



Rolling Back KMC Controller Firmware

Technical Bulletin (TB170908E)

Applicable Models

Any KMC controller

Issue

Problems may occur if controller firmware is downgraded (either intentionally or unintentionally) to an earlier version (especially to a version earlier than what was in the controller when it shipped from the factory).

For example, this might happen if a controller in a network is replaced (or if a network is expanded with additional controllers) and a firmware upgrade is applied to the entire network, but the firmware used in the upgrade is older than the firmware already in the new controller. The firmware in the new controller thus becomes downgraded (rolled back).

This can easily happen when using Over-the-Network updates with KMC Conquest controllers, but it can also happen when using the HTO-1105 Firmware Upgrade Kit.

Newer hardware may have components that are not compatible with older firmware. A controller might become inoperative (or partially inoperative) if the firmware in it is rolled back in this situation. When the controller is “bricked” (inoperative), the green Ready LED glows solid green instead of the normal blinking. When the controller is partially inoperative, there is no easy way to determine the root cause of problems.

Solution

KMC controllers should have the most recent firmware available and *not* be rolled back.

A Conquest controller that has been “bricked” by a firmware downgrade, however, can be recovered with an [HTO-1105 Firmware Upgrade Kit](#) to reinstall the latest firmware. See the HTO-1105 instructions for more information on the upgrading procedure with the programming pod.

NOTE: Using the HTO-1105 will erase any existing configuration data in the controller. If the old data must be preserved, contact KMC tech support for assistance.

NOTE: When using over-the-network firmware to update multiple KMC Conquest controllers on the network, be sure that the update firmware is newer than or is as new as the firmware in all selected controllers.

NOTE: KMC Controls recommends that new or replacement controllers should have the most recent firmware *even if* the version is not the same as firmware in other controllers on the network.

NOTE: The programming pod in the HTO-1105 kit does not support firmware upgrades to FlexStat or SimplyVAV devices. This includes BAC-12xx36C/CE, BAC-12xx63C/CE, BAC-13xx36C/CE, BAC-13xx63C/CE, BAC-14xx36C/CE, 1 and BAC-4xx63C/CE FlexStat models, BAC-19xxx series FlexStats, and BAC-8xxx SimplyVAV devices. Customers with a Return Material Authorization (RMA) agreement with KMC Controls who wish to upgrade the firmware in a FlexStat or SimplyVAV device should contact KMC Controls Customer Service (customerservice@kmccontrols.com) to make arrangements to send the unit to the factory.