwMS5kaWdpLmNvbQAyMQBhbm9ueW1vdXMAAGVzdABzdXBwb3J0L3RlbiG0AFVwZFBzZ19MRTkxM
F9TjFFtTExXzFHx1NLW8yMC4wMC4wMTQuMTFfMjAuMDAuMDE1LjAuYmFu

Revision 20.00.524.3

Update file name: UpdPkg_LE910_NA1_1G_SKU_20.00.524.3_20.00.525.2.bin

Patch size: 325026

Update string:

ZnRwMS5kaWdpLmNvbQAyMQBhbm9ueW1vdXMAAGVzdABzdXBwb3J0L3RlbiG0AFVwZFBzZ19MRTkxM
F9OQTFFtMudfU0tVXzlwLjAwLjUyNC4zXzlwLjAwLjUyNS4yLmJpbG==

Revision 20.00.524.11

Update file name: UpdPkg_LE910_NA1_1G_SKU_20.00.524.11_20.00.525.2.bin

Patch size: 287222

Update string:

ZnRwMS5kaWdpLmNvbQAyMQBhbm9ueW1vdXMAAdGVzdABzdXBwb3J0L3RlbiG0AFVwZFBZ19MRTkxMF9OQTFfMUdfU0tVXZlwljAwLjUyNC4xMV8yMC4wMC41MjUuMi5iaW4=

Generate update strings for other revisions

If your firmware version is not listed above, run the fota application from a Windows command prompt along with the ftp address, port, userid, password, path, and the correct update file.

In order to determine the correct update file, use the current revision and target revision found in the previous step. For example if the current revision was **20.00.014.3** and the target is **20.00.015.0** the corresponding file would be: **UpdPkg_LE910_SV1_NA1_1G_SKU_20.00.014.3_20.00.015.0.bin**

Use this file name with the fota application as follows:

```
C:\>fota ftp1.digi.com 21 anonymous test support/telit UpdPkg_LE910_SV1_1G_20.00.012.2_20.00.015.0.bin
```

ZnRwMS5kaWdpLmNvbQAyMQBhbm9ueW1vdXMAAdGVzdABzdXBwb3J0L3RlbiG0AFVwZFBZ19MRTkxMF9TVjFfMUdfMjAuMDAuMDEyLjJfMjAuMDAuMDE1LjAuYmlu

Step 4: Initiate the firmware update

1. In the Remote Manager, select **Documentation**, then **API Explorer**.
2. Select **Examples/SCI/Data Service/Send Binary Request**.
3. A template request (in XML) appears. Delete the template and replace with XML below.
4. Patch the **#Device ID#** with the correct value from [step 1](#).
5. Patch the **#update string#** with the update string from [step 3](#).

```
<sci_request version="1.0">
  <data_service allowOffline="false" synchronous="true">
    <targets>
      <device id="#Device ID#"/>
    </targets>
    <requests>
      <device_request target_name="FTP_OTA" format="base64">
        #update string#
      </device_request>
    </requests>
  </data_service>
</sci_request>
```

6. Click **Send** button.
7. Enter your user name and password.

The screenshot shows the Digi Remote Manager interface. At the top, there's a header with the Digi logo and 'REMOTE MANAGER'. Below it are navigation tabs: 'Dashboard', 'Device Management', and 'Data Services'. A secondary bar contains 'Resources' and 'API Explorer'. The 'API Explorer' section has buttons for 'SCI Targets', 'Examples', 'Export', 'Send', and 'Clear'. Below these buttons, there's a 'Path:' field with '/ws/sci' and an 'HTTP Method:' section with radio buttons for GET, POST (selected), PUT, DELETE, and HEAD. The main area displays an XML request for updating a device via FTP OTA.

```

1 <sci_request version="1.0">
2   <data_service allowOffline="false" synchronous="true">
3     <targets>
4       <device id="00000000-00000000-0004F3FF-FF123456"/>
5     </targets>
6     <requests>
7       <device_request target_name="FTP_OTA" format="base64">
8         ZnRwMS5kaWdpLmNvbQAYMABhbm9ueWlvdXQAAHN1cHBvcnQvdGVsaXQvAFVwZFBzZ19MRTkdMF9TVjFFtkExXzFHX1NLVV8yMC4wMC4wMTQu
9         M18yMC4wMC4wMTQuMTEuYm1u
10      </device_request>
11    </requests>
12  </data_service>
13 </sci_request>
14

```

8. Once started, the update will take a few minutes to complete. After the device completes the update, it will reconnect to Digi Remote Manager.

Updating multiple devices

The above example shows how to update a single XBee Industrial Gateway. More than one device can be updated with a single Remote Manager request.

To update a list of devices, add their device IDs to `<targets>` in the request. For example:

```

<targets>
  <device id="00010000-00000000-03566100-79000697"/>
  <device id="00010000-00000000-03566100-79000698"/>
  <device id="00010000-00000000-03566100-79000699"/>
  <device id="00010000-00000000-03566100-7900069A"/>
  <device id="00010000-00000000-03566100-7900069B"/>
</targets>

```

To update all devices in a Remote Manager group, add the group name to `<targets>`. For example:

```

<targets>
  <group path="my_group"/>
</targets>

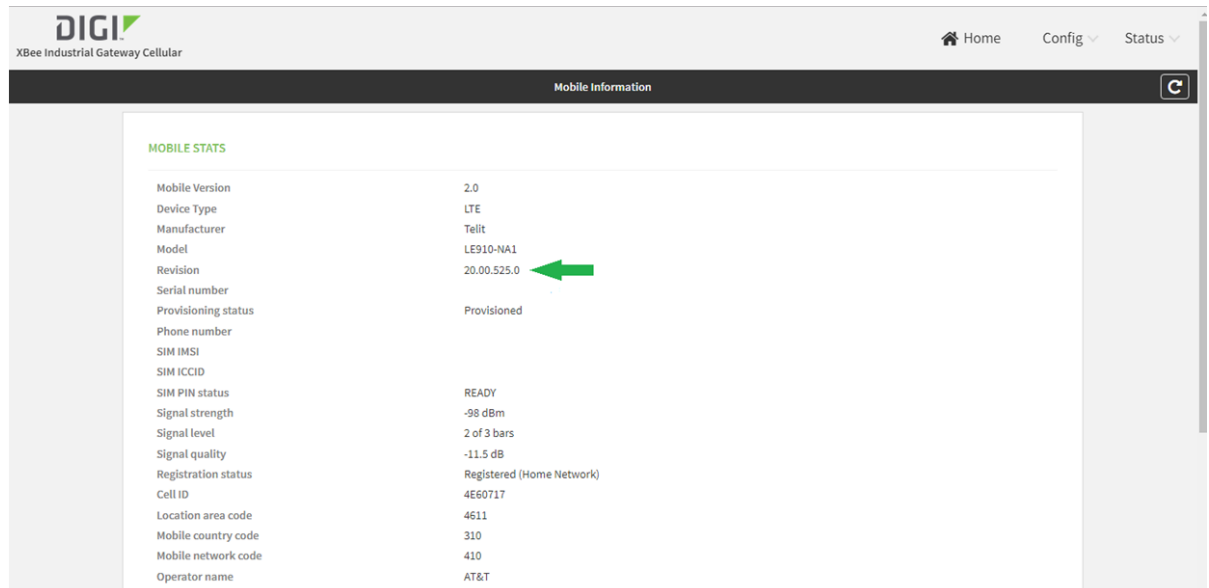
```

Note All devices in the request must have the same modem revision and update string. Devices will individually connect as scheduled and perform the update.

See the *Digi Remote Manager User Guide* and *Digi Remote Manager Programming Guide* on the **Remote Manager Documentation** tab for more information.

Step 5: Verify that the update was successful

1. Confirm the new modem firmware revision. See [Step 1: Find the modem revision](#) for information about finding the revision.
2. Note the new **Revision**, which should now be 20.00.015.0 (Verizon) or 20.00.525.2 (other North American carriers).



MOBILE STATS	
Mobile Version	2.0
Device Type	LTE
Manufacturer	Telit
Model	LE910-NA1
Revision	20.00.525.0
Serial number	.
Provisioning status	Provisioned
Phone number	
SIM IMSI	
SIM ICCID	
SIM PIN status	READY
Signal strength	-98 dBm
Signal level	2 of 3 bars
Signal quality	-11.5 dB
Registration status	Registered (Home Network)
Cell ID	4E60717
Location area code	4611
Mobile country code	310
Mobile network code	410
Operator name	AT&T

Method 2: Update the modem firmware over an Ethernet connection

This section describes how to update the modem over an Ethernet connection. It uses the Python script provided to automatically verify the modem revision and update to the correct revision. It requires physical access to the device. This method will work after the March 30th deadline.

Prerequisites

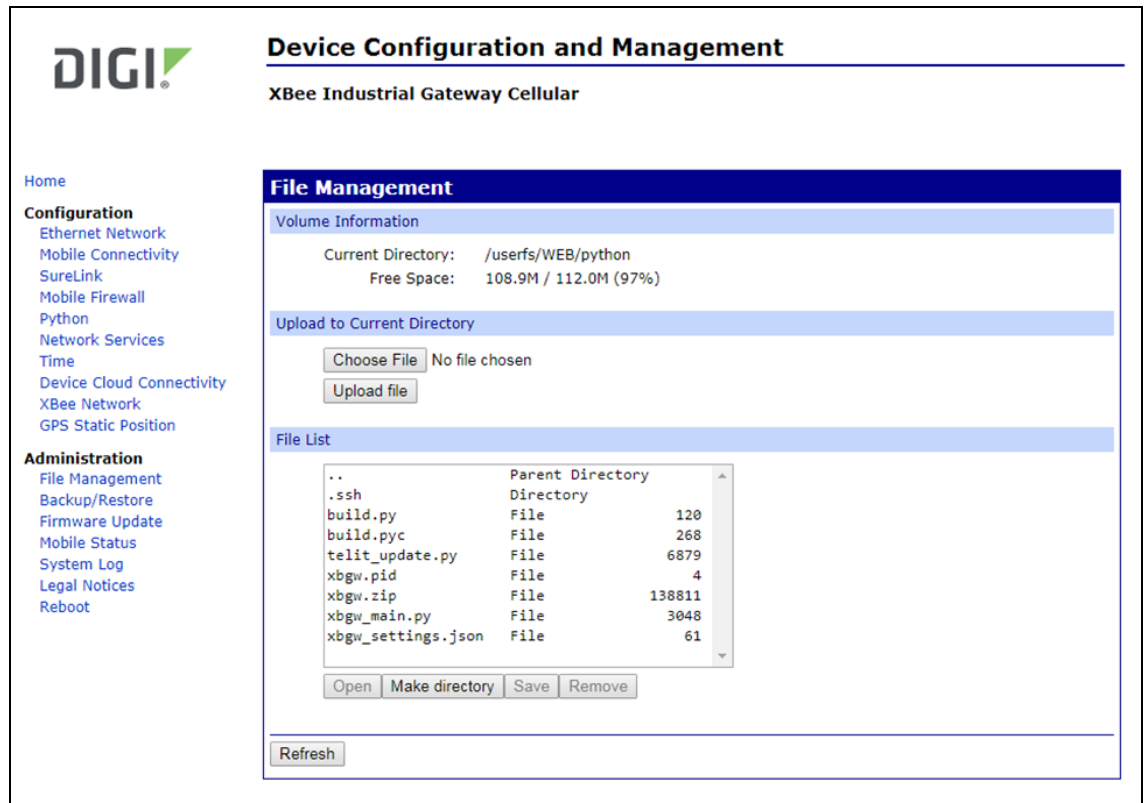
- XBee Industrial Gateway firmware version 3.2.29.8 ([PN 82004081](#)) or later
- Update assistance Python application: `telit-update.py` ([PN 83000126_A](#))
- Wired Ethernet connection with HTTP access to the server **ftp1.digi.com**

Step 1: Install the Python update application

The `telit-update.py` file ([PN 83000126_A](#)) is a single Python file. The file must be placed on the file system of the gateway using one of the methods below.

Method 1: Web interface

1. Open a browser and navigate to the web interface of the gateway.
2. Log into the web interface on the device, using the default user name and password.
 - **User name:** python
 - **Password:** The unique password printed on the device label. If the password is not on the device label, the default password is **dbps**. If these defaults do not work, the password may have been updated. Contact your system administrator for help.
3. From the navigation pane on the left side of the page click **File Management**.
4. Upload the Python application to the device file system.

**Method 2: Command Line**

Use SCP to copy the file to the home directory of the gateway's file system:

```
/userfs/WEB/python
```

Step 2: Execute the Python update application

1. Over the local Ethernet connection, SSH into the gateway.
2. Execute the Python application as follows:

```
python telit-update.py -a
```

3. The script will identify the necessary update file and apply it to the module. The script outputs the update status. Two firmware updates will be applied.

The output of the script will contain the following lines to indicate the update status:

Script output	Meaning
Module is at the target patch version for verizon	The first of two modem firmware updates completed successfully. (Verizon)
Done with telit firmware secondary	The Second and final modem firmware update has completed successfully (other North American carriers).
Module is at the target patch version for verizon	The modem does not need to be updated (for Verizon).
Module is at the target patch version for secondary	The modem does not need to be updated (for other North American carriers).

Step 3: Verify that the update was successful

1. Confirm the new modem firmware revision. See [Step 1: Find the modem revision](#) for information about finding the revision.
2. Note the new **Revision**, which should now be 20.00.015.0 (Verizon) or 20.00.525.2 (other North American carriers).

Troubleshooting the update

If the device does not report the expected revision, follow these steps:

1. Check if the device has connected to Digi Remote Manager since the firmware update was initiated. Select **Connection History** on the Digi Remote Manager device page.
2. Update device information by clicking **Refresh** at the bottom of the device page.
3. Try the update again.
4. If none of the above work, contact Digi Tech support at tech.support@digicom.com.