

	Title User Manual	Author C. Hdz		Pages
	Aplication Scuti	Doc. No.	Rev. 1.17	Date 30 Sept 2025

Scuti User Manual.

Suntech International Ltd.

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1 System URL

<http://www.suntechscuti.com/>

2 Login Screen



To enter the system you have to type the username / password that was delivered to you by the system administrator.

3 User Profiles

Each user account has a profile assigned to it. The system has 3 different user profiles each with unique permissions.

The profile assigned to the user account determines which parts of the system are available for the user and the things it can do in it.

3.1 Administrator

The Administrator profile is intended for the accounts of Suntech Personnel.

- This profile allows to:
- Create, edit and delete system users
- Create, edit and delete customers
- Create, edit and delete clients
- Create, assign devices, edit and delete groups
- Upload, edit and delete profiles (device)
- Create, bulk upload, edit and delete devices
- Assign devices to customer and starting the warranty period.
- Schedule the profile change of a device
- Schedule the FW OTA change of a device
- Create, edit and delete firmwares
- Upload, edit and delete binary files for FW OTA

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3.2 Customer

The Customer profile is intended for the companies that purchase devices from Suntech.

- This profile allows to:
- Create, edit and delete system users for clients.
- Create, edit and delete clients.
- Create, assign devices, edit and delete groups.
- Upload, edit and delete profiles (device)
- Assign devices to clients.
- Schedule the profile change of a device
- Schedule the FW OTA change of a device

To create a new Customer you have to be logged in as administrator and go to “Customers” section.


Dashboard User Customers Clients Groups Profiles Devices OTA Firmwares Metrics Manuals & SW Juan Martinez

Customers

New customer

Filter by:

Search by Name

	Name ↑	Tax ID ↑	Alias ↑	Country ↑	State ↑	Contract	Admin Owner ↑	Actions
(0) (0)	Test Customer A	123456	Customer A	United States	California		Matthew Heida	
(0) (0)	Mobile Warrior	0000000001	Mobile Warrior	United States	Washington		Dominic Herrera	
(0) (6)	ATS Fleet Tracking	0000000003	ATS	United States	Texas		Dominic Herrera	
(0) (71)	Assured Telematics Inc	0000000004	Assured	United States	Massachusetts		Dominic Herrera	
(0) (3)	Silent Sensors	0000000005	Silent Sensors	United Kingdom	Durham		Dominic Herrera	
(0) (0)	Key Telematics	0000000006	Key	South Africa	Northern Cape		Dominic Herrera	
(0) (2)	MachinesTalk	0000000007	MachinesTalk	Saudi Arabia	ar-Riyad	-	Dominic Herrera	
(0) (11)	Suntech US	0000000010	Suntech US	United States	California		Dominic Herrera	
(0) (2)	StarTrack	0000000012	StarTrack	Guatemala	Guatemala		Dominic Herrera	
(0) (2)	KMS Innovations	11111212	KMS Innovations	Canada	British Columbia		Dominic Herrera	

Showing 1 to 10 of 311 entries

show 10 entries

1 2 3 4 » Last

Inside this section you need to click on the “New customer” button to access the customer creation screen

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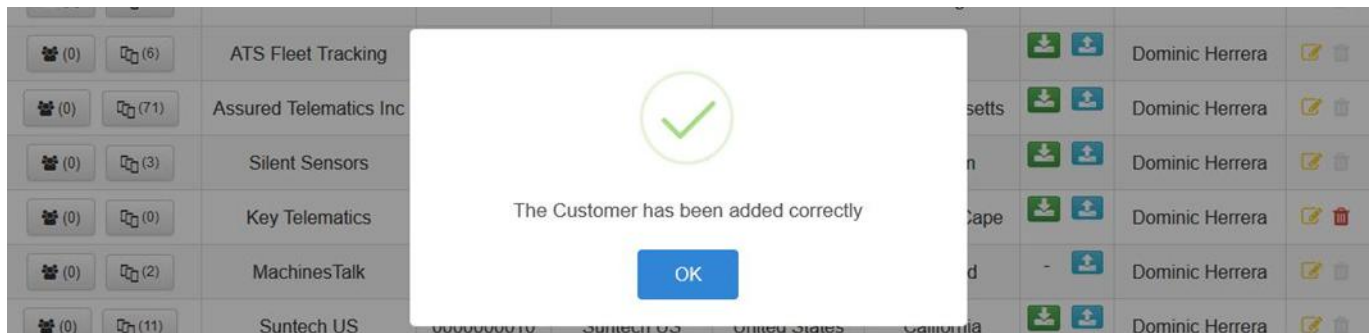
Dashboard User Customers Clients Groups Profiles Devices OTA Firmwares Metrics Manuals & SW Juan Martinez

Create New Customer

Customer Name	Customer Test	Tax ID	ABCD0123456
Alias	customer.test		
Country	Mexico	State	Aguascalientes
NDA Contract	Examinar... testST3300.profile		
Cancel	Save		

Once the fields have been completed you have to click the “Save” button.

A pop up window confirming the register will appear.



3.3 Client

The Client profile is intended for the companies that purchase devices from the Customers, i.e. the end client.

This profile allows to:

- Create, edit and delete system users
- Create, assign devices, edit and delete groups
- Upload, edit and delete profiles (device)
- Schedule the profile change of a device
- Schedule the FW OTA change of a device

To create a new Client you have to be logged in as Administrator or Customer and go to “Clients” section.

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Dashboard User Customers Clients Groups Profiles Devices OTA Firmwares Metrics Manuals & SW 🇺🇸 Juan Martinez

Clients

New client

Filter by: 

Search by Name



	Name ↑	Tax ID ↑	Alias ↑	Country ↑	State ↑	Customer Owner ↑	Actions
 (16)  (16)	Nuve / TRC Logistics	111111111111	Nuve / TRC Logistics	United States	Texas	ET	 
 (0)  (0)	Nuve	666	Nuve	Guatemala	Guatemala	ET	 
 (0)  (0)	BrightSky GPS	6666	BrightSky GPS	United States	Illinois	ET	 
 (0)  (0)	Suntech	9999999999	Suntech	United States	Wyoming	ET	 
 (4)  (4)	ET-Sales Opportunity (Position Logic related?)	190780965482	ET Customer	United States	California	ET	 
 (0)  (0)	Robertsons Ready-Mix	12420	Robertsons	United States	California	ET	 
 (0)  (0)	Robertson's Ready-Mix	xyz	Robertson's	United States	California	ET	 
 (4)  (4)	Royal Cup Coffee	68069087978	Royal Cup Coffee	United States	Georgia	SAP	 
 (0)  (0)	Company A	1234598765	Company A	United States	California	ET	 

Inside this section you need to click on the “New client” button to access the customer creation screen.



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Create New Client

Customer owner jux client refresh 

Client Name Client Test

Tax ID ABCD0123456

Alias client.test

Country Mexico 

State Aguascalientes 

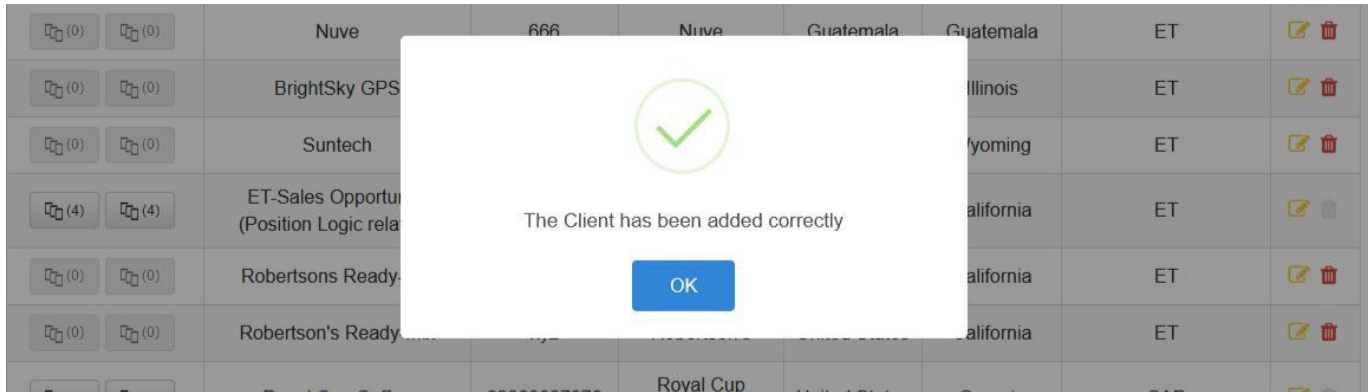
Cancel

Save

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Once the fields have been completed you have to click the “Save” button.

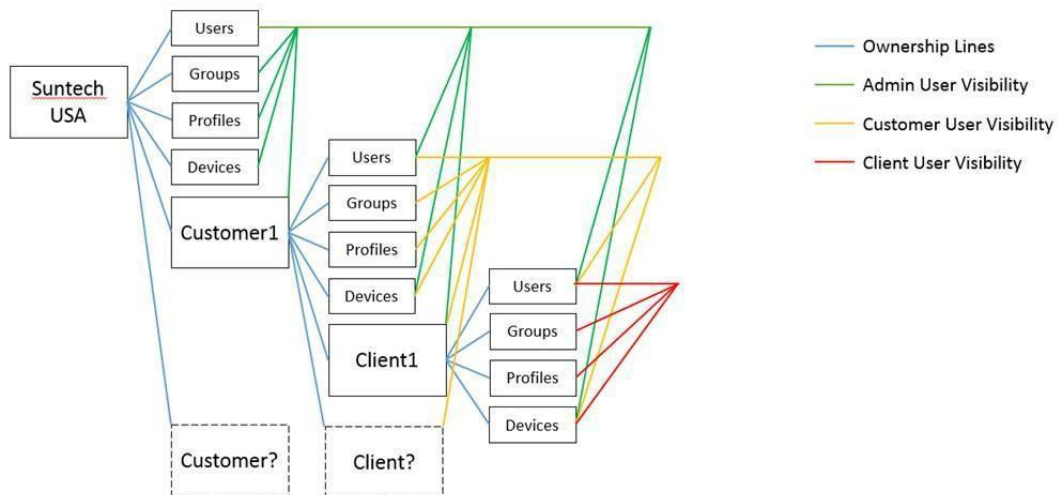
A popup window confirming the register will appear.



To create a client is mandatory to assign the Customer for which is related.

3.4 Hierarchy

Hierarchy Chart



3.5 Creating a user

To create a user, you have to go to “User” section

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Dashboard User Customers Clients Groups Profiles Devices OTA Firmwares Metrics Manuals & SW Juan Martinez

Users

Manage warranty permission New user

Filter by

Search by Name

Name	Username	Email	Customer	Client	Created	Actions
Sajit David Avila Correa	sajit.avila	sajit.avila@suntechlatam.com	-	-		
Carlos Hernandez	carlos.hernandez	carlos.hernandez.almazan@gmail.com	-	-	Sajit David Avila Correa	
omar	omar.aguilar	omar.aguilar@suntechlatam.com	-	-	Sajit David Avila Correa	
Ramin Razavi	rrazavi	rrazavi@suntechint.com	-	-	Sajit David Avila Correa	
HG Park	hgpark	hgpark@suntechint.com	-	-	Sajit David Avila Correa	
jhnoh	jhnoh	jhnoh@suntechint.com	-	-	Matthew Heida	
hshong	hshong	hshong@suntechint.com	-	-	Matthew Heida	
sskim	sskim	sskim@suntechint.com	-	-	Matthew Heida	
wjlee	wjlee	wjlee@suntechint.com	-	-	Matthew Heida	
samlee	samlee	samlee@suntechint.com	-	-	Matthew Heida	

Showing 1 to 10 of 314 entries

show 10 entries

1 2 3 4 » Last

Inside this section you need to click on the “New user” button to access the user creation screen.

Create New User

User Type

Administrator

Send Commands

Full Name

Username

Password

Confirm Password

Email

Country

-- Select a Country --

State

-- Data not available --

Cancel

Save

The “User Type Administration” field indicates the profile of the new user and this change according to the profile currently logged to the system.

- Administrators can create users for Administrators, Customers and Clients
- Customers can create users for Clients
- Clients cannot create users.

When creating a user for a Customer you have to select the previously registered Customer on the “Customer Assigned” field.

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Create New User

User Type	Customer	Customer	jux.customer
Full Name		Username	
Password		Confirm Password	
Email			
Country		State	
Cancel	Save		

When creating a user for a Client you have to select the previously registered Customer on the “Customer Assigned” field and the previously registered Client on the “Client Assigned” field.

Create New User

User Type	Client	Customer	jux.customer
Client	jux.client		
Full Name		Username	
Password		Confirm Password	
Email			
Country		State	
Cancel	Save		

Once the fields have been completed you have to click the “Save” button and a pop up window confirming the register will appear.

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4 Dashboard

The "Dashboard" screen shows a general summary by sections. Each of the sections details relevant information about the site, for example: in the "Customers" section, all the registered "Customers" accounts are shown, as well as the total number of devices assigned to each of them.

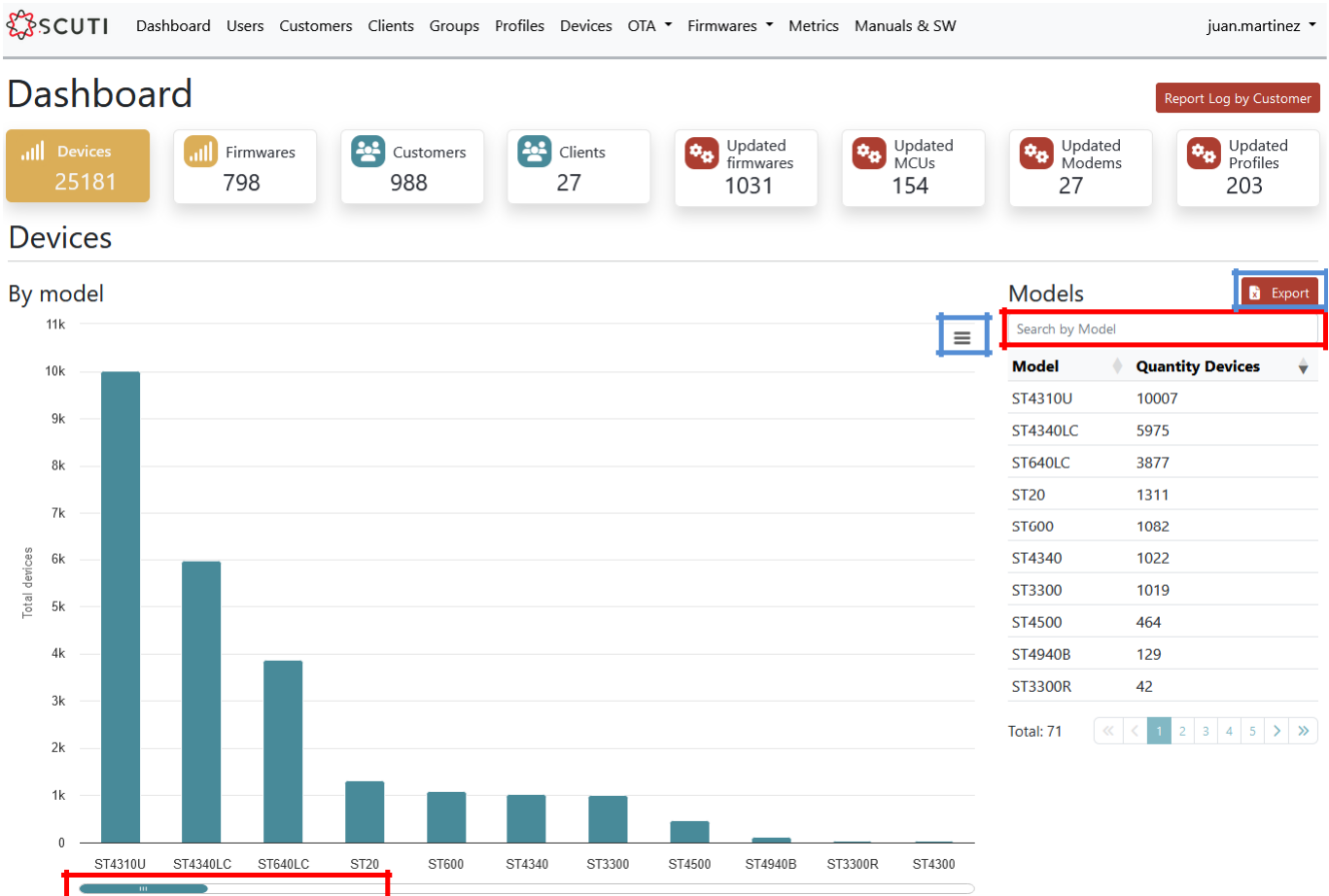
Remember that to navigate on the screen or between the sections you must do it, either with the mouse scroll, the keyboard arrows or by clicking on the tabs (fixed below the title "Dashboard").

Note: remember that you can use the export buttons to obtain information from both graphs and tables (blue boxes).

4.1 Devices section

The section shown by default is "Devices". The "Devices" section shows the total number of devices grouped by model. The section tab indicates the total number of devices registered on the platform.

You can a quick search for any model. Type the name in the quick search input.



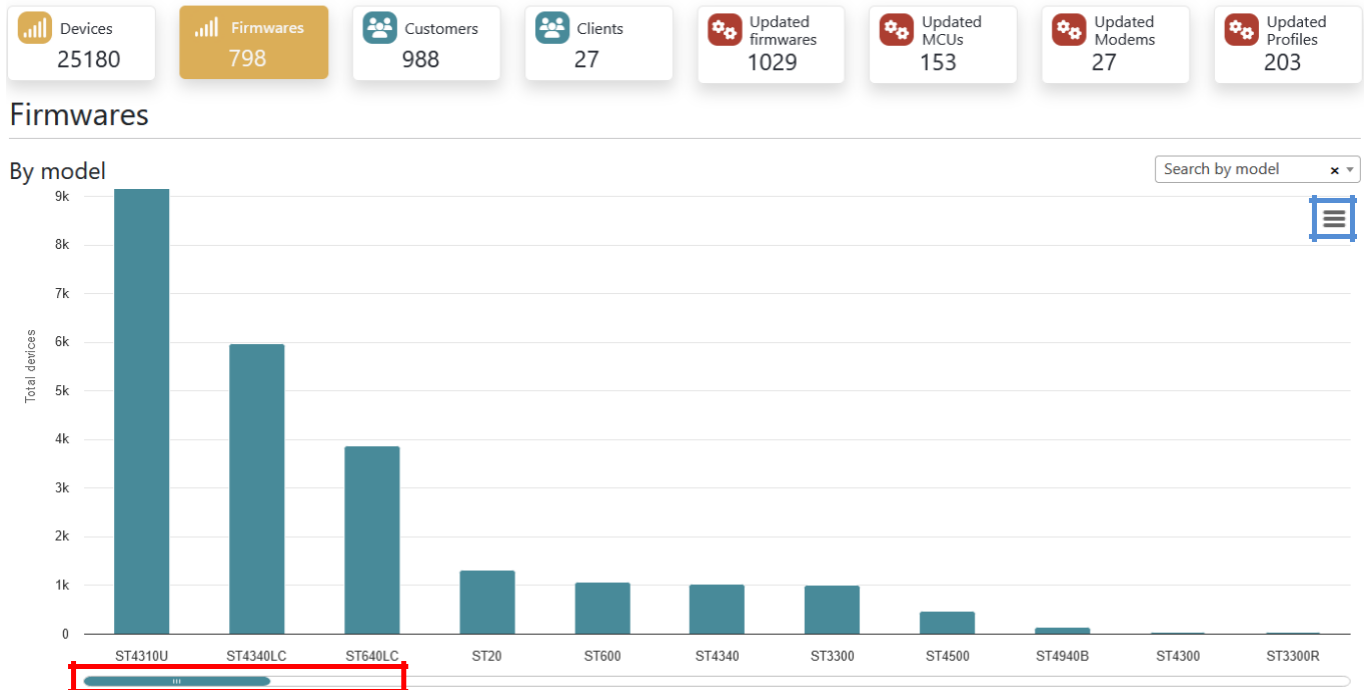
Note: you can use the horizontal scroll of the graph to see more models.

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4.2 Firmwares section

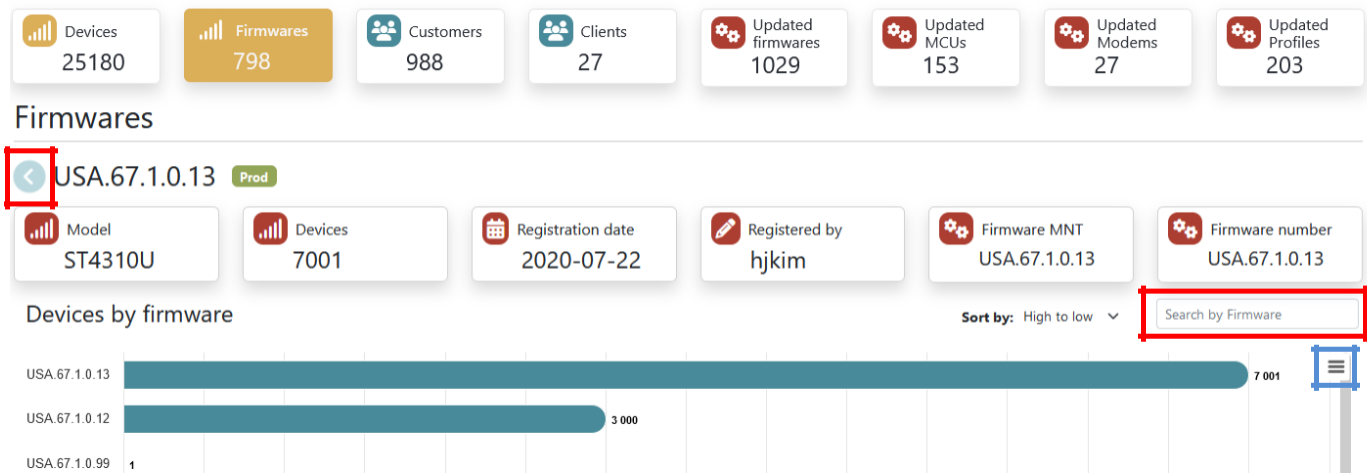
To view the details of the firmware you must click on a bar on the graph. This graph refers to the platform models.

Note: you can use the horizontal scroll of the graph to see more data.



After clicking on any bar, a second graph and a group of cards with relevant firmware information are displayed. The graph shows those firmwares available for the selected model. For each firmware, the total number of devices with that firmware is displayed. The number of items displayed will depend on the firmwares assigned to the model.

To see the information of each of the firmwares, you just must click on the firmware bar. You can also a quick search for any firmware belonging to the selected model. Type the name in the quick search input.



Note: Use the arrow icon to return to the main firmware chart.

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4.3 Customers section

This section lists all the Customer type accounts on the platform and an interactive graph that shows 3 groups, which are grouped according to the number of devices in each account.

Each item indicates the total number of devices assigned to the respective account. To view more information about a Customer, select an option from the dropdown menu. The account "jux.customer" will be taken as an example.


Dashboard
Users
Customers
Clients
Groups
Profiles
Devices
OTA
Firmwares
Metrics
Manuals & SW
juan.martinez

Dashboard

Devices

25180

Firmwares

798

Customers

988

Clients

27

Updated firmwares

1029

Updated MCUs

153

Updated Modems

27

Updated Profiles

203

Report Log by Customer

Customers

Customers

Models

Clients

Sort by: High to low

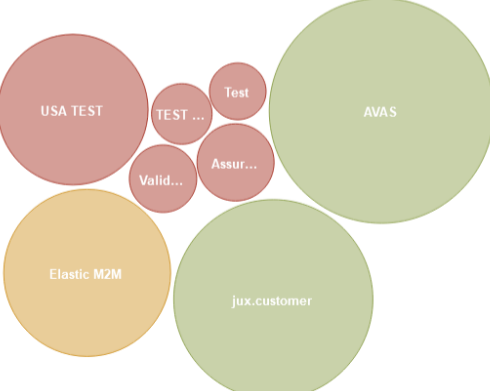
Display: 15

All Customers

jux.customer

Customer	Quantity Devices
AVAS	7004
jux.customer	5010
Elastic M2M	3000
USA TEST	2188
Assured	129
Validacion alias	49
TEST VALIDATION ST	25
Test	22
4 TRACK SA DE CV	21
Silent Sensors	10

Total: 988



More than 5,000 Devices
5,000 - 3,001 Devices
3,000 - 0 Devices

After selecting the option, the tables of the "Models" and "Clients" tabs will be updated, which will contain, as their names indicate, the models and clients belonging to the selected Customer.

Customers

Customers

Models

Clients

Customer: jux.customer

jux.customer

Models	Quantity Devices
ST20	1003
ST600	1003
ST4340LC	1000
ST4340	1000

Customers

Customers

Models

Clients

Customer: jux.customer

jux.customer

Clients

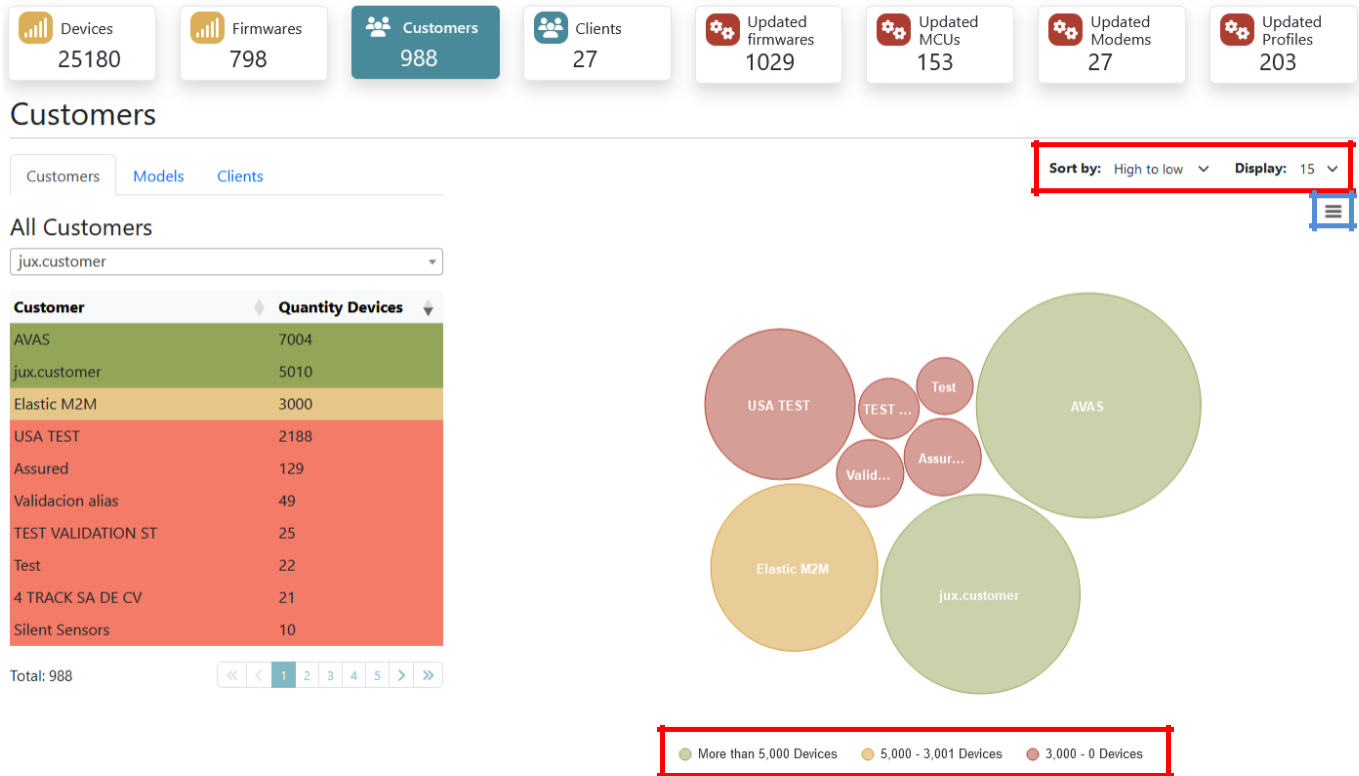
alias client

client jux

client jux final

To interact with the graph, use the label of each one of the groups, this will filter the bubbles of the graph so that you only see the necessary groups.

You can perform further interactions from the "Sort By" and "Display" menus. With the first menu you can order the data from highest to lowest, or vice versa, based on the total number of devices. With the second menu, you can choose the number of bubbles you want to display on the graph.



4.4 Clients section

This section lists all the Client type accounts on the platform and an interactive graph that shows 3 groups, which are grouped according to the number of devices in each account.

Each item of the table indicates the total number of devices assigned to the respective account. To view more information about a Client, select an option from the dropdown menu. The account "Test2" will be taken as an example.

SCUTI

DashboardUsersCustomersClientsGroupsProfilesDevicesOTA ▾Firmwares ▾MetricsManuals & SW

juan.martinez ▾

Dashboard

Report Log by Customer

Devices25180

Firmwares798

Customers988

Clients27

Updated firmwares1029

Updated MCUs153

Updated Modems27

Updated Profiles203

Clients

Sort by: High to low ▾Display: 15 ▾

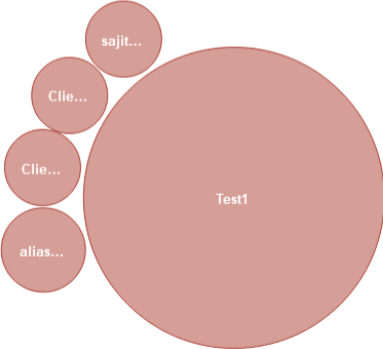
ClientsTotal Devices

All Clients

Select a client ▾

Client	Quantity Devices
Test1	750
alias.client	4
ClienteEta	3
sajitclient	3
ClienteCarlosAvas	3
Test2	2
sajitclient02	2
Cliente Alfa 02	2
ClienteBeta	2
Client 2A	1

Total: 27



More than 5,000 Devices

5,000 - 3,001 Devices

3,000 - 0 Devices

After selecting the option, the table of the "Total Devices" tab will be updated, which will contain, as its name indicates, the total number of devices belonging to the selected Client.

Clients

ClientsTotal Devices

Client: Test2

Select a client ▾

Models	Quantity Devices
ST3940	1
ST3340	1

To interact with the graph, use the label of each one of the groups, this will filter the bubbles of the graph so that you only see the necessary groups.

You can perform further interactions from the "Sort By" and "Display" menus. With the first menu you can order the data from highest to lowest, or vice versa, based on the total number of devices. With the second menu, you can choose the number of bubbles you want to display on the graph.

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Dashboard

Report Log by Customer

Devices
25180

Firmwares
798

Customers
988

Clients
27

Updated firmwares
1029

Updated MCUs
153

Updated Modems
27

Updated Profiles
203

Clients

Clients Total Devices

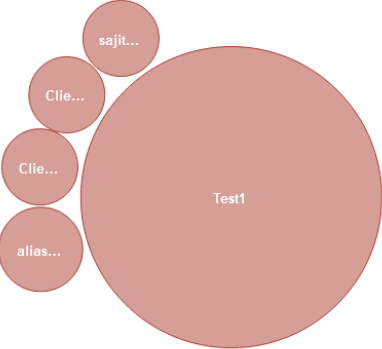
Sort by: High to low Display: 15

All Clients

Select a client

Client	Quantity Devices
Test1	750
alias.client	4
ClienteEta	3
sajitclient	3
ClienteCarlosAvas	3
Test2	2
sajitclient02	2
Cliente Alfa 02	2
ClienteBeta	2
Client 2A	1

Total: 27



More than 5,000 Devices

5,000 - 3,001 Devices

3,000 - 0 Devices

4.5 Updates sections

The sections referring to updates detail a summary based on the existing statuses on the platform. Devices can be grouped into one of 5 status types. The interactions with the graphs, the search types, the filter by time range, work in the same way in the 4 updates sections. Since the functions are similar, they will be detailed in the "OTA Updates" section.

All the data shown in the "Update" sections can be filtered by a specific time range. To apply this filter you must select one of the options from the drop-down menu, which is located on the right side of each section. Remember that by selecting an option from this menu the time range will be applied to all "Update" sections.

4.6 Update Otas section

The first graph refers to the status of the update. This information is grouped based on the status of the last update of the devices. By default, the information belonging to the "Update successfull" status is displayed. To see the total number of devices, move the cursor over each of the status (horizontal bar). If you want to see the information of a different status, just click on the bar of the status you want to change to, this will update the graph and the table at the bottom.

In the second graph the devices are grouped by model, we will consider the status "Update successfull" for this example, of which their last communication was successful. Hovering the cursor over any of the bars in this graph displays a tooltip with the total number of devices of that model.

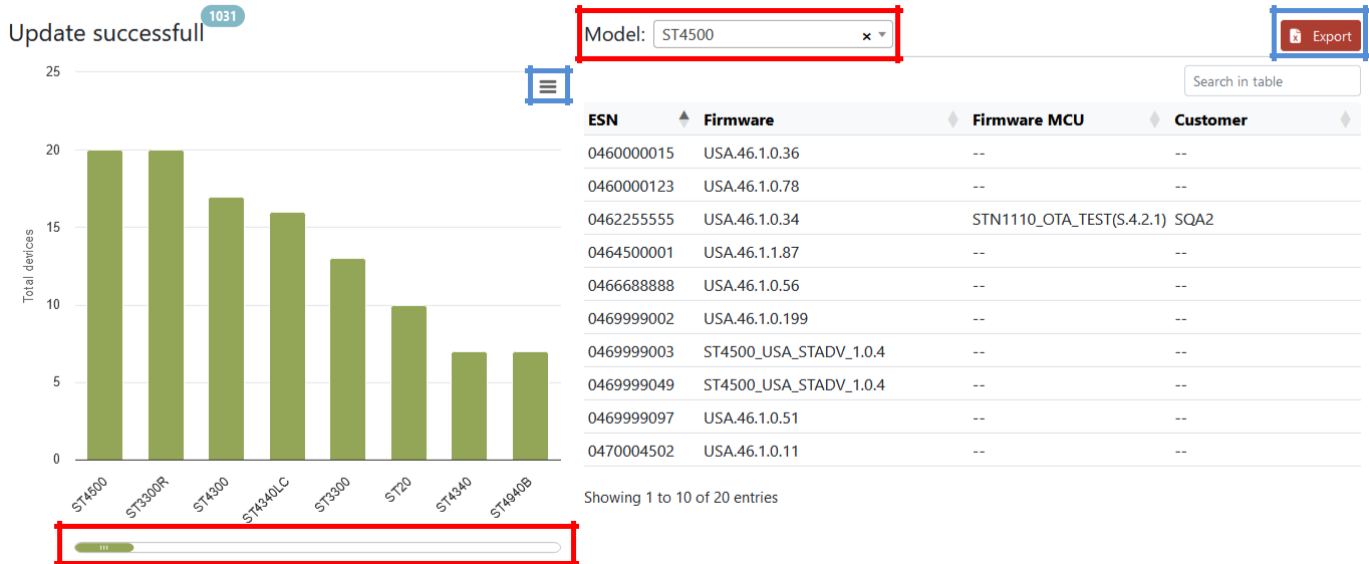
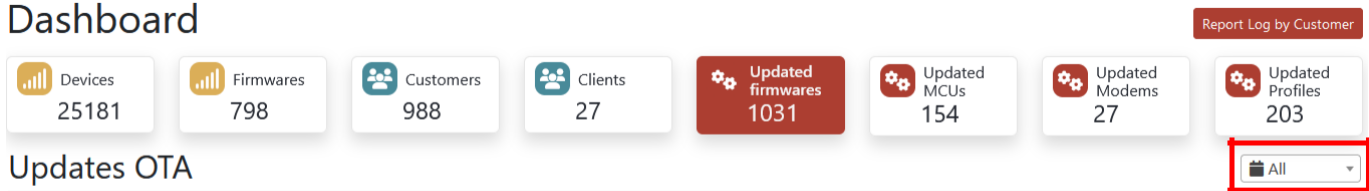
The table details the ESNs found in each model, by default the data of the first model obtained from each status is shown, continuing with the status "Update successfull", the first model is "ST4500".

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You can change models to view your devices; there are two ways to achieve this process. The first way is, from the "models" graph, identify the model and click on the bar, this will update the data in the table. The second way is to select a model from the drop-down menu at the top of the table, in this menu those models that are grouped in the status "Update successful" are listed.

You can also perform a quick search for any ESN by typing the ESN in the table's quick search entry. Remember that the ESN to search will be filtered only with the records of the model table that was selected.

Dashboard



Note: you can use the horizontal scroll of the graph to see more models.

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4.7 Update MCUs section

Information regarding MCU type upgrades.

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Dashboard

Report Log by Customer

Devices25181

Firmwares798

Customers988

Clients27

Updated firmwares1031

Updated MCUs154

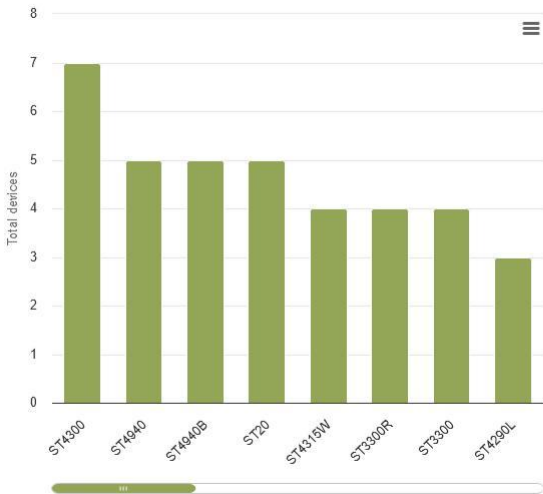
Updated Modems27

Updated Profiles203

Updates MCU

All

Update successfull154



Model	Count
ST4300	7
ST4940	5
ST4040B	5
ST20	5
ST4316W	4
ST3300R	4
ST3300	4
ST4280L	3

Model: ST4300

Export

ESN	Firmware	Firmware MCU	Customer
0360000123	ST4300_TEST_USA.36.2.0.39	ST4300_MCU_1.0.99	--
0360000220	ST4300_USA_STADV_1.0.34	M005_190624	--
0360000532	SU.36.1.0.24	M.01.00.04	--
0360012345	ST4300_STG.36.1.0.5	ST20U_M.1.0.99	--
0470000111	USA.36.1.0.27	ST4300_MCU	--
0470000112	usa.36.1.0.28	ST4300_MCU_M005	--
9999999999	SU.36.1.0.31	ST4300_MCU_OTA_M005	--

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4.8 Update Modems section

Information regarding Modems type upgrades.

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Firmwares
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Customers
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Clients
27

Updated firmwares
1031

Updated MCUs
154

Updated Modems
27

Updated Profiles
203

Updates Modem

Update successfull

Update request

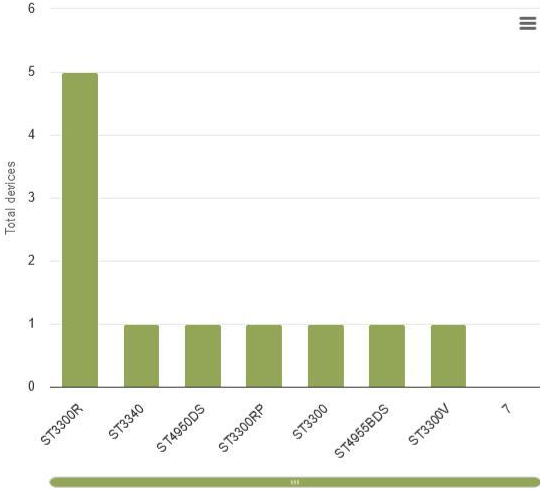
Update in process

Update failed (rescheduled)

Update failed

Update successfull

27



Model: ST3300R

Export

Search in table

ESN	Firmware	Firmware Modem	Customer
0580003301	STG.58.2.0.63	UG96LNAR02A13E1G	--
0580013291	STG.58.2.0.73	UG96LNAR02A14E1G	Validacion alias
0580027783	STG.58.2.0.73	UG96LNAR02A14E1G	Validacion alias
0580030407	STG.58.2.0.73	UG96LNAR02A14E1G	Validacion alias
3300456123	STG.58.2.0.68	UG96LNAR02A10E1G	--

Showing 1 to 5 of 5 entries

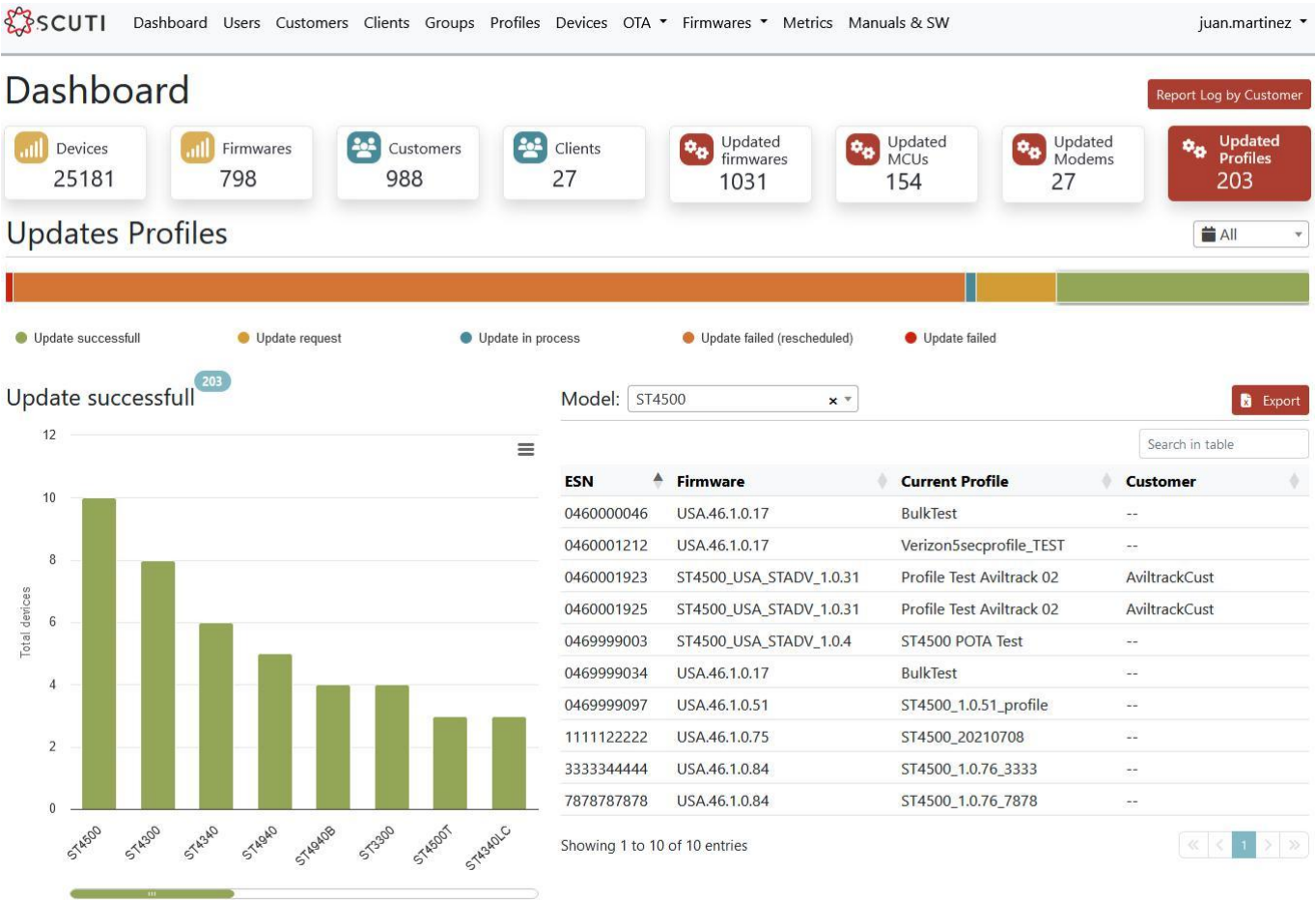
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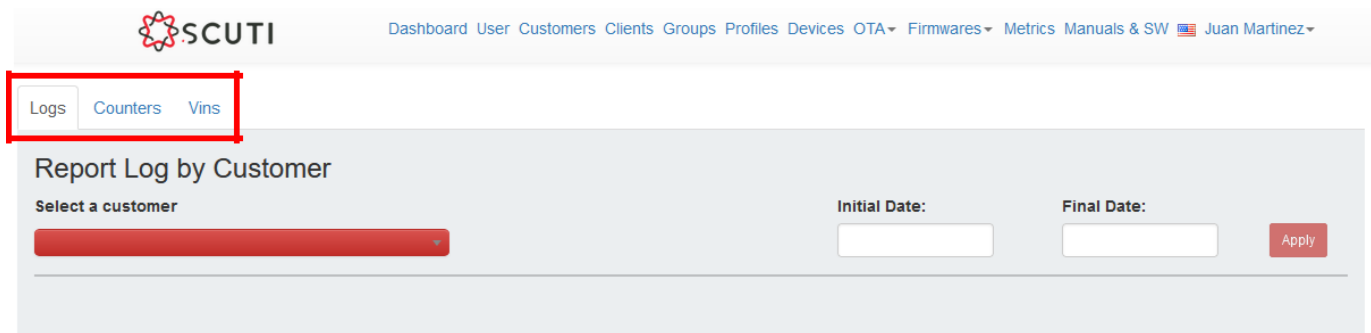
4.9 Update Profiles section

Information regarding Profiles type upgrades.



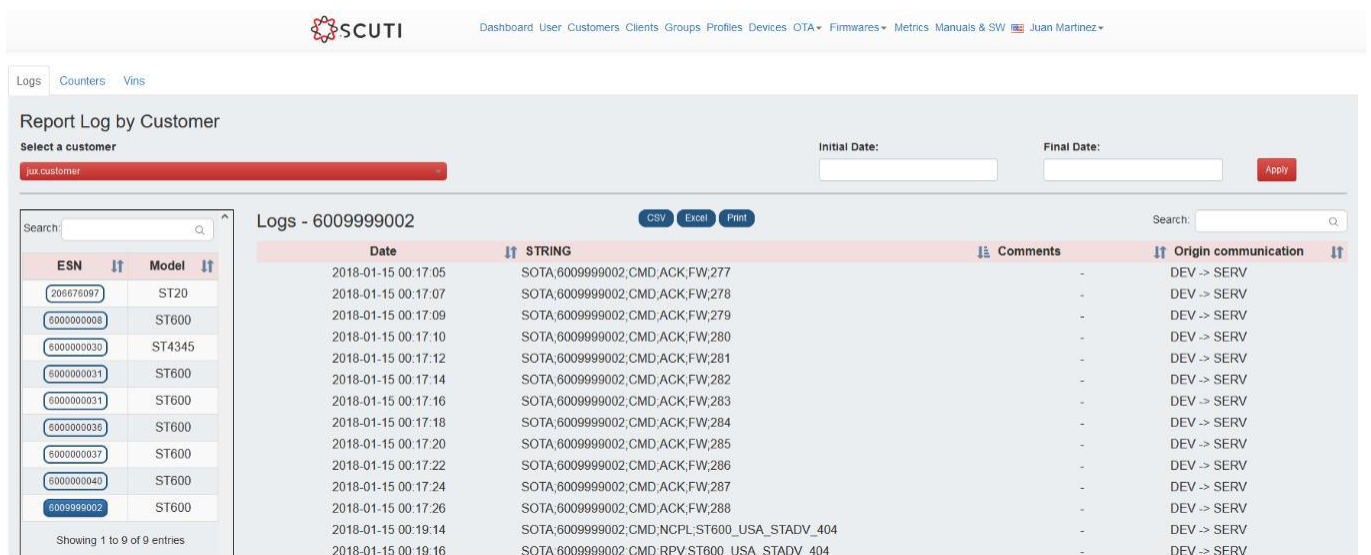
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Then the "Reports" window will appear and you must select a tab: Logs, Counters or Vins.



The screenshot shows the SCUTI dashboard with the 'Reports' section highlighted. The 'Logs' tab is selected, and the 'Report Log by Customer' form is visible. The form includes a 'Select a customer' dropdown menu, 'Initial Date' and 'Final Date' input fields, and an 'Apply' button.

For the Logs and Counters tabs, the process is the same, you must select the client and the device about which you need to know more information.



The screenshot shows the SCUTI dashboard with the 'Logs' tab selected. The 'Report Log by Customer' form is visible, and the 'Logs - 6009999002' data table is displayed. The table has columns for Date, STRING, Comments, and Origin communication. The data shows various log entries for the device 6009999002.

Date	STRING	Comments	Origin communication
2018-01-15 00:17:05	SOTA,6009999002,CMD,ACK,FW,277	-	DEV -> SERV
2018-01-15 00:17:07	SOTA,6009999002,CMD,ACK,FW,278	-	DEV -> SERV
2018-01-15 00:17:09	SOTA,6009999002,CMD,ACK,FW,279	-	DEV -> SERV
2018-01-15 00:17:10	SOTA,6009999002,CMD,ACK,FW,280	-	DEV -> SERV
2018-01-15 00:17:12	SOTA,6009999002,CMD,ACK,FW,281	-	DEV -> SERV
2018-01-15 00:17:14	SOTA,6009999002,CMD,ACK,FW,282	-	DEV -> SERV
2018-01-15 00:17:16	SOTA,6009999002,CMD,ACK,FW,283	-	DEV -> SERV
2018-01-15 00:17:18	SOTA,6009999002,CMD,ACK,FW,284	-	DEV -> SERV
2018-01-15 00:17:20	SOTA,6009999002,CMD,ACK,FW,285	-	DEV -> SERV
2018-01-15 00:17:22	SOTA,6009999002,CMD,ACK,FW,286	-	DEV -> SERV
2018-01-15 00:17:24	SOTA,6009999002,CMD,ACK,FW,287	-	DEV -> SERV
2018-01-15 00:17:26	SOTA,6009999002,CMD,ACK,FW,288	-	DEV -> SERV
2018-01-15 00:19:14	SOTA,6009999002,CMD,NCPL,ST600_USA_STADV_404	-	DEV -> SERV
2018-01-15 00:19:16	SOTA,6009999002,CMD,RPV,ST600_USA_STADV_404	-	DEV -> SERV

In the Vins tab, in the search type "Model Search", you must select the options: Brand, Model and Year.

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Logs
Counters
Vins

Search type

Model Search
VIN Search

Brand: FORD
Model: F-150
Year: 2005 - Pids: 45

Available PIDS
Total PIDS: 45

Excel

ID (Hex)	Description
00	PIDs supported [01 - 20]
01	Monitors/MIL status/DTC count
03	Fuel system status
04	Calculated engine load value
05	Engine coolant temperature
06	Short term fuel % trim—Bank 1

In the Vins tab, in the search type "VIN Search", you must add the VIN in the search field



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Logs
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Vins

Search type

Model Search
VIN Search

VIN Number: 1G1JC5444R7252367

Manufacturer: GENERAL MOTORS LLC
Brand: CHEVROLET
Model: CAVALIER
Year: 1994
Chassis: SEDAN/SALOON
Factory: LORDSTOWN, OHIO, UNITED STATES (USA)

Available PIDS
Total PIDS: 22

Excel

ID (Hex)	Description
00	PIDs supported [01 - 20]
01	Monitors/MIL status/DTC count
03	Fuel system status
04	Calculated engine load value
05	Engine coolant temperature
06	Short term fuel % trim—Bank 1

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5 Groups

In the group section you can create, edit and delete groups. Once a group is created you can add devices to it.

The groups are used to easily filter devices on the tables of OTA and Devices sections.

5.1 Creating a group

In the group section you have to click the “New Group” button


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Groups

All Groups My Groups

Filter by:

Search by Group name

New Group

Devices	Group name ↑	Owner user ↑	Actions
(1) (1)	Assured Shipment 1	Dominic Herrera	
(1) (1)	Assured Shipment 2	Dominic Herrera	
(1) (1)	Testing	Dominic Herrera	
(2) (2)	Assured V23 shipment	Dominic Herrera	
(2) (2)	ATS Integration Units	Dominic Herrera	
(3) (3)	Assured v26	Dominic Herrera	
(5) (5)	Devices sent with Tablets to ET 7/20	Dominic Herrera	
(2) (2)	Assured v27 Devices	Dominic Herrera	
(2) (2)	ATS v27 devices	Dominic Herrera	
(2) (2)	HOS247 v27 devices	Dominic Herrera	

Showing 1 to 10 of 199 entries

show

10

entries

1

2

3

4

»

Last

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5.2 Assigning devices to a group

To assign the devices that will be part of the group on the “Groups” section table you have to click the “Assign Devices” button next to the desired group (highlighted in yellow in the following image)


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Groups New Group

[All Groups](#) [My Groups](#)

Filter by:

Assign Devices	Group name ↑	Owner user ↑	Actions
 (1)  (1)	Assured Shipment 1	Dominic Herrera	 
 (1)  (1)	Assured Shipment 2	Dominic Herrera	 
 (1)  (1)	Testing	Dominic Herrera	 
 (2)  (2)	Assured V23 shipment	Dominic Herrera	 
 (2)  (2)	ATS Integration Units	Dominic Herrera	 
 (3)  (3)	Assured v26	Dominic Herrera	 
 (5)  (5)	Devices sent with Tablets to ET 7/20	Dominic Herrera	 
 (2)  (2)	Assured v27 Devices	Dominic Herrera	 
 (2)  (2)	ATS v27 devices	Dominic Herrera	 
 (2)  (2)	HOS247 v27 devices	Dominic Herrera	 

Showing 1 to 10 of 200 entries
show 10 entries

1 2 3 4 » Last

This will open the “Assign devices to group” window in which you have to select the desired devices by clicking the checkbox next to the desired ESN, when all the devices that will be part of the group are selected you have to click on the “Update assignment” button.

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Groups

All Groups My Groups

Filter by:

Devices

- (1)
- (1)
- (1)
- (2)
- (2)
- (3)
- (5)
- (2)
- (2)
- (2)

Showing 1 to 10 of 200 entries

Assign devices to group: Assured Shipment 1

Filter by:

Search by ESN

6009999015qwe

☐	ESN	IMEI	Model	Current FW
☒	6009999015qwe	321654987	ST20	ST20_SUNTECHUSA_STADV_027
☐	6009999001	353162077274380	ST600	ST600_USA_STADV_405
☐	6009999002	352253066222638	ST600	ST600_USA_STADV_405
☐	6000000030	354421079854618	ST4345	
☐	6000000031	354421079854576	ST600	ST600_USA_STADV_407
☐	6000000036	354421079846416	ST600	ST600_USA_STADV_407
☐	6000000037	354421079848636	ST600	ST600_USA_STADV_407
☐	6000000038	354421079848628	ST600	ST600_USA_STADV_407
☐	6000000039	352580080252435	ST600	ST600_USA_STADV_407
☐	6000000040	352580080252500	ST600	ST600_USA_STADV_407

Showing 1 to 10 of 65185 entries

show 10 entries

1 2 3 4 » Last

Update assignment

Actions

-
-
-
-
-
-
-
-
-
-
-
-
-
-
-
-
-
-
-
-

4 » Last

To confirm that the devices were assigned to the group you can look into the “Assign Devices” button near the group name and now it will show the total number of devices associated with the group (highlighted in yellow in the following image).


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Groups

All Groups My Groups

Filter by:

Search by Group name

Devices	Group name	Owner user	Actions
(1) (1)	Assured Shipment 1	Dominic Herrera	
(1) (1)	Assured Shipment 2	Dominic Herrera	

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5.3 Assigning devices to a Profile

To update the Profile of the devices, in the table of the "Groups" section, you must click on the "Assign Profile" button in the column of the desired group (highlighted in red in the following image).


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Groups

[New Group](#)

[All Groups](#) [My Groups](#)

Filter by: 

Search:

Devices	Name	Owner user	Profile Assign	Actions
 (1)  (1)	Assured Shipment 1	Dominic Herrera	 (1)	 
 (1)  (1)	Assured Shipment 2	Dominic Herrera	 (1)	 
 (1)  (1)	Testing	Dominic Herrera	 (1)	 
 (2)  (2)	Assured V23 shipment	Dominic Herrera	 (2)	 
 (2)  (2)	ATS Integration Units	Dominic Herrera	 (2)	 
 (3)  (3)	Assured v26	Dominic Herrera	 (3)	 
 (5)  (5)	Devices sent with Tablets to ET 7/20	Dominic Herrera	 (5)	 
 (2)  (2)	Assured v27 Devices	Dominic Herrera	 (2)	 
 (2)  (2)	ATS v27 devices	Dominic Herrera	 (2)	 
 (2)  (2)	HOS247 v27 devices	Dominic Herrera	 (2)	 

Showing 1 to 10 of 200 entries
Show entries

Previous **1** 2 3 4 5 ... 20 Next

This will open the "Assign Profile to devices the group" window, all the devices that are part of the group will be displayed, as well as the Profile and the update status. To update all the devices, you must select the name of the Profile from the list and click the "Update All" button.

Assign Profile to devices the group: **E-Logs Deployment 1 - CA - ST4340LC**

Profile:

-- Select a Profile --

Update All

Search:

Search by ESN

ESN	IMEI	Model	Current Profile	Status
0520000312	865284040032082	ST4340LC	-	
0520000319	865284040028221	ST4340LC	-	
0520000313	865284040032595	ST4340LC	-	
0520000311	865284040031316	ST4340LC	-	
0520000320	865284040031217	ST4340LC	-	
0520000314	865284040032330	ST4340LC	-	
0520000326	865284040032231	ST4340LC	-	
0520000315	865284040031456	ST4340LC	-	
0520000318	865284040032850	ST4340LC	-	
0520000324	865284040028064	ST4340LC	-	

Showing 1 to 10 of 13 entries

Show

10

entries

Previous

1

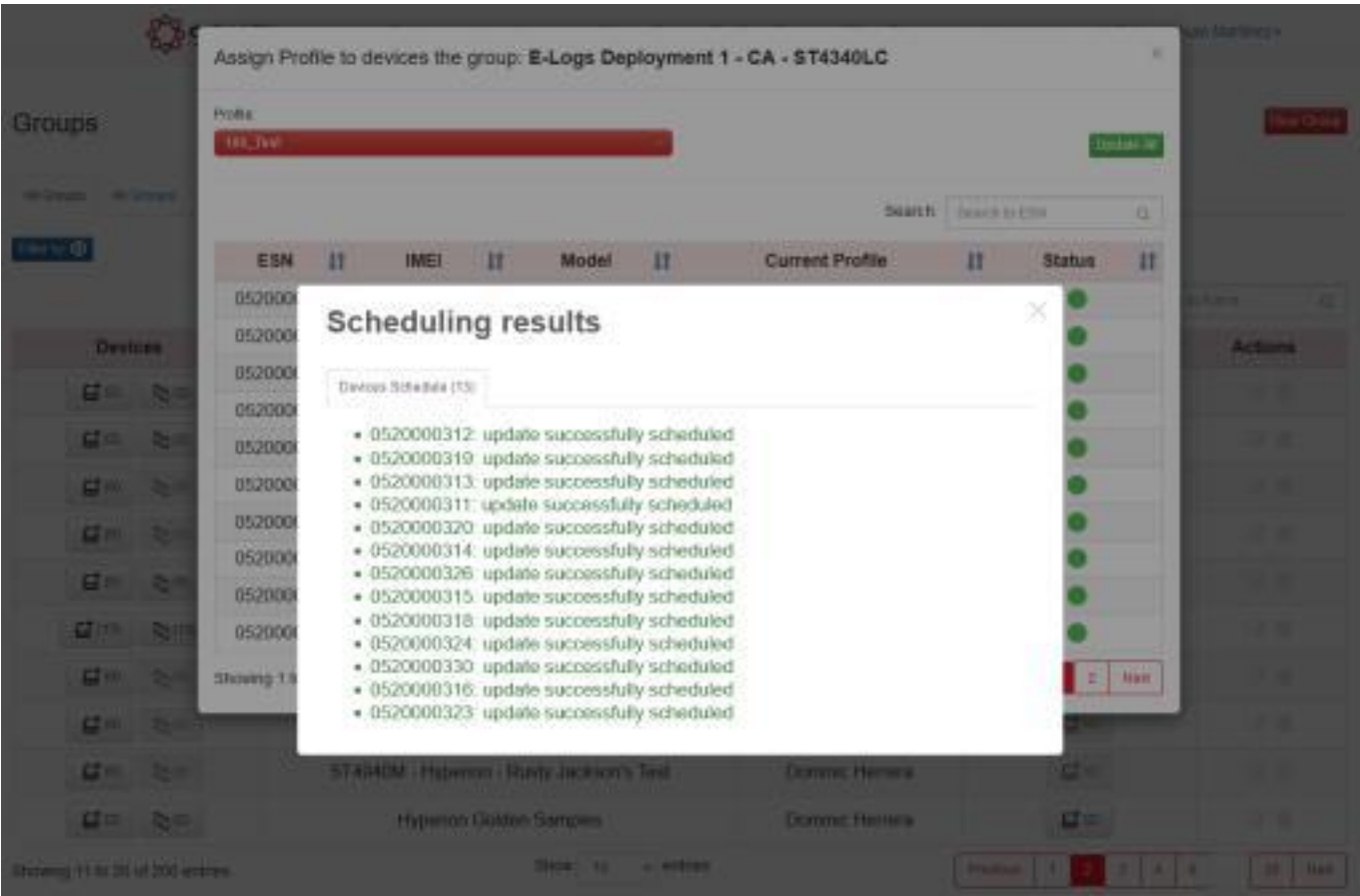
2

Next

Click the "Yes, continue" button to confirm the update process.

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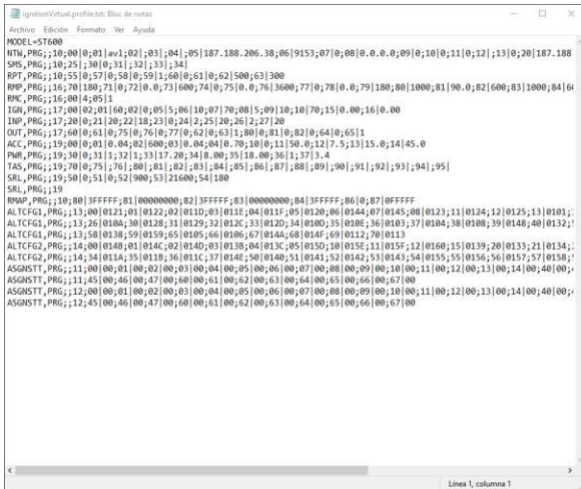
The system notifies about the updates that have been scheduled.



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6 Profiles

The Profiles section allows the upload, modify and deletion of Device Profiles. The device profiles are the files obtained using Synctrak that contain the configuration of a device.



```

MODEL=ST600
NTM_PRG;10;00;0;01;02;03;04;05;187.188.206.38;06;9153;07;0;00;0.0.0.0;09;0;10;0;11;0;12;13;0;20;187.188
SMB_PRG;10;25;30;0;11;12;13;14
RPT_PRG;10;55;0;57;0;58;0;59;1;60;0;61;0;62;500;63;300
RMP_PRG;16;70;180;71;0;72;0;0;73;600;74;0;75;0;0;76;3600;77;0;78;0;0;79;180;80;1000;81;90;0;82;600;83;1000;84;6
RMC_PRG;16;00;14;05;1
TGN_PRG;17;00;02;01;60;02;0;05;5;06;10;07;70;08;5;09;10;10;70;15;0.00;16;0.00
INP_PRG;17;20;0;21;20;22;18;23;0;24;2;25;20;26;2;27;20
OUT_PRG;17;60;0;51;0;75;0;76;0;77;0;52;0;63;1;80;0;81;0;82;0;64;0;65;1
ACC_PRG;19;00;0;01;0.04;02;600;03;0.04;04;0.70;10;0;11;50.0;12;7.5;13;15.0;14;45.0
PWR_PRG;19;30;0;31;1;32;1;33;17.20;34;0.00;35;18.00;36;1;37;3.4
TAS_PRG;19;70;0;75;1;76;1;00;1;82;1;83;1;84;1;85;1;86;1;87;1;88;1;89;1;90;1;91;1;92;1;93;1;94;1;95;1
SRM_PRG;19;50;0;51;0;52;000;53;23600;54;180
SRM_PRG;19
RMAP_PRG;10;00;3FFFFF;01;00000000;02;3FFFFF;03;00000000;04;3FFFFF;06;0;07;0FFFFF
ALTCFG1_PRG;13;00;0121;01;0122;02;0120;03;0111;04;0117;05;0120;06;0144;07;0145;08;0123;11;0134;12;0125;13;0101;
ALTCFG1_PRG;13;26;0104;30;0120;31;0129;32;012C;33;0120;34;0100;35;0106;36;0103;37;0104;38;0108;39;0148;40;0132;
ALTCFG1_PRG;13;58;0138;59;0159;65;0185;66;0186;67;014A;68;014F;69;0112;70;0113
ALTCFG2_PRG;14;00;0140;01;014C;02;0140;03;0138;04;013C;05;0150;10;0156;11;015F;12;0160;15;0139;20;0133;21;0134;
ALTCFG2_PRG;14;34;0134;35;0138;36;013C;37;014C;38;0140;39;0141;52;0142;53;0143;54;0155;55;0156;56;0157;57;0158;
ASGNSTT_PRG;11;00;00;01;00;02;00;03;00;04;00;05;00;06;00;07;00;08;00;09;10;00;11;00;12;00;13;00;14;00;40;00;
ASGNSTT_PRG;11;45;00;46;00;47;00;60;00;61;00;62;00;63;00;64;00;65;00;66;00;67;00
ASGNSTT_PRG;12;00;00;01;00;02;00;03;00;04;00;05;00;06;00;07;00;08;00;09;10;00;11;00;12;00;13;00;14;00;40;00;
ASGNSTT_PRG;12;45;00;46;00;47;00;60;00;61;00;62;00;63;00;64;00;65;00;66;00;67;00

```

6.1 Uploading a Profile

To register a new Profile file In the Profiles section you have to click the “New Profile” button.

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Profiles

[New Profile](#)

All Profiles My Profiles

Filter by:

Search by Profile Name



Profile Name ↓	File Name ↓	File	Created by ↓	Actions
ET-ST600_Key_OrbcommT-Mo	ExcellTelematics_orbcommTMO-fixed-_9_19_18.profile		Dominic Herrera	
ST600_Key_Orbcomm_Tmo	ExcellTelematics_orbcommTMO-fixed-_9_19_18.profile		David	
SAP_Test_Profile_12_2_18	ST600-ReplaceServerWithSAP.profile		Dominic Herrera	
Brickhouse_Profile	Brickhouse_ST4300Demo_V1.profile		Steve	
Apptricity Update	OldCastleProd.xml		Curtis Park	
Apptricity ST4940B 7/11/2019	ST4940B_configuration_7_11_2019.xml		Curtis Park	
CF test 6	CFTest06.profile		Craig Fanti	
Excel Telematics	ST4340_ExcelTelematics.profile		Curtis Park	
BASCO 4940B v1 190816	190816 ST4940B BASCO v1.xml		Kore Wireless	
Apptricity (ApolloProdVirtualIgnition)	ApolloProdVirtualIgnition.profile		Curtis Park	

Showing 1 to 10 of 280 entries

show 10 entries

1 2 3 4 » Last

The “Create New Profile” windows will be displayed and you have to enter the name of the profile being upload and the file containing it and then click on the “Save” button.

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Create New Profile

Name

File

Examinar...

Once the profile is uploaded it will appear in the table of the Profiles section.

6.2 Changing the profile of a device

To change the profile of a device you have to previously upload the profile file following the steps listed on 6.1.

Then go to “Devices” section and and locate the desired device.

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Devices

New Device

Load Bulk

Assign Devices

Assign Profile

Delete History

Filter by:

?

XLS

CSV

PDF

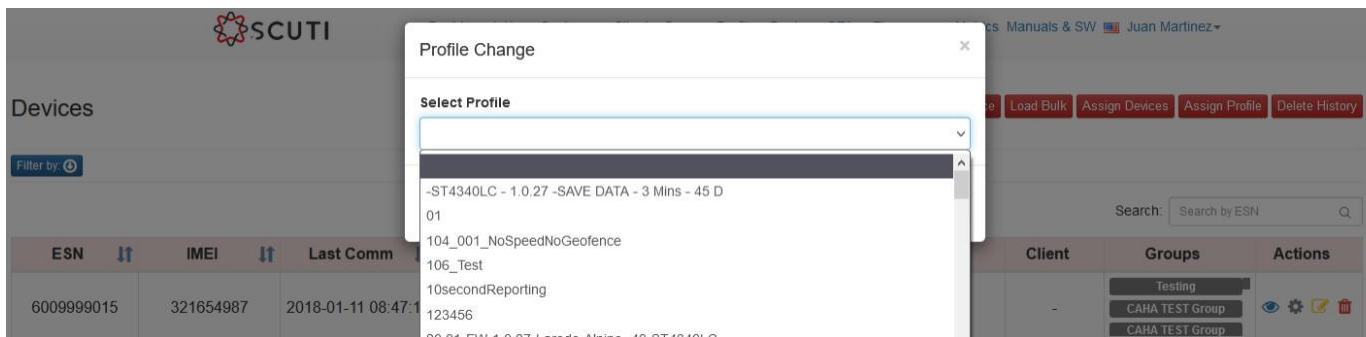
Search:

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015	321654987	2018-01-11 08:47:18	ST20	api-client	Testing 12.2.2019		-	Testing CAHA TEST Group CAHA TEST Group	Change Profile
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	-	jux.client	-	
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux.admin	jux.customer	-	CAHA TEST Group	
6000000030	354421079854618	-	ST4345	-	123456	jux.customer	-	jux.group	

Once found the desired device you must click on the “Change Profile” icon of the row of the device. This will bring up the “Profile Change” window in which you must select the desired profile from the dropdown list and click the Apply button.

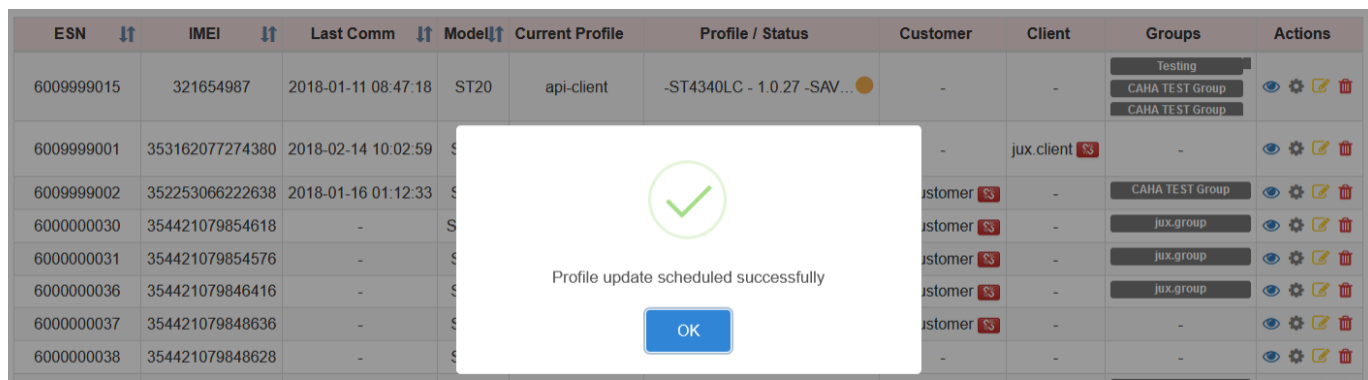
****Note:** If the profile status is “Waiting to connect” or “In process” or “Cancel in process”, you can not schedule a new update, you need to cancel before.

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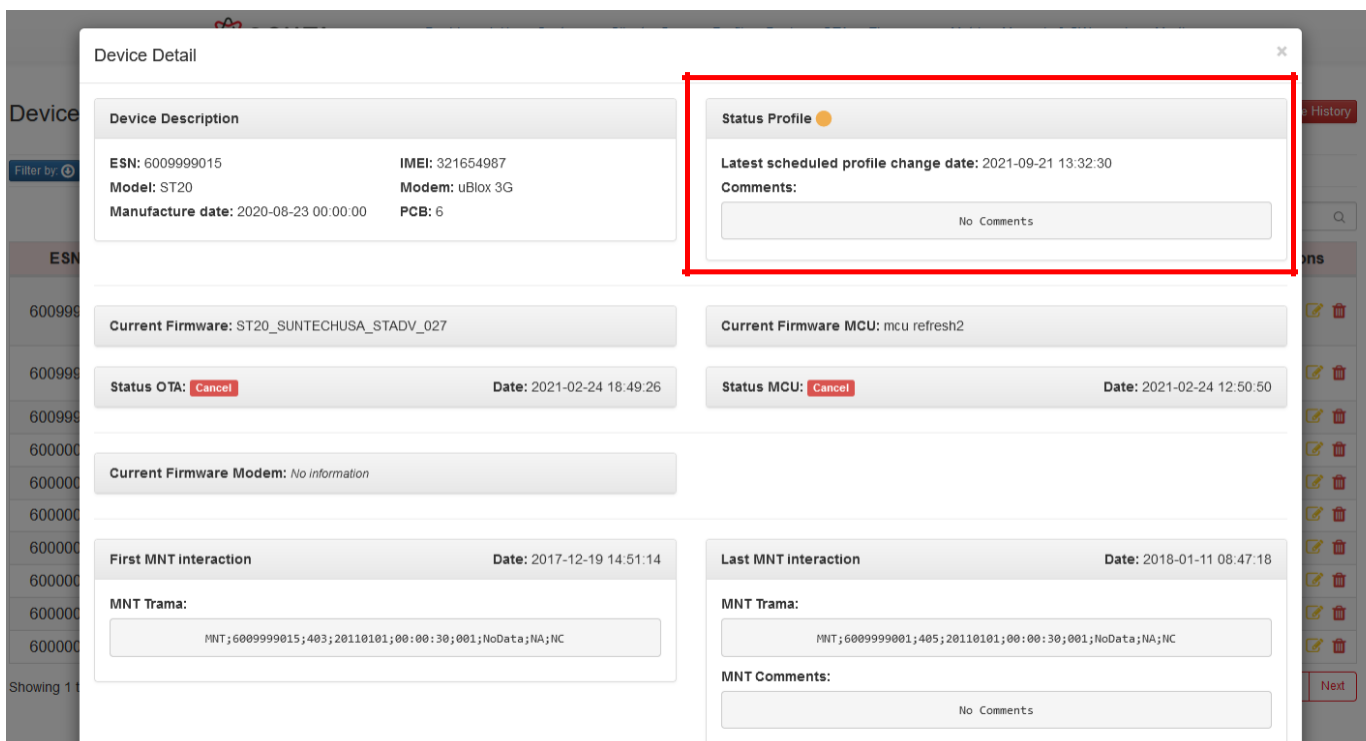
The screenshot shows the SCUTI web interface. A 'Profile Change' dialog box is open, displaying a 'Select Profile' dropdown menu. The background shows a table of devices with columns for ESN, IMEI, and Last Comm.

This will set the Profile status of the device to Requesting and now the Profile Change is schedule to take place the next time the device reports to Scuti.



The screenshot shows the SCUTI web interface. A confirmation dialog box is open, displaying a green checkmark icon and the text 'Profile update scheduled successfully'. Below the text is an 'OK' button. The background shows a table of devices with columns for ESN, IMEI, Last Comm, Model, Current Profile, Profile / Status, Customer, Client, Groups, and Actions.

Also in the "Device Detail" screen the Status of the Profile changes to requesting



The screenshot shows the SCUTI web interface. The 'Device Detail' screen is displayed, showing various device information. A red box highlights the 'Status Profile' section, which shows 'Status Profile' with a yellow circle icon, 'Latest scheduled profile change date: 2021-09-21 13:32:30', and 'Comments: No Comments'.

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During the upload process the status change to “In process”

Device Detail

Device Description

ESN: 600999015

IMEI: 321654987

Model: ST20

Modem: uBlox 3G

Manufacture date: 2020-08-23 00:00:00

PCB: 6

Status Profile

Latest scheduled profile change date: 2021-09-21 13:32:30

Comments:

No Comments

Current Firmware: ST20_SUNTECHUSA_STADV_027

Current Firmware MCU: mcu refresh2

Status OTA: Cancel

Date: 2021-02-24 18:49:26

Status MCU: Cancel

Date: 2021-02-24 12:50:50

Current Firmware Modem: No information

First MNT interaction

Date: 2017-12-19 14:51:14

MNT Trama:

MNT;6009999015;403;20110101;00:00:30;001;NoData;NA;NC

Last MNT interaction

Date: 2018-01-11 08:47:18

MNT Trama:

MNT;6009999001;405;20110101;00:00:30;001;NoData;NA;NC

MNT Comments:

No Comments



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Devices

New Device
Load Bulk
Assign Devices
Assign Profile
Delete History

Filter by

?

XLS

CSV

PDF

Search:

Search by ESN

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
600999015	321654987	2018-01-11 08:47:18	ST20	api-client	-ST4340LC - 1.0.27 -SAV...	-	-	Testing CAHA TEST Group CAHA TEST Group	
600999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	-	jux.client	-	
600999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux.admin	jux.customer	-	CAHA TEST Group	
600000030	354421079854618	-	ST4345	-	123456	jux.customer	-	jux.group	
600000031	354421079854576	-	ST600	-	-ST4340LC - 1.0.27 -SAV...	jux.customer	-	jux.group	
600000036	354421079846416	-	ST600	-	104_001_NoSpeedNoGe...	jux.customer	-	jux.group	
600000037	354421079848636	-	ST600	-	-	jux.customer	-	-	
600000038	354421079848628	-	ST600	-	-	-	-	-	
600000039	352580080252435	-	ST600	-	-	-	-	CAHA TEST Group	
600000040	352580080252500	-	ST600	-	-	jux.customer	-	CAHA TEST Group	

Showing 1 to 10 of 65,185 entries

Show

10

entries

Previous

1

2

3

4

5

...

6519

Next

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When the device finishes downloading the new profile the status change to “Updated” and the name of the profile loaded in the device is displayed.


[Dashboard](#)
[User](#)
[Customers](#)
[Clients](#)
[Groups](#)
[Profiles](#)
[Devices](#)
[OTA](#)
[Firmwares](#)
[Metrics](#)
[Manuals & SW](#)
[Juan Martinez](#)

Devices
New Device
Load Bulk
Assign Devices
Assign Profile
Delete History

Filter by: 






Search:

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015	321654987	2018-01-11 08:47:18	ST20	api-client	-ST4340LC - 1.0.27 -SAV... 	-	-	Testing CAHA TEST Group CAHA TEST Group	   
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux admin null	-	jux.client	-	   
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux admin	jux.customer	-	CAHA TEST Group	   
6000000030	354421079854618	-	ST4345	-	123456	jux.customer	-	jux.group	   
6000000031	354421079854576	-	ST600	-	-ST4340LC - 1.0.27 -SAV...	jux.customer	-	jux.group	   
6000000036	354421079846416	-	ST600	-	104_001_NoSpeedNoGe...	jux.customer	-	jux.group	   
6000000037	354421079848636	-	ST600	-	-	jux.customer	-	-	   
6000000038	354421079848628	-	ST600	-	-	-	-	-	   
6000000039	352580080252435	-	ST600	-	-	-	-	CAHA TEST Group	   
6000000040	352580080252500	-	ST600	-	-	jux.customer	-	CAHA TEST Group	   

Showing 1 to 10 of 65,185 entries

Show entries

Previous 1 2 3 4 5 ... 6519 Next

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7 Devices

In this section is controlled the upload, update and assign of devices.

7.1 Registering a device

To register a new device, you must go to the Devices section and click on the "New Device" button.

The "Create new device" screen is displayed, add and select the necessary information for the new device. To finish, click the "Save" button.


Dashboard User Customers Clients Groups Profiles Devices OTA Firmwares Metrics Manuals & SW Juan Martínez

Devices

New Device
Load Bulk
Assign Devices
Assign Profile
Delete History

Filter by:

?
XLS
CSV
PDF
Export All

Search: Search by ESN

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	106_Test	-	-	Testing CAHA TEST Group CAHA TEST Group	
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	jux.customer	jux.client	-	
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux.admin	jux.customer	-	CAHA TEST Group	
6000000030	354421079854618	-	ST4345	-	123456	-	-	jux.group	
6000000031	354421079854576	-	ST600	-	-ST4340LC - 1.0.27 -SAV...	Silent Sensors	-	jux.group	
6000000036	354421079846416	-	ST600	-	104_001_NoSpeedNoGe...	Silent Sensors	-	jux.group	
6000000037	354421079848636	-	ST600	-	-	Silent Sensors	-	-	
6000000038	354421079848628	-	ST600	-	-	Silent Sensors	-	-	
6000000039	352580080252435	-	ST600	-	-	Silent Sensors	-	CAHA TEST Group	
6000000040	352580080252500	-	ST600	-	-	Silent Sensors	-	CAHA TEST Group	

Showing 1 to 10 of 65,184 entries
Show 10 entries
Previous
1 2 3 4 5 ... 6519 Next

Once the device is registered a pop up confirming the register is shown.

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	106_Test	-	-	Testing CAHA TEST Group CAHA TEST Group	
6009999001	353162077274380	2018-02-14 10:02:59	ST			jux.customer	jux.client	-	
6009999002	352253066222638	2018-01-16 01:12:33	ST			customer	-	CAHA TEST Group	
6000000030	354421079854618	-	ST			-	-	jux.group	
6000000031	354421079854576	-	ST			ilent Sensors	-	jux.group	
6000000036	354421079846416	-	ST			ilent Sensors	-	jux.group	
6000000037	354421079848636	-	ST			ilent Sensors	-	-	
6000000038	354421079848628	-	ST600			Silent Sensors	-	-	



The Device has been added correctly

OK

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7.2 Registering a group of devices (Bulk load)

It is possible to register a group of devices at the same time, to accomplish these the devices must be contained on an excel file with the following format.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	No.	MFG Date/Time	Model	FW Ver.	FW MCU Ver.	ESN	IMEI	PCB	Profile	Modem Type	FW Modem Ver.	FW MCU Accessory Ver.	FW MCU ByPass Ver.	FW GpS Ver.
2	1	13/10/2023	ST4340	ST4340_USA_STADV_1.0.1		0380013097	863003045571973					MCU.2.3.4		GPS.1.2.3
3	2	18/10/2023	ST3300	STG.54.1.0.13	MCU.1.2.3	0380013106	863003045551306						MCU.3.4.5	

To make a bulk upload you must enter the “Devices” section and click the “Load Bulk” button.


Dashboard User Customers Clients Groups Profiles Devices OTA Firmwares Metrics Manuals & SW Juan Martinez

Devices

New Device Load Bulk Assign Devices Assign Profile Delete History

Filter by

XLS CSV PDF Export All

Search: Search by ESN

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	106_Test	-	-	Testing CAHA TEST Group CAHA TEST Group	
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile jux admin null	jux.customer	jux.client	-	
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile jux admin	jux.customer	-	CAHA TEST Group	
6000000030	354421079854618	-	ST4345	-	123456	-	-	jux.group	
6000000031	354421079854576	-	ST600	-	-ST4340LC - 1.0.27 - SAV...	Silent Sensors	-	jux.group	
6000000036	354421079846416	-	ST600	-	104_001_NoSpeedNoGe...	Silent Sensors	-	jux.group	
6000000037	354421079848636	-	ST600	-	-	Silent Sensors	-	-	
6000000038	354421079848628	-	ST600	-	-	Silent Sensors	-	-	
6000000039	352580080252435	-	ST600	-	-	Silent Sensors	-	CAHA TEST Group	
6000000040	352580080252500	-	ST600	-	-	Silent Sensors	-	CAHA TEST Group	

Showing 1 to 10 of 65,184 entries

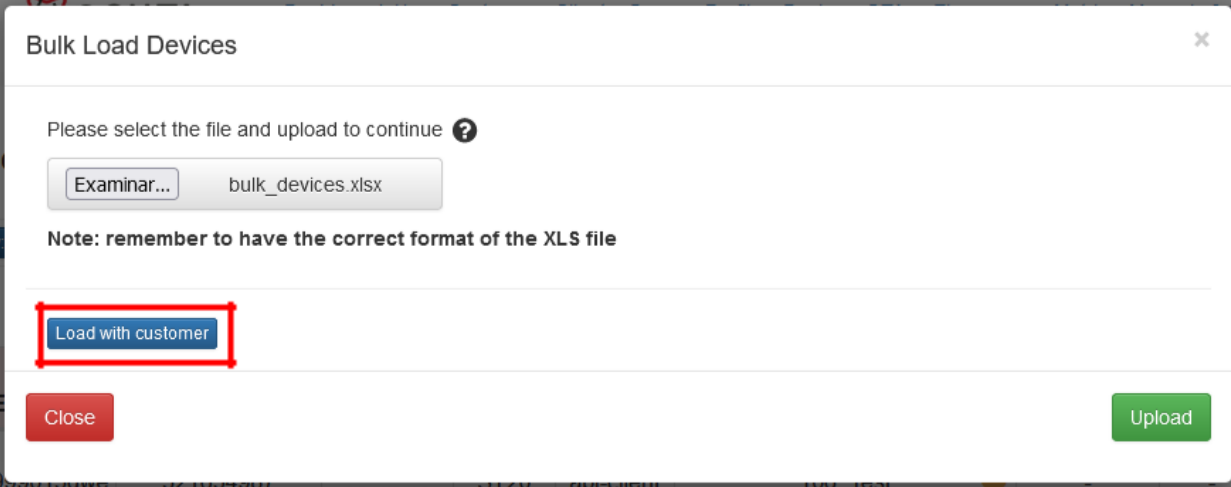
Show 10 entries

Previous 1 2 3 4 5 ... 6519 Next

This will bring up the Bulk Load Devices window in which you have to select the excel file containing the desired devices and click the “Upload” button.

To assign a customer to the devices of a bulk load, you must click on the "Load with Customer" button, select the customer's account to assign and click on the "Upload" button.

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Bulk Load Devices

Please select the file and upload to continue ?

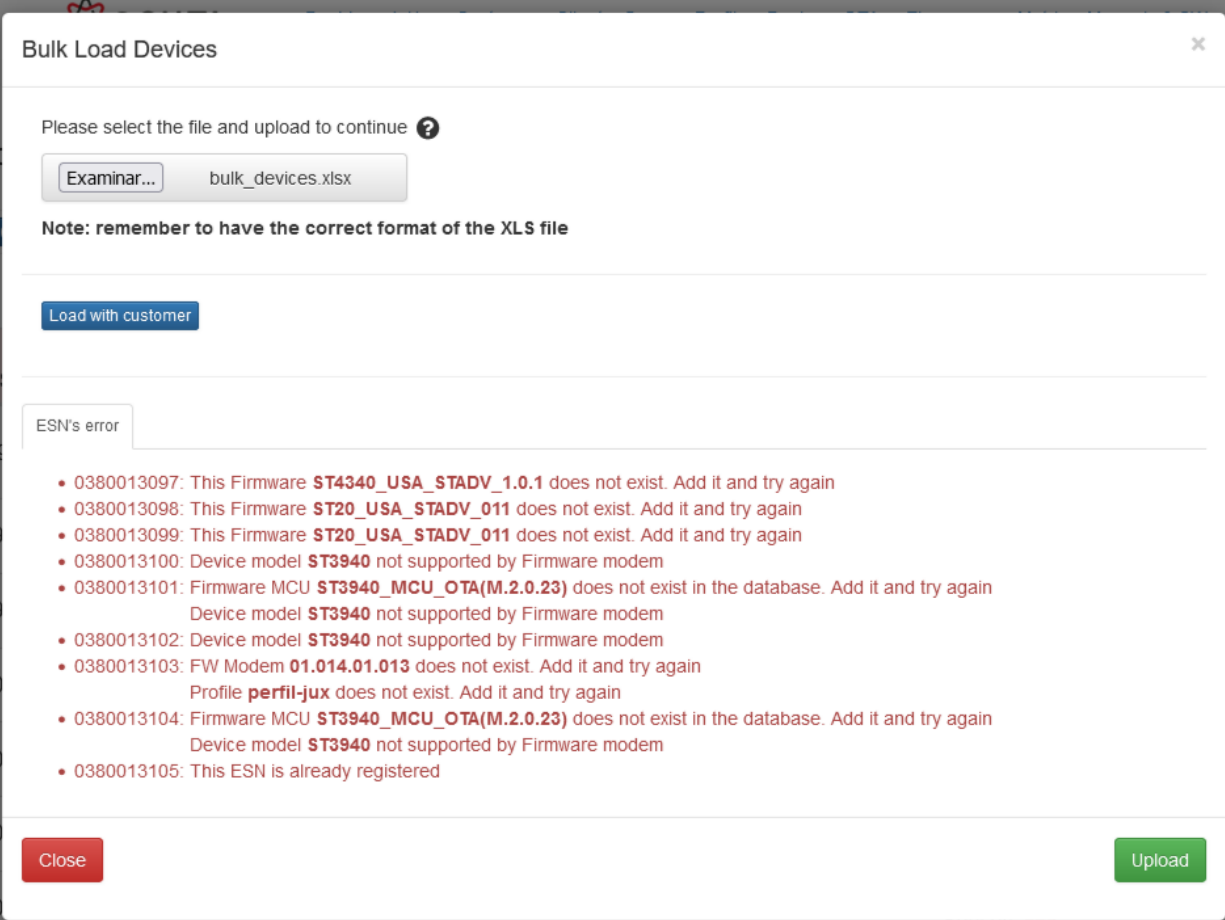
Examinar... bulk_devices.xlsx

Note: remember to have the correct format of the XLS file

Load with customer

Close Upload

If some problem exists, the window will show the hints to the possible cause.



Bulk Load Devices

Please select the file and upload to continue ?

Examinar... bulk_devices.xlsx

Note: remember to have the correct format of the XLS file

Load with customer

ESN's error

- 0380013097: This Firmware **ST4340_USA_STADV_1.0.1** does not exist. Add it and try again
- 0380013098: This Firmware **ST20_USA_STADV_011** does not exist. Add it and try again
- 0380013099: This Firmware **ST20_USA_STADV_011** does not exist. Add it and try again
- 0380013100: Device model **ST3940** not supported by Firmware modem
- 0380013101: Firmware MCU **ST3940_MCU_OTA(M.2.0.23)** does not exist in the database. Add it and try again
Device model **ST3940** not supported by Firmware modem
- 0380013102: Device model **ST3940** not supported by Firmware modem
- 0380013103: FW Modem **01.014.01.013** does not exist. Add it and try again
Profile **perfil-jux** does not exist. Add it and try again
- 0380013104: Firmware MCU **ST3940_MCU_OTA(M.2.0.23)** does not exist in the database. Add it and try again
Device model **ST3940** not supported by Firmware modem
- 0380013105: This ESN is already registered

Close Upload

The validations made by the system are:

- ESN needs to be not previously registered.
- IMEI needs to be not previously registered or for devices without imei needs to have an X.

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7.3 Device Detail View explained

In the Devices section table each device has a button called "View Full Detail".

Devices

Filter by: 






Search:

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	106_Test	-	-	Testing CAHA TEST Group CAHA TEST Group	  
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	jux.customer	jux.client	-	  
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux.admin	jux.customer	-	CAHA TEST Group	  

After

clicking on the icon, the "Device Details" module will be displayed, here you can get the details of the device such as: ESN, IMEI, Model, Modem, Manufacture Date and PCB, as well as the timestamps and status of each update of each of the types of firmware, profile change and last report of the device.

Device Detail

Device Description ESN: 6009999015 IMEI: 321654987 Model: ST20 Modem: uBlox 3G Manufacture date: 2020-08-22 23:00:00 PCB: 6	First MNT interaction Date: 2017-12-19 14:51:14 MNT Trama: MNT;6009999015;403;20110101;00:00:30;001;No	Last MNT interaction Date: 2018-01-11 08:47:18 MNT Trama: MNT;6009999001;405;20110101;00:00:30;001;NoData;NA;NC MNT Comments: No Comments
---	--	--

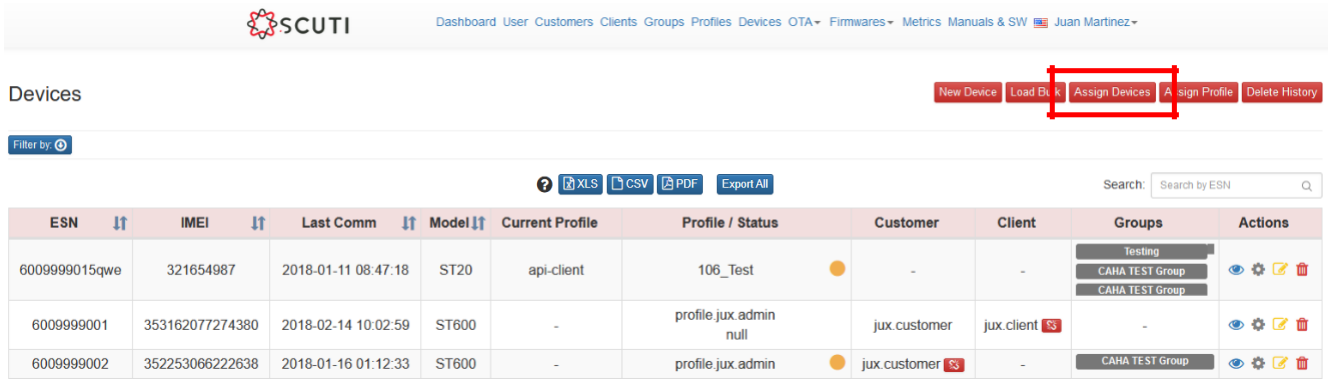
Current information about differents updates

Firmware: ST20_SUNTECHUSA_STADV_027 Status OTA: In process Date: 2023-07-27 17:34:30	Firmware MCU: ST20_M11 Status MCU: Requesting Date: 2023-08-10 12:57:03	Firmware Modem: No information Status Modem: No information Date: --
Firmware MCU Accessory: No information Status MCU: No information Date: --	Firmware MCU ByPass: No information Status MCU: No information Date: --	Firmware GPS: No information Status GPS: Requesting Date: 2023-10-24 17:01:14
Status Profile  Last scheduled date: 2021-09-21 13:32:30 Comments: No Comments		

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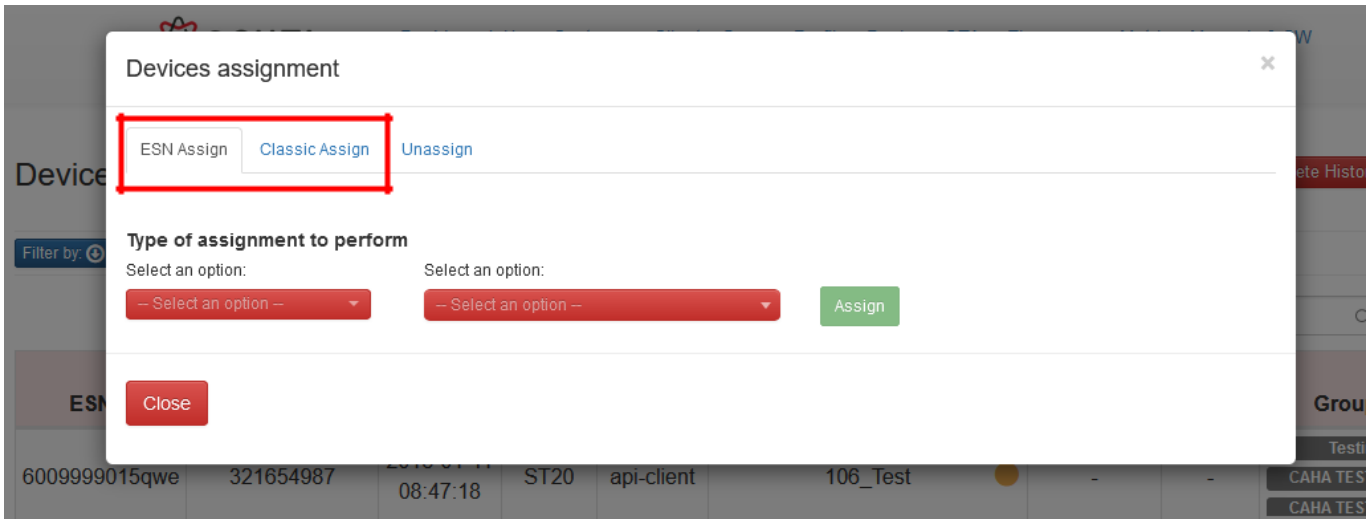
7.4 Assign devices to a customer

Once a device is registered can be assigned to a customer by clicking the "Assign Devices" button of the Devices section.



The screenshot shows the SCUTI dashboard with the 'Assign Devices' button highlighted in a red box. The dashboard includes a navigation bar with links like Dashboard, User, Customers, Clients, Groups, Profiles, Devices, OTA, Firmwares, Metrics, Manuals & SW, and a user profile for Juan Martinez. Below the navigation bar, there's a 'Devices' section with buttons for New Device, Load Back, Assign Devices, Assign Profile, and Delete History. A table of devices is displayed below, with columns for ESN, IMEI, Last Comm, Model, Current Profile, Profile / Status, Customer, Client, Groups, and Actions.

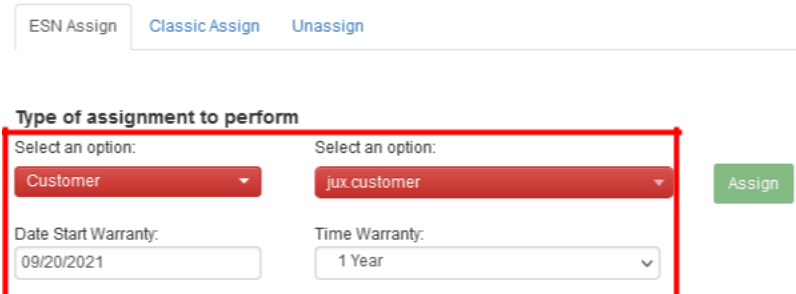
The "Assign Devices" window will appear and you must select a tab: ESN Assign or Classic Assign.



The screenshot shows the 'Devices assignment' window with the 'ESN Assign' tab selected. The window has a title bar with a close button. Below the title bar, there are three tabs: ESN Assign, Classic Assign, and Unassign. The 'ESN Assign' tab is highlighted with a red box. Below the tabs, there's a section titled 'Type of assignment to perform' with two dropdown menus and an 'Assign' button. The first dropdown menu is labeled 'Select an option:' and the second is labeled 'Select an option:'. The 'Assign' button is green. At the bottom, there's a 'Close' button.

For the "ESN Assign" tab you must select an option from the assignment dropdown: Customer, Client or Group.

For the Customer and Client options the process is the same, you must select the customer or client to which the device (s) will be assigned, the date of start of the warranty and the time of the warranty.



The screenshot shows the 'ESN Assign' window with the 'Customer' dropdown selected. The window has a title bar with a close button. Below the title bar, there are three tabs: ESN Assign, Classic Assign, and Unassign. The 'ESN Assign' tab is highlighted with a red box. Below the tabs, there's a section titled 'Type of assignment to perform' with two dropdown menus and an 'Assign' button. The first dropdown menu is labeled 'Select an option:' and the second is labeled 'Select an option:'. The 'Assign' button is green. At the bottom, there's a 'Close' button.

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For the Group option, there are two options, you can choose from the list a name of a group created previously or create one in the same process.

ESN Assign Classic Assign Unassign

Type of assignment to perform

Select an option: Select an option:

Group -- Select an option -- Assign

Create New Group

You can create a group from here

Name Save

In the text field you must add the list of devices to be assigned, taking into account the validation rules, and click on the "Check" button.

Devices assignment ✕

ESN Assign Classic Assign Unassign

Type of assignment to perform

Select an option: Select an option:

Customer jux.customer Assign

Date Start Warranty: Time Warranty:

09/20/2021 1 Year

Enter the ESN of the devices to be assigned in the field, just remember to respect the validation rules. ?

Check

0380013097
0380013098
0380013099
0380013100
0380013101
0380013102

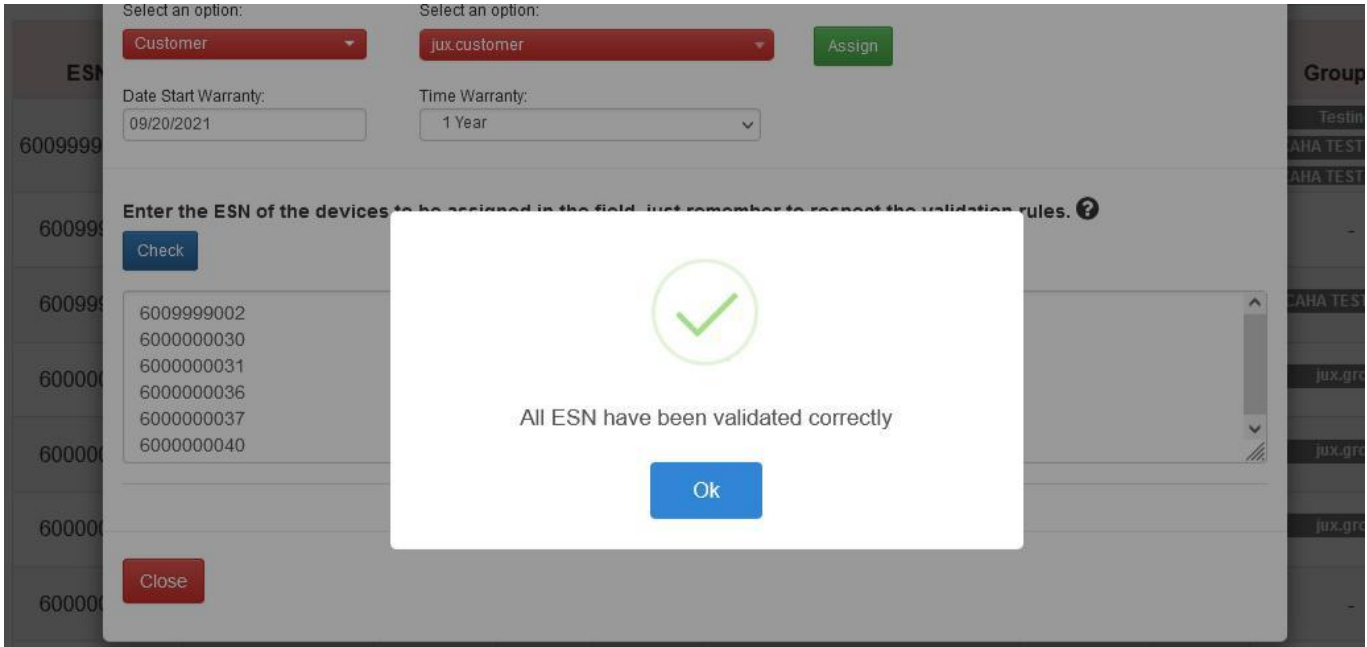
Close

Once pressing the "Check" button the system validates:

- ESN's have been previously registered.
- ESN's are not currently assigned to a customer.

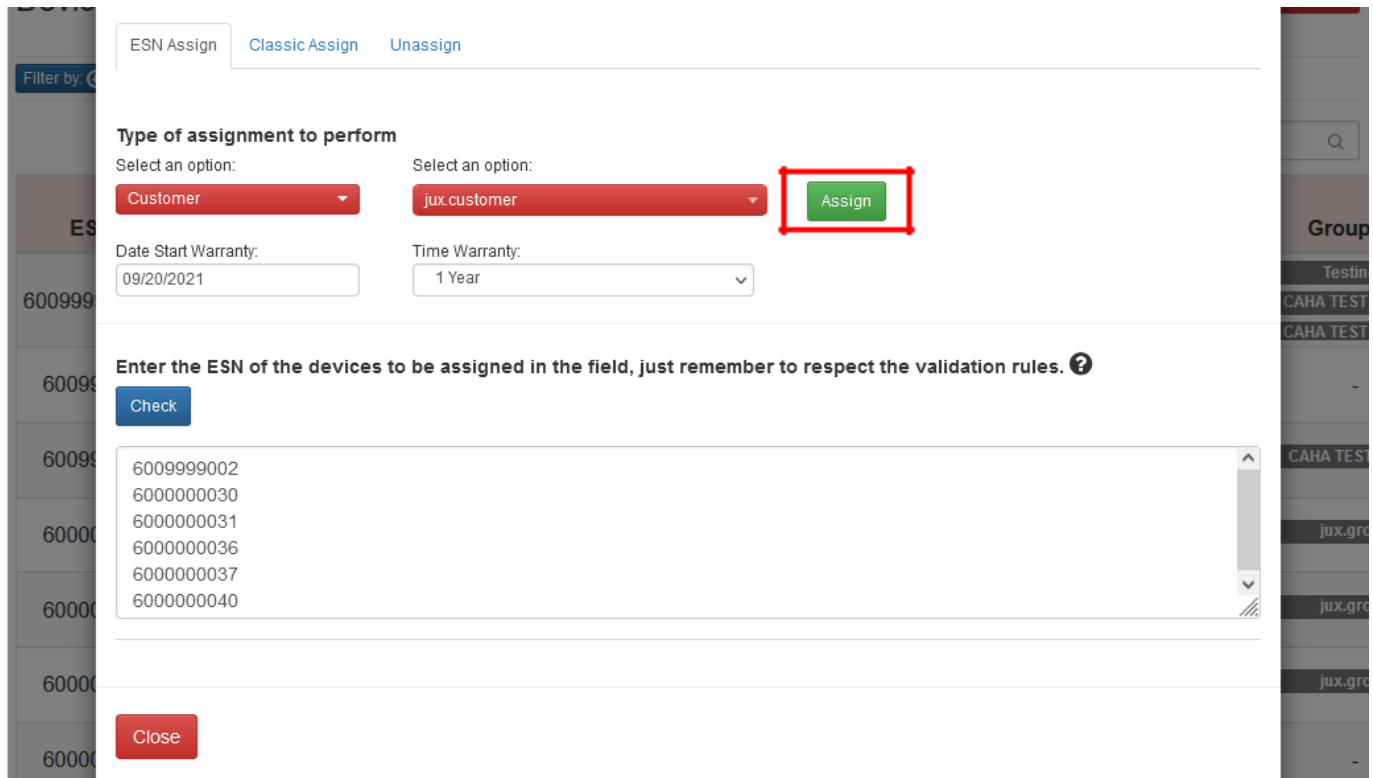
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If the devices meet the criteria, you must continue with the assign process, otherwise the system will notify what happened with each of the devices.



The screenshot shows a web interface for assigning ESNs. A modal dialog is displayed in the center with a green checkmark icon and the text "All ESN have been validated correctly". Below the text is an "Ok" button. The background interface includes dropdown menus for "Customer" (set to "jux.customer") and "Time Warranty" (set to "1 Year"), a date input for "Date Start Warranty" (set to "09/20/2021"), and a list of ESNs for selection. A green "Assign" button is visible in the top right of the background interface.

Finally, you must click on the "Assign" button.



This screenshot shows the same web interface as the previous one, but with the "Assign" button highlighted by a red rectangle. The interface includes tabs for "ESN Assign", "Classic Assign", and "Unassign". Below the tabs, there are dropdown menus for "Customer" (set to "jux.customer") and "Time Warranty" (set to "1 Year"), a date input for "Date Start Warranty" (set to "09/20/2021"), and a list of ESNs for selection. A green "Assign" button is visible in the top right of the background interface.

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For the "Classic Assign" tab you have to select the customer to which the device (s) will be assigned, the date of start of the warranty, the time of the warranty and the devices to assign and click on the "Assign Devices" button.

Assign Devices to Customer

ESN Assign

Classic Assign

Unassign

Date Start Warranty:
09/20/2021

Time Warranty:
1 Year

Select a Customer
jux.customer

Assign Devices

Filter by:

Search by ESN

6000000030

	ESN ↑	IMEI ↑	Model ↑	Customer ↑
☐	6009999015qwe	321654987	ST20	
☐	6009999001	353162077274380	ST600	jux.customer
☐	6009999002	352253066222638	ST600	jux.customer
☒	6000000030	354421079854618	ST4345	
☐	6000000031	354421079854576	ST600	Silent Sensors
☐	6000000036	354421079846416	ST600	Silent Sensors
☐	6000000037	354421079848636	ST600	Silent Sensors
☐	6000000038	354421079848628	ST600	Silent Sensors
☐	6000000039	352580080252435	ST600	Silent Sensors
☐	6000000040	352580080252500	ST600	Silent Sensors

Showing 1 to 10 of 65185 entries

show 10 entries

1

2

3

4

»

Last

Once the device is assigned it will appear in the customer account and it will have the customer assigned in the table.

7.5 Unassign devices

Once a device is assigned, there are two ways to unassign to a device, the first can be done through the "Unassign Customer" icon or in bulk.

Using the Icon

To unassign a device, you need to click on the "Unassign Customer" icon.

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 [Dashboard](#) [User](#) [Customers](#) [Clients](#) [Groups](#) [Profiles](#) [Devices](#) [OTA](#) [Firmwares](#) [Metrics](#) [Manuals & SW](#) [Juan Martinez](#)

Devices New Device Load Bulk Assign Devices Assign Profile Delete History

Filter by: 

    Export All

Search:

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	Testing 12.2.2019	-	-	Testing CAHA TEST Group CAHA TEST Group	   
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	-	jux client	-	   
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux.admin	jux.customer	-	CAHA TEST Group	   
6000000030	354421079854618	-	ST4345	-	123456	jux.customer	-	jux.group	   
6000000031	354421079854576	-	ST600	-	-ST4340LC - 1.0.27 -SAV...	jux.customer	-	jux.group	   
6000000036	354421079846416	-	ST600	-	104_001_NoSpeedNoGe...	jux.customer	-	jux.group	   
6000000037	354421079848636	-	ST600	-	-	jux.customer	-	-	   
6000000038	354421079848628	-	ST600	-	-	-	-	-	   
6000000039	352580080252435	-	ST600	-	-	-	-	CAHA TEST Group	   
6000000040	352580080252500	-	ST600	-	-	jux.customer	-	CAHA TEST Group	   

Showing 1 to 10 of 65,185 entries Show 10 entries Previous 1 2 3 4 5 ... 6519 Next

The alert will appear notifying about the action, you just have to continue with the process.

Search:

Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Group
2018-01-11 08:47:18	ST20	api-client	Testing 12.2.2019	-	-	Testing CAHA TEST CAHA TEST
2018-02-14 10:02:59	ST	-	-	-	jux client	-
2018-01-16 01:12:33	ST	-	-	jux.customer	-	CAHA TEST
-	ST	-	-	jux.customer	-	jux.g
-	ST	-	-	jux.customer	-	jux.g
-	ST	-	-	jux.customer	-	jux.g
-	ST	-	-	jux.customer	-	jux.g
-	ST	-	-	-	-	-
-	ST600	-	-	-	-	CAHA TEST
-	ST600	-	-	jux.customer	-	CAHA TEST

Showing 10 entries Previous 1 2 3 4



Are you sure?
You won't be able to revert this!

Yes, continue Cancel

Bulk Format

To perform the unassign in bulk format, you must click on the "Assign devices" button in the Devices section.

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Devices

New Device Load Backup Assign Devices Assign Profile Delete History

Filter by

?

XLS

CSV

PDF

Search: Search by ESN

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	106_Test	-	-	Testing CAHA TEST Group CAHA TEST Group	
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	jux.customer	jux.client	-	
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux.admin	jux.customer	-	CAHA TEST Group	
6000000030	354421079854618	-	ST4345	-	123456	-	-	jux.group	

The "Assign Devices" window will appear, and you must select tab "Unassign", select to the devices to unassign and click on the "Unassign Devices" button.

Device

ESN Assign Classic Assign Unassign

Remember that: when you deallocate a Customer from a device, you also lose the relationship that exists with those groups that do not belong to the Customer that will be assigned.
Note: Groups assigned by an Administrator user do not apply.

Filter by

Search by ESN

6009999001 6009999002

	ESN	IMEI	Current Customer
☐	6009999015qwe	321654987	
☒	6009999001	353162077274380	jux.customer
☒	6009999002	352253066222638	jux.customer
☐	6000000030	354421079854618	
☐	6000000031	354421079854576	Silent Sensors
☐	6000000036	354421079846416	Silent Sensors
☐	6000000037	354421079848636	Silent Sensors
☐	6000000038	354421079848628	Silent Sensors
☐	6000000039	352580080252435	Silent Sensors
☐	6000000040	352580080252500	Silent Sensors

Showing 1 to 10 of 65185 entries

show 10 entries

1 2 3 4 » Last

Unassign Devices

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7.6 Assigning devices to a Profile

There are two ways to assign a profile to a device, the first can be done through the "Change Profile" icon or in bulk.

Using the Icon

To assign a profile to a device, you must click the " Change Profile" icon.


[Dashboard](#) [User](#) [Customers](#) [Clients](#) [Groups](#) [Profiles](#) [Devices](#) [OTA](#) [Firmwares](#) [Metrics](#) [Manuals & SW](#) [Juan Martinez](#)

[New Device](#) [Load Bulk](#) [Assign Devices](#) [Assign Profile](#) [Delete History](#)

Filter by: 





Search:

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	106_Test	-	-	Testing CAHA TEST Group CAHA TEST Group	  
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	-	jux.client	-	  
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux.admin	jux.customer	-	CAHA TEST Group	  
6000000030	354421079854618	-	ST4345	-	123456	jux.customer	-	jux.group	  
6000000031	354421079854576	-	ST600	-	-.ST4340LC - 1.0.27 -SAV...	jux.customer	-	jux.group	  
6000000036	354421079846416	-	ST600	-	104_001_NoSpeedNoGe...	jux.customer	-	jux.group	  
6000000037	354421079848636	-	ST600	-	-	jux.customer	-	-	  
6000000038	354421079848628	-	ST600	-	-	-	-	-	  
6000000039	352580080252435	-	ST600	-	-	-	-	CAHA TEST Group	  
6000000040	352580080252500	-	ST600	-	-	jux.customer	-	CAHA TEST Group	  

Showing 1 to 10 of 65,185 entries
Show 10 entries

Previous 1 2 3 4 5 ... 6519 Next

The "Profile Change" window will appear and you must select an option from the dropdown and click the "Apply" button.

Devices
Filter by: 

Profile Change

Select Profile
Testing 12.2.2019

Close
Apply

ESN	IMEI	Comm	Model	Profile	Profile / Status	Customer	Client
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	106_Test	-	-
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	-	jux.client
6009999002	352253066222638	2018-01-16	ST600	-	profile.jux.admin	jux.customer	-

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Also, you can cancel the schedule update, only if the status is “Waiting to connect” or “In process”.


Dashboard User Customers Clients Groups Profiles Devices OTA Firmwares Metrics Costs Manuals & SW Daniela Camacho

Devices
New Device Load Bulk Assign Devices Send commands in bulk Assign Profile Delete History

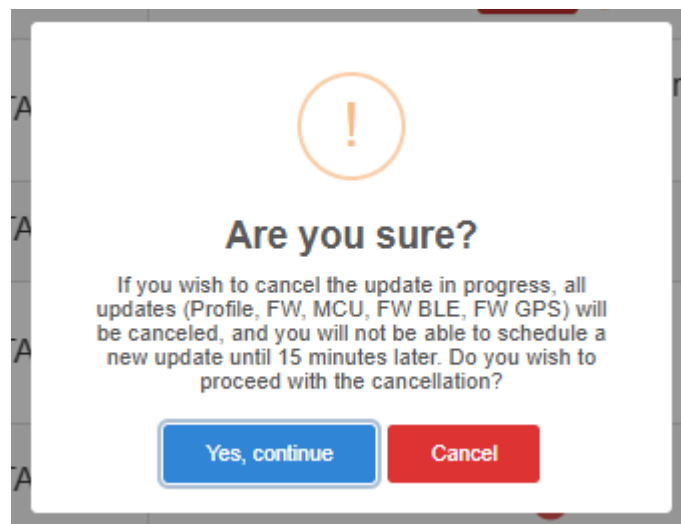
Filter by

XLS CSV PDF

Search: Search by ESN

ESN	IMEI	Last Comm	Model	Firmware	Current Profile	Profile / Status	Customer	Client	Groups	Send	Actions
111111111	111111111111111	-	ST20	ST20_SUNTECH...	ST4940 POTA Test	Perfil de prueba con un nombre mayor a 100 c... Cancel	jux customer	-	grupoCarlos 02 grupoCarlos 03 jux grupo	-	Eye Settings Checkmark
210000001	X	-	ST20	ST20_SUNTECH...	ST4940 POTA Test	Appticity_UpdatedNoMotion_1.0.29 Cancel	4 TRACK SA DE CV	alias client	grupoCarlos 03 jux grupo	-	Eye Settings Checkmark
210000002	X	-	ST20	ST20_SUNTECH...	ST4940 POTA Test	ATT 5sec Drive	jux customer	alias client	testt	-	Eye Settings Checkmark
210000003	X	-	ST20	ST20_SUNTECH...	ST4940 POTA Test	ATT 5sec Drive	jux customer	-	GrupoCarlosHernandez grupoCarlos02 testt	-	Eye Settings Checkmark
210000004	X	-	ST20	ST20_SUNTECH...	ST4940 POTA Test	ATT 5sec Drive	jux customer	-	grupo-api testt	-	Eye Settings Checkmark
6009999008	123456-78-901234-5	2022-02-09 15:26:59	ST600	ST600_USA_STA...	-	M2M Dev IP Test Cancel	4 TRACK SA DE CV	-	GrupoCarlosHernandez jux grupo	-	Eye Settings Checkmark
6009999007	012345-67-890123-4	-	ST600	ST600_USA_STA...	-	profile jux change Cancel	juxito jux	-	GrupoCarlosHernandez jux grupo	-	Eye Settings Checkmark
6009999006	234567-89-012345-6	-	ST600	ST20_SUNTECH...	-	omars_test Cancel	-	-	GrupoCarlosHernandez	-	Eye Settings Checkmark
6009999005	654321-09-876543-2	-	ST600	ST20_SUNTECH...	-	1-0-23-NEW	-	-	GrupoCarlosHernandez SQA TEST GROUP testt	-	Eye Settings Checkmark
210000005	210000005	-	ST20	ST20_SUNTECH...	Profile1	ST4280 1.0.20 Cancel	-	-	GrupoCarlosHernandez grupo-api SQA TEST GROUP	-	Eye Settings Checkmark

If you click the button “Cancel” you can see this advertisement.



On the one hand, If the status is “Waiting to connect” only cancel the profile schedule update, on the other hand if the status is “In process”, all scheduled updates for that device will be canceled.

Bulk Format

To perform the assignment in bulk format, you must click on the "Assign Profile" button in the Devices section.

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Devices

[New Device](#)
[Load Bulk](#)
[Assign Devices](#)
[Assign Profile](#)
[Delete History](#)

Filter by 





Search:

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	106_Test	-	-	Testing CAHA TEST Group CAHA TEST Group	   
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	jux.customer	jux.client	-	   
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux.admin	jux.customer	-	CAHA TEST Group	   
6000000030	354421079854618	-	ST4345	-	123456	-	-	jux.group	   
6000000031	354421079854576	-	ST600	-	-ST4340LC - 1.0.27 -SAV...	Silent Sensors	-	jux.group	   
6000000036	354421079846416	-	ST600	-	104_001_NoSpeedNoGe...	Silent Sensors	-	jux.group	   
6000000037	354421079848636	-	ST600	-	-	Silent Sensors	-	-	   
6000000038	354421079848628	-	ST600	-	-	Silent Sensors	-	-	   
6000000039	352580080252435	-	ST600	-	-	Silent Sensors	-	CAHA TEST Group	   
6000000040	352580080252500	-	ST600	-	-	Silent Sensors	-	CAHA TEST Group	   

Showing 1 to 10 of 65,184 entries

Show entries

Previous [1](#) [2](#) [3](#) [4](#) [5](#) ... [6519](#) Next

The "Assign Profile to devices" window will appear and you must select a tab: ESN Assign or Classic Assign and you can unassign Devices too

Assign profile to devices

ESN Assign
Classic Assign
Cancellation Assign

Select a profile:

-- Select an option --
Assign

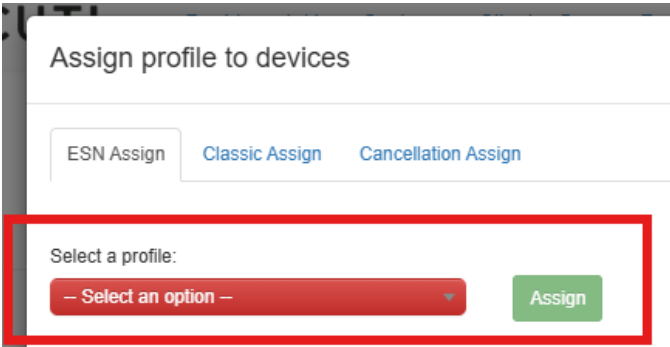
Enter the ESN of the devices to be assigned in the field, just remember to respect the validation rules.

Check

Close

For the "ESN Assign" tab you must select an option from the profile dropdown.

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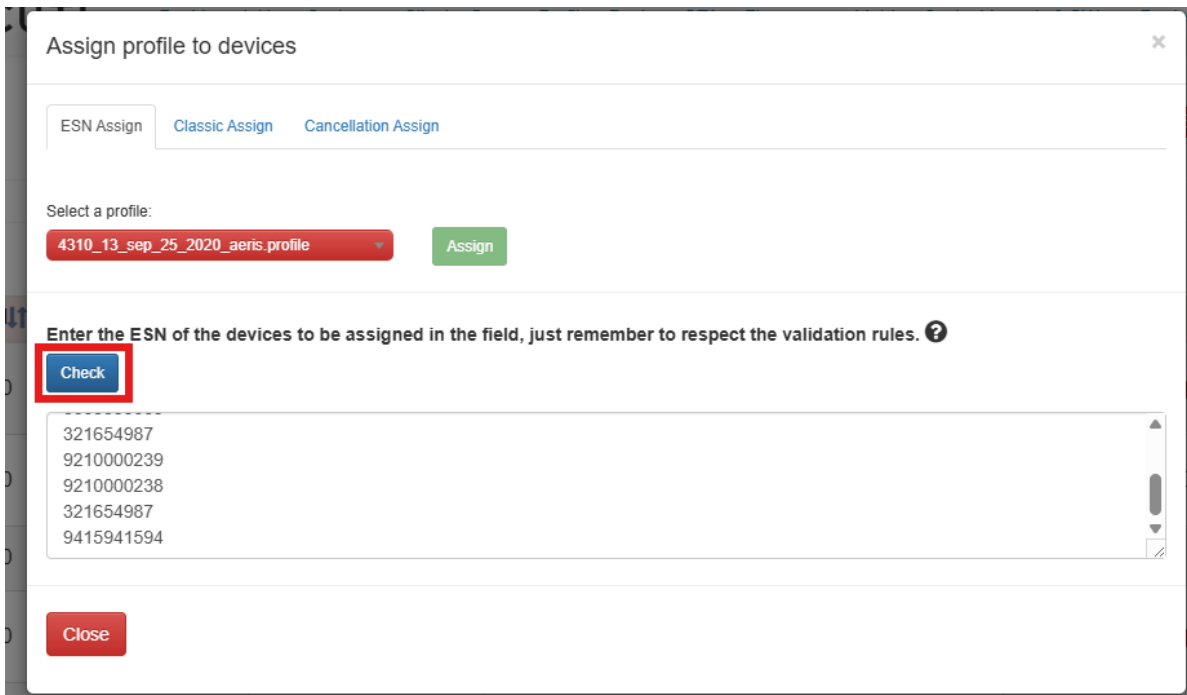
Assign profile to devices

ESN Assign Classic Assign Cancellation Assign

Select a profile:

-- Select an option -- Assign

In the text field you must add the list of devices to be assigned, taking into account the validation rules, and click on the "Check" button.



Assign profile to devices

ESN Assign Classic Assign Cancellation Assign

Select a profile:

4310_13_sep_25_2020_aeris.profile Assign

Enter the ESN of the devices to be assigned in the field, just remember to respect the validation rules. ?

Check

321654987
9210000239
9210000238
321654987
9415941594

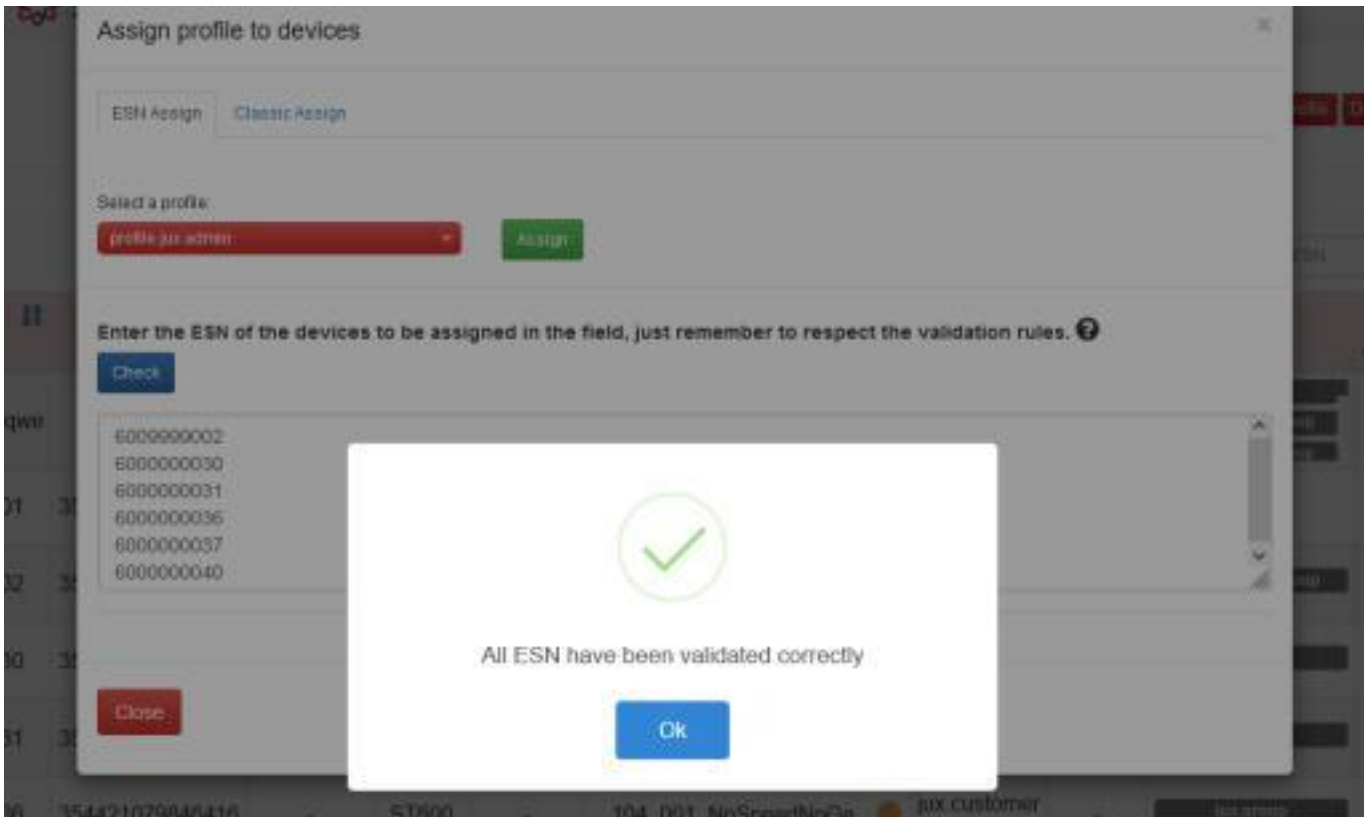
Close

Once pressing the "Check" button the system validates:

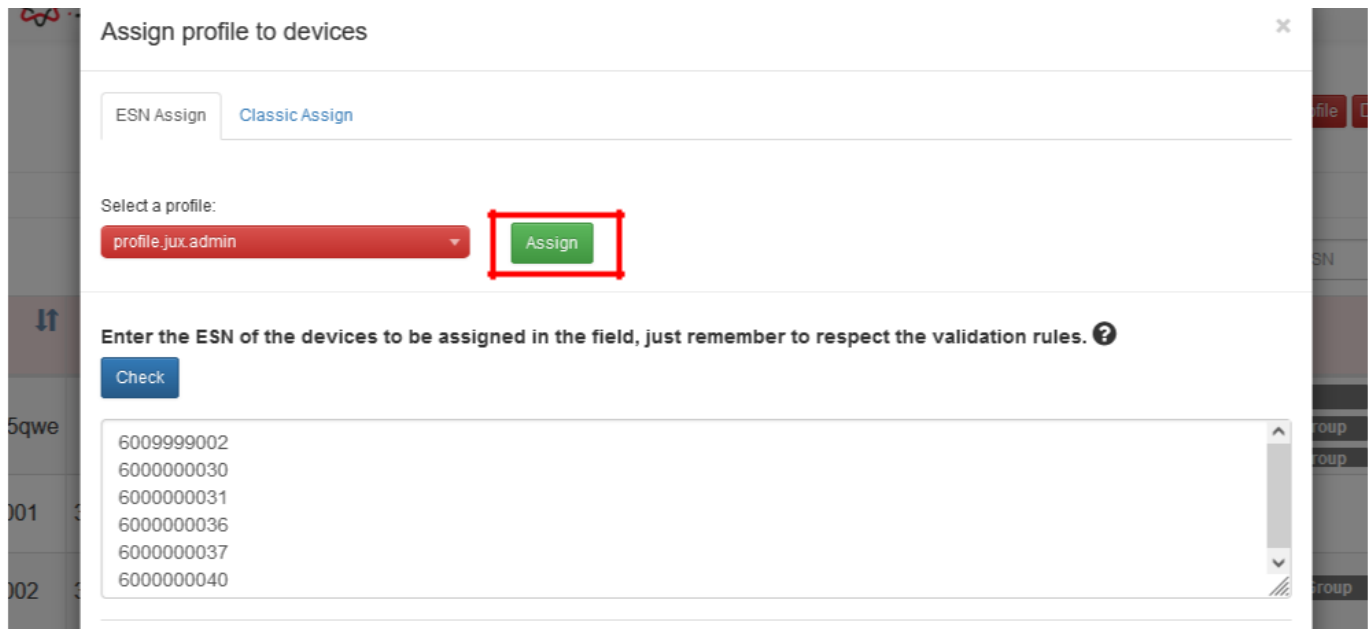
ESN's have been previously registered.
ESN's are not currently assigned to a profile.

If the devices meet the criteria, you must continue with the assign process, otherwise the system will notify what happened with each of the devices.

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Finally, you must click on the "Assign" button.



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For the "Classic Assign" tab you have to select the Profile to which the device (s) will be assigned, the devices to assign and click on the "Add Profile" button.

Assign profile to devices

ESN Assign

Classic Assign

Cancellation Assign

Profile

1-0-23-NEW

Add Profile

Filter by:

Search:

Search by ESN

☐	ESN	IMEI	Model	Current Profile
☐	111111111	111111111111111	ST20	
☐	210000001	X	ST20	
☐	210000002	X	ST20	
☐	210000003	X	ST20	
☐	210000004	X	ST20	
☐	6009999008	123456-78-901234-5	ST600	
☐	6009999007	012345-67-890123-4	ST600	
☐	6009999006	234567-89-012345-6	ST600	
☐	6009999005	654321-09-876543-2	ST600	
☐	210000005	210000005	ST20	

Showing 1 to 10 of 26,509 entries

Show 10 entries

Previous

1

2

3

4

5

...

2651

Next

Additionally, there's a tab for Cancellation Assign, you can see a modal like this.

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Assign profile to devices

ESN Assign

Classic Assign

Cancellation Assign

Enter the ESN of the devices to be assigned in the field, just remember to respect the validation rules. ?

Check

Cancel

Close

In this tab, you can enter the list of ESNs you wish to cancel. Then, click the Check button to validate whether the scheduled updates can be canceled. Then you will see a message indicating which ESNs can be canceled.

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Assign profile to devices

ESN Assign

Classic Assign

Cancellation Assign

Cancel

Enter the ESN of the devices to be assigned in the field, just remember to respect the validation rules. ?

Check

210000003

210000004

6009999009

321654987

321654987

ESN's with updates to cancel

Update can be canceled.

• 111111111: update can be canceled

• 210000002: update can be canceled

• 210000003: update can be canceled

• 210000004: update can be canceled

• 6009999009: update can be canceled

• 321654987: update can be canceled

• 321654987: update can be canceled

Close

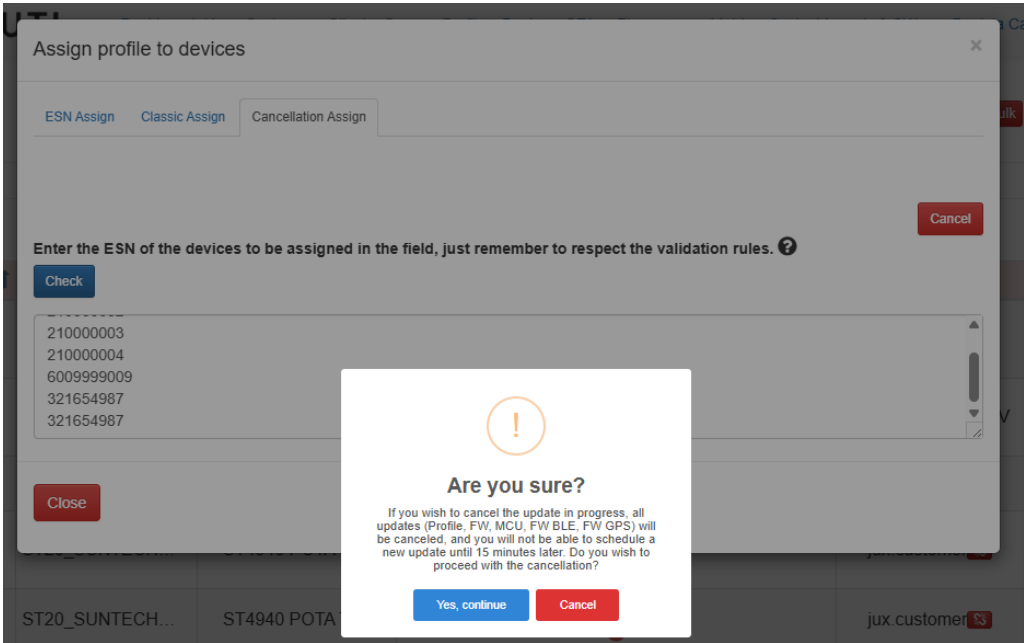
After that, you can click the Cancel button, and then you can see this advertisement.

Suntech International Ltd.

55

Documento Confidencial

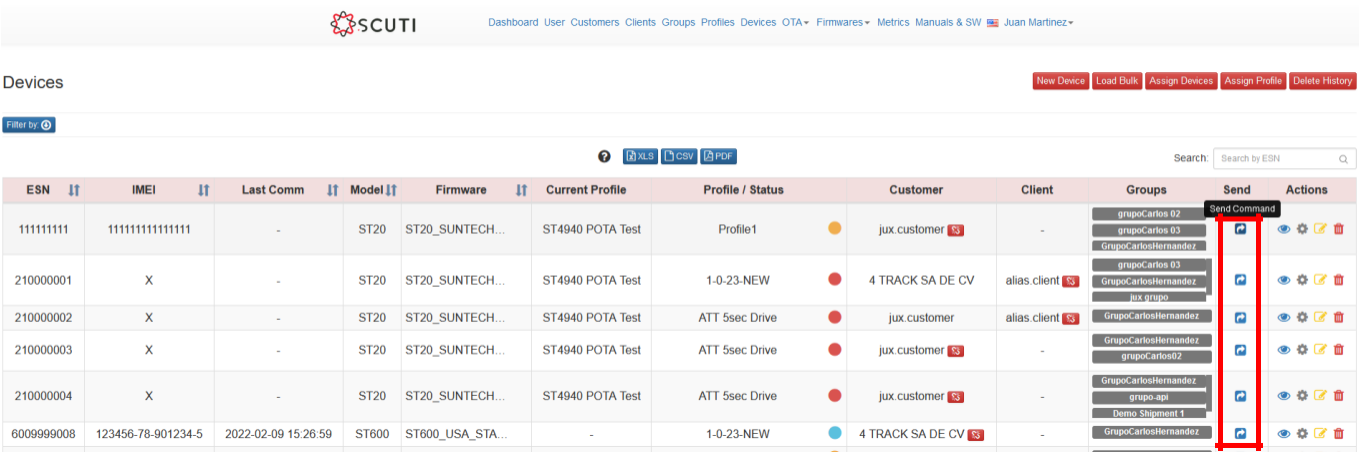
	Title User Manual	Author C. Hdz		Pages
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If you are agreeing with the advertisement, the schedule update will be cancelled, and this is what happened, on the one hand, If the status is “Waiting to connect” only cancel the profile schedule update, on the other hand if the status is “In process”, all scheduled updates for that device will be canceled.

7.7 Send Command

In the Devices table, each device has a button called “Send Command”.



After clicking on the icon, the "Send command" module will be displayed, here you will be able to send commands and you will be able to review the details of each one of them, such as: the command sent, the date it was sent, as well as the responses.

To send a command, you must click on the "New command" button.

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Device: 111111111

New command

Command	Created date	User	Status	Answer	Answer date	Delete
No data available in table						

In the text field you must add the command to send and click the "Send command" button.

Device: 111111111

Add the command to send

AT^ST600CMD;3940000011;02;ReqVer

Send Command

Back

Note: the characters AT^, at the beginning of the command, are not necessary unless the command requires it.

Finally, the system will notify about the executed process.

111111111111111

✓

Command sent successfully

ok

When consulting the information of the commands again, the details will be shown in the respective table. The table shows the status of the command as well as the option to eliminate each of the they.

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Device: 111111111

New command

Command	Created date ↑↓	User ↑↓	Status	Answer ↑↓	Answer date ↑↓	Delete
AT^ST600CMD;3940 000011;02;ReqVer	2023-04-17 14:05:49	Juan Martinez	Waiting for	-	-	

Showing 1 to 1 of 1 entries

Previous 1 Next

7.8 Delete History

It is possible to delete the history of a device by clicking the "Delete history" button in the Devices section.


Dashboard User Customers Clients Groups Profiles Devices OTA- Firmwares- Metrics Manuals & SW Juan Martinez-

Devices

New Device Load Bulk Assign Devices Assign Profile **Delete History**

Filter by ⓘ

? XLS CSV PDF

Search: Search by ESN

ESN ↑↓	IMEI ↑↓	Last Comm ↑↓	Model ↑↓	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 08:47:18	ST20	api-client	106_Test	-	-	Testing CAHA TEST Group CAHA TEST Group	
6009999001	353162077274380	2018-02-14 10:02:59	ST600	-	profile.jux.admin null	jux.customer	jux.client	-	
6009999002	352253066222638	2018-01-16 01:12:33	ST600	-	profile.jux.admin	jux.customer	-	CAHA TEST Group	
6000000030	354421079854618	-	ST4345	-	123456	-	-	jux.group	
6000000031	354421079854576	-	ST600	-	-ST4340LC - 1.0.27 -SAV...	Silent Sensors	-	jux.group	
6000000036	354421079846416	-	ST600	-	104_001_NoSpeedNoGe...	Silent Sensors	-	jux.group	
6000000037	354421079848636	-	ST600	-	-	Silent Sensors	-	-	
6000000038	354421079848628	-	ST600	-	-	Silent Sensors	-	-	
6000000039	352580080252435	-	ST600	-	-	Silent Sensors	-	CAHA TEST Group	
6000000040	352580080252500	-	ST600	-	-	Silent Sensors	-	CAHA TEST Group	

Showing 1 to 10 of 65,184 entries

Show 10 entries

Previous 1 2 3 4 5 ... 6519 Next

The "Delete Devices History" window will appear and you must select a tab: ESN Delete or Classic Delete

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Delete Devices History

ESN Delete
Classic Delete

You can delete the history of the devices, this process eliminates the current assignments of the device, such as: Customer, Client, Profile and the reports generated in the logs.

Delete

Note: once the device is removed, it will be created automatically by the system

Enter the ESN of the devices in the text field, remember to respect the validation rules. ?

Check

Close

For the "ESN Delete" tab you must add in the text field the list of devices to be deleted, taking into account the validation rules, and click on the "Check" button.

Delete Devices History

ESN Delete
Classic Delete

You can delete the history of the devices, this process eliminates the current assignments of the device, such as: Customer, Client, Profile and the reports generated in the logs.

Delete

Note: once the device is removed, it will be created automatically by the system

Enter the ESN of the devices in the text field, remember to respect the validation rules. ?

Check

6009999002
6000000030
6000000031
6000000036
6000000037
6000000040

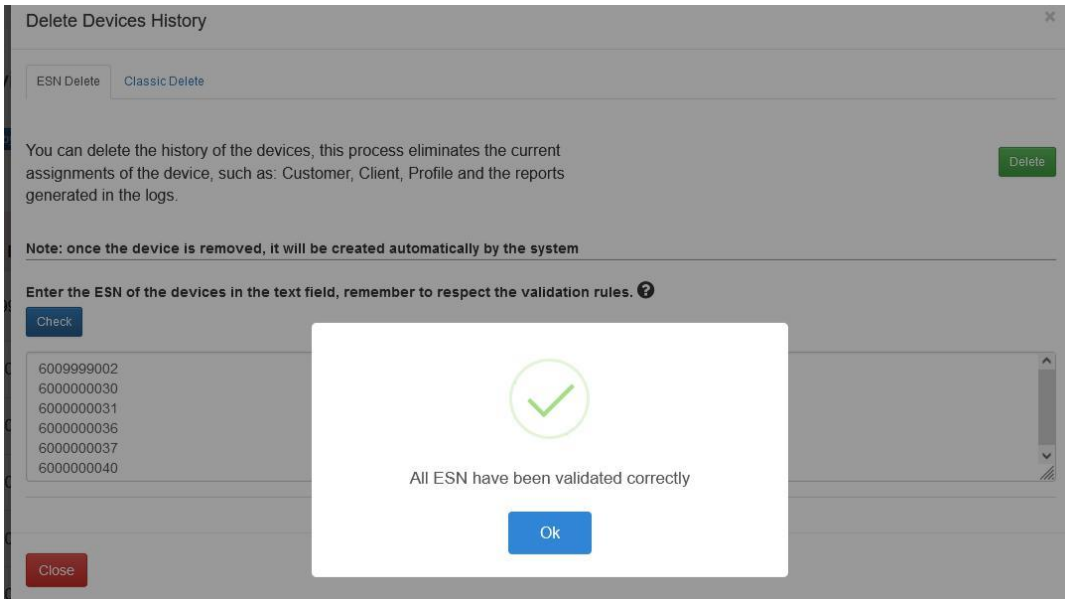
Close

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Once pressing the "Check" button the system validates:

ESN's have been previously registered.

If the devices meet the criteria, you must continue with the assign process, otherwise the system will notify what happened with each of the devices.



Delete Devices History

ESN Delete Classic Delete

You can delete the history of the devices, this process eliminates the current assignments of the device, such as: Customer, Client, Profile and the reports generated in the logs. Delete

Note: once the device is removed, it will be created automatically by the system

Enter the ESN of the devices in the text field, remember to respect the validation rules. ?

Check

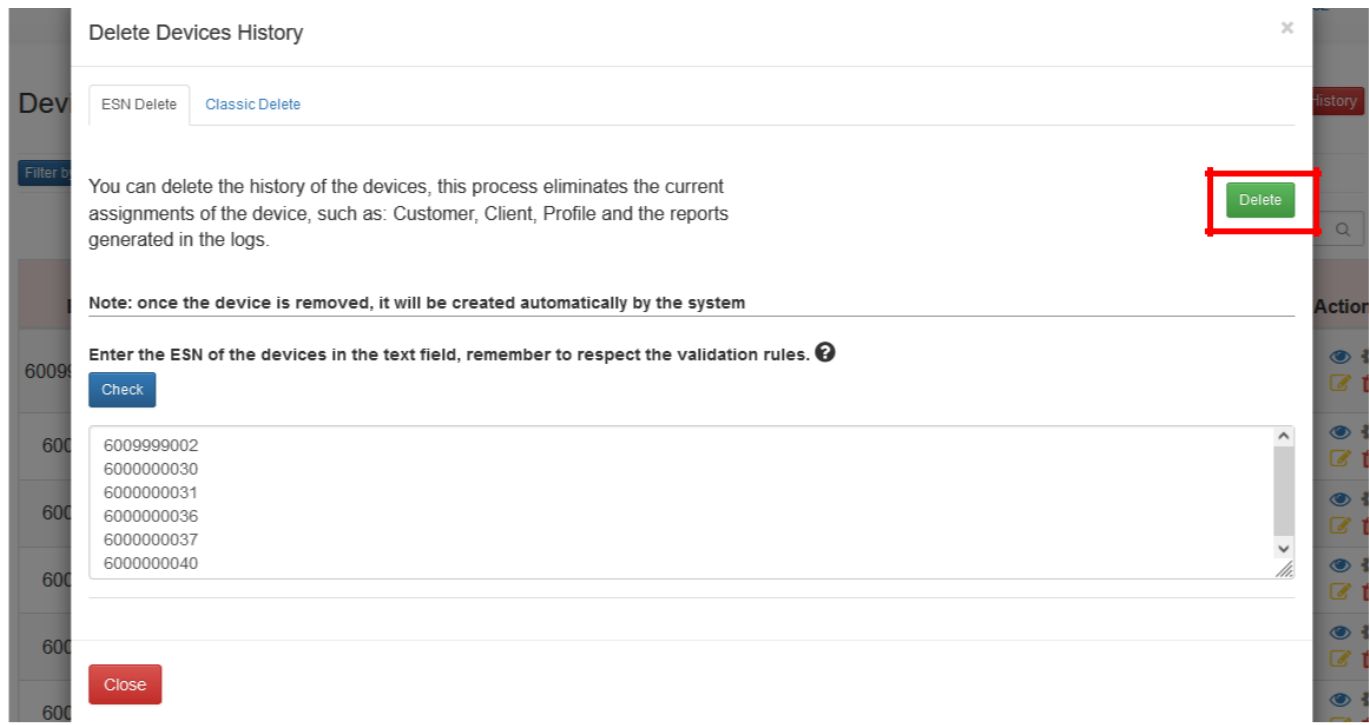
6009999002
6000000030
6000000031
6000000036
6000000037
6000000040

Close

All ESN have been validated correctly

Ok

Finally, you must click on the "Delete" button.



Delete Devices History

ESN Delete Classic Delete

You can delete the history of the devices, this process eliminates the current assignments of the device, such as: Customer, Client, Profile and the reports generated in the logs. Delete

Note: once the device is removed, it will be created automatically by the system

Enter the ESN of the devices in the text field, remember to respect the validation rules. ?

Check

6009999002
6000000030
6000000031
6000000036
6000000037
6000000040

Close

For the "Classic Delete" tab you have select the devices to be deleted and click on the "Delete History" button.

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Delete Devices History

ESN Delete

Classic Delete

You can delete the history of the devices, this process eliminates the current assignments of the device, such as: Customer, Client, Profile and the reports generated in the logs.

Note: once the device is removed, it will be created automatically by the system

Filter by

Search by ESN

6009999002

6000000037

	ESN	IMEI	Model	Customer	Client	Profile
☐	6009999015qwe	321654987	ST20			api-client
☐	6009999001	353162077274380	ST600		jux.client	
☒	6009999002	352253066222638	ST600	jux.customer		
☐	6000000030	354421079854618	ST4345	jux.customer		
☐	6000000031	354421079854576	ST600	jux.customer		
☐	6000000036	354421079846416	ST600	jux.customer		
☒	6000000037	354421079848636	ST600	jux.customer		
☐	6000000038	354421079848628	ST600			
☐	6000000039	352580080252435	ST600			
☐	6000000040	352580080252500	ST600	jux.customer		

Showing 1 to 10 of 65185 entries

show 10 entries

1

2

3

4

»

Last

7.9 Export Information

To generate a report about the devices, you can click the "XLS", "CSV" or "PDF" buttons in the Devices section.

This type of export takes into account the dropdown that modifies the number of entries. The report will be generated with the records shown in the table.

Devices

Assign Devices

Assign Profile

Filter by

Search

XLS

CSV

PDF

Export All

ESN	IMEI	Last Comm	Model	Firmware	Current Profile	Profile / Status	Client	Groups	Send	Actions
1690000002	321654987	2018-01-11 08:47:18	ST600	ST600_USA_STA...	-ST4340LC - 1.0.27 -SAV...	api-test	-	Nuevo grupo de prueba editado	-	
6000000030	354421079854618	-	ST4345	fw_modem_up	-ST4340LC - 1.0.27 -SAV...	api-test	-	Nuevo grupo de prueba editado	-	
6000000031	354421079854576	-	ST600	ST600_USA_STA...	-	01	ET Customer	grupo dos nuevo	-	
6000000036	354421079846416	-	ST600	ST600_USA_STA...	-ST4340LC - 1.0.27 -SAV...	01	-	grupo 3 nuevo	-	
6000000037	354421079848636	-	ST600	ST600_USA_STA...	-ST4340LC - 1.0.27 -SAV...	01	-	jux.group	-	
6000000038	354421079848628	-	ST600	ST600_USA_STA...	-ST4340LC - 1.0.27 -SAV...	01	-	Grupo Prueba API	-	
6000000039	352580080252435	-	ST600	ST600_USA_STA...	-ST4340LC - 1.0.27 -SAV...	01	jux.client	Nuevo grupo de prueba editado	-	
6000000040	352580080252500	-	ST600	ST600_USA_STA...	104_001_NoSpeedNoGe...	01	jux.client	Assured Shipment 1	-	
6000000041	352580080252633	-	ST4950	STG.117.2.0.3	-	106_Test	jux.client	Grupo Prueba API	-	
6000000046	354421079848610	-	ST600	ST600_USA_STA...	-	ProfilePruebaCAHA	jux.client	Nuevo grupo de prueba editado	-	

Showing 1 to 10 of 69,013 entries

show 10 entries

Previous

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...

6902

Next

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Once the file has been successfully exported it can be viewed in the download section and will have the following format (XLS file example):

Archivo Inicio Insertar Disposición de página Fórmulas Datos Revisar Vista Ayuda ¿Qué desea hacer? Compartir										
A1 : X ✓ fx DEVICES-20-09-2021										
	A	B	C	D	E	F	G	H	I	J
1	ESN	IMEI	Model	Firmware	Firmware MCU	Status OTA	Last Modification OTA	Status MCU	Last Modification MCU	Status Profile
2	6009999015qwe	321654987	ST20	ST20_SUNTECHUSA_STADV_027	mcu refresh2	Cancel	2021-02-24 18:49:26	Cancel	2021-02-24 12:50:50	Requesting
3	6009999001	353162077274380	ST600	ST600_USA_STADV_405	-	Cancel	2021-06-11 12:05:07	-	-	-
4	6009999002	352253066222638	ST600	ST600_USA_STADV_405	-	Cancel	2021-03-23 15:27:53	-	-	Requesting
5	6000000030	354421079854618	ST4345	-	-	Requesting	2021-03-19 17:53:43	-	-	Requesting
6	6000000031	354421079854576	ST600	ST600_USA_STADV_407	-	Requesting	2021-03-19 10:52:00	-	-	Requesting
7	6000000036	354421079846416	ST600	ST600_USA_STADV_407	-	Cancel	2021-03-19 15:57:23	-	-	Requesting
8	6000000037	354421079848636	ST600	ST600_USA_STADV_407	-	-	-	-	-	-
9	6000000038	354421079848628	ST600	ST600_USA_STADV_407	-	Cancel	2021-03-22 10:27:51	-	-	-
10	6000000039	352580080252435	ST600	ST600_USA_STADV_407	-	-	-	-	-	-
11	6000000040	352580080252500	ST600	ST600_USA_STADV_407	-	Cancel	2021-02-24 18:50:05	-	-	-
12										
13										

Report with specific records

If you need to generate a report with more specific records, you must first apply the filter or filters necessary for the query, the system will show those records that meet the requested information.

Devices

[New Device](#) [Load Bulk](#) [Assign Devices](#) [Assign Profile](#) [Delete History](#)

Filter by

Add Filter
Apply

Model
ST20

XLS CSV PDF Export All

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
6009999015qwe	321654987	2018-01-11 0R 47-1R	ST20	api-client	Testing 12.2.2019	-	-	Testing CAHA TEST Group	

Once the filters have been applied, the "Export All" button will be displayed at the top of the table, which allows generating a report with all the records that match in the system.

This process runs in the background, this means that the process does not interfere with site interaction.

To generate the report, you must click on the "Export All" button and the report will be sent to the email of the logged in user.

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Devices

[New Device](#)
[Load Bulk](#)
[Assign Devices](#)
[Assign Profile](#)
[Delete History](#)

Filter by:

Add Filter
Apply

Model
ST20

XLS
CSV
APPS
Export All

Search:

ESN	IMEI	Last Comm	Model	Current Profile	Profile / Status	Customer	Client	Groups	Actions
111111111	111111111111111	-	ST20	-	jux.customer.profile	-	-	grupoCarlos 02 grupoCarlos 03 GrupoCarlosHernandez	eye check trash
210000001	X	-	ST20	perfil-jux	perfil-jux	jux.customer	alias jux client	Demo Shipment 1 grupoCarlos 03 GrupoCarlosHernandez	eye check trash
210000002	X	-	ST20	-	ProfileCarlos	Customer01	-	GrupoCarlosHernandez	eye check trash
210000003	X	-	ST20	perfil-jux	perfil-jux	Silent Sensors	-	GrupoCarlosHernandez grupoCarlos02	eye check trash
210000004	X	-	ST20	perfil-jux	perfil-jux	Customer01	-	GrupoCarlosHernandez	eye check trash
210000005	210000005	-	ST20	Profile1	perfil-jux	CustomerAlfa	-	GrupoCarlosHernandez	eye check trash
210000006	X	-	ST20	-	Profile1	CustomerAlfa	-	GrupoCarlosHernandez	eye check trash
210000007	X	-	ST20	perfil-jux	perfil-jux	CustomerAlfa	-	GrupoCarlosHernandez	eye check trash
210000008	X	-	ST20	perfil-jux	perfil-jux	-	sajitclient	GrupoCarlosHernandez	eye check trash
210000010	X	-	ST20	perfil-jux	ST600_USA_TEST PRO...	-	sajitclient	GrupoCarlosHernandez	eye check trash

Showing 1 to 10 of 1,309 entries (filtered from 25,072 total entries)
Show 10 entries
Previous 1 2 3 4 5 ... 131 Next

You must take into account the following points:

- The type of file that is generated will be type XLS.
- The "Export All" button allows the user to export all records available in the system, without having to apply any filters

Bandeja de entrada - Suntechlatam

Buscar

+

Bandeja de entrada

SM
Suntech México
Creation of Devices R
10:03 a. m.

Suntech México
SCUTI has successfully
10:03 a. m.

Suntech México
SCUTI has successfully
mar. 14/09

Ayer

Responder
Responder a todos
Reenviar
Eliminar
Establecer marca

Creation of Devices Report

SM
Suntech México <avisos-software@stisolutions.com.mx>
10:03 a. m.

Para: juan.martinez@suntechlatam.com

Report Devices...
87.42 KB

SCUTI has successfully generated the requested report

Once the file has been successfully generated and sent, the user's mailbox should be checked and will have the following format:

 Suntech Custom Telematics for Your Business	Title User Manual		Author C. Hdz		Pages
	Application Scuti		Doc. No.	Rev. 1.17	Date 30 Sept 2025

Archivo Inicio Insertar Disposición de página Fórmulas Datos Revisar Vista Ayuda ¿Qué desea hacer? Compartir											
A36 210000037											
ESN	IMEI	Model	Firmware	Firmware MCU	Status OTA	Last Modification OTA	Status MCU	Last Modification MCU	Status Profile	Last Modification Profile	
2	111111111	111111111111111	ST20 ST20_USA_STADV_011	-	Updated	2021-06-08 17:16:40	Updated	2019-05-09 17:01:33	Error	2021-06-09 15:19:22	
3	210000001 X	ST20	ST20_SUNTECHUSA_STADV_008	-	Requesting	2020-06-24 14:59:07	Cancel	2019-04-17 10:07:32	Error	2020-06-15 11:46:47	
4	210000002 X	ST20	ST20_SUNTECHUSA_STADV_008	-	Cancel	2020-06-12 18:10:30	Updated	2019-04-17 11:51:31	Requesting	2021-01-28 16:23:34	
5	210000003 X	ST20	ST20_SUNTECHUSA_STADV_008	-	Cancel	2020-06-12 18:10:30	Updated	2019-04-17 13:35:38	Requesting	2020-06-15 11:47:03	
6	210000004 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	Updated	2019-04-17 13:49:41	Requesting	2020-06-12 17:55:48	
7	210000005	210000005	ST20 ST20_SUNTECHUSA_STADV_007	-	Cancel	2021-09-08 14:03:33	Cancel	2021-09-08 13:54:13	Requesting	2021-05-27 12:28:46	
8	210000006 X	ST20	ST20_SUNTECHUSA_STADV_007	-	Cancel	2021-09-08 14:03:33	Cancel	2021-09-08 13:54:13	Requesting	2019-08-13 12:54:35	
9	210000007 X	ST20	ST20_SUNTECHUSA_STADV_007	-	Requesting	2021-06-07 15:09:39	Cancel	2021-09-08 13:54:13	Error	2019-08-15 12:28:17	
10	210000008 X	ST20	ST20_SUNTECHUSA_STADV_007	-	Requesting	2019-10-25 10:35:18	Cancel	2021-09-08 13:54:13	Error	2019-08-14 17:31:35	
11	210000010 X	ST20	ST20_SUNTECHUSA_STADV_007	tes	Cancel	2021-09-08 14:03:33	Cancel	2021-09-08 13:54:13	Requesting	2021-03-02 17:18:11	
12	210000011 X	ST20	ST20_SUNTECHUSA_STADV_007	tes	Cancel	2021-09-08 14:03:33	Cancel	2021-09-08 13:54:13	-	-	
13	210000012 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	Updated	2019-04-22 18:04:16	-	-	
14	210000013 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	Error	2019-04-24 16:07:59	-	-	
15	210000015 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	Updated	2019-04-26 16:41:46	-	-	
16	210000016 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	Error	2019-04-26 16:56:13	Error	2019-08-15 09:36:05	
17	210000017 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	In process	2019-05-03 17:45:42	-	-	
18	210000018 X	ST20	ST20_SUNTECHUSA_STADV_008	-	Cancel	2021-09-08 10:50:43	-	-	-	-	
19	210000019 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
20	210000020 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
21	210000021 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
22	210000022 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
23	210000023 X	ST20	ST20_SUNTECHUSA_STADV_019	-	-	-	-	-	-	-	
24	210000024 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
25	210000025 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
26	210000026 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
27	210000027 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
28	210000028 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
29	210000029 X	ST20	ST20_SUNTECHUSA_STADV_008	-	Cancel	2021-09-08 10:50:43	-	-	-	-	
30	210000030 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
31	210000031 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
32	210000032 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	
33	210000033 X	ST20	ST20_SUNTECHUSA_STADV_008	-	-	-	-	-	-	-	

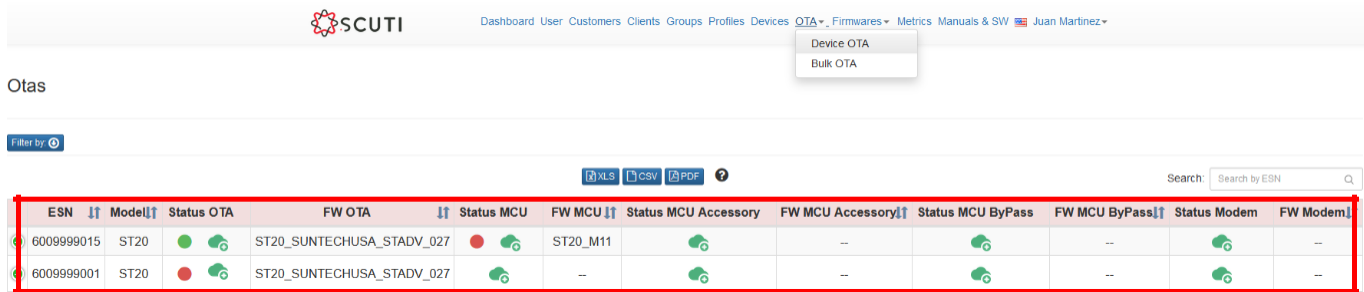
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8 OTA

In this section is controlled the Firmware over the air interactions with the devices.

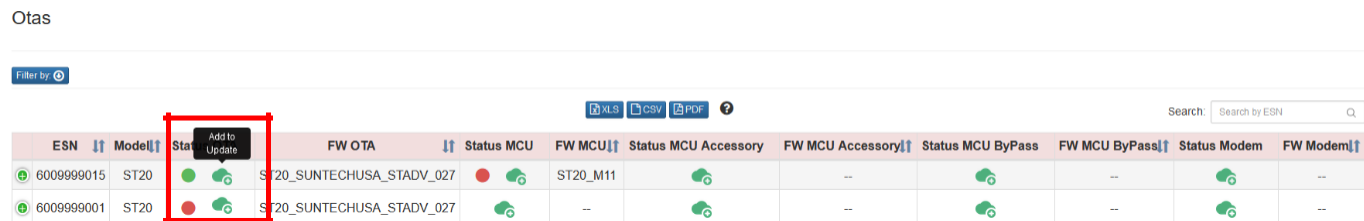
8.1 Changing the firmware of a device

First enter the **OTA -> Device OTA** section and locate the desired device in the Shown table.



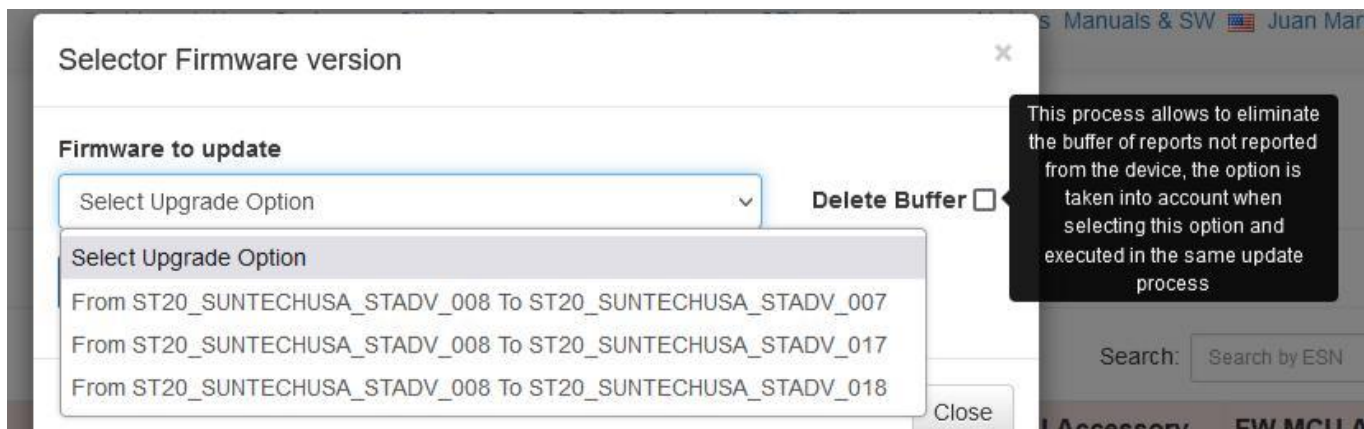
ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem	FW Modem
6009999015	ST20	Up	ST20_SUNTECHUSA_STADV_027	Down	ST20_M11	Up	--	Up	--	Up	--
6009999001	ST20	Down	ST20_SUNTECHUSA_STADV_027	Up	--	Up	--	Up	--	Up	--

The current Firmwares of the device are displayed here. To make a FW change, locate the device in the Otas table and click on the "Add to update" icon in the corresponding column of the type of FW to update. For this example, the FW OTA update is performed.



ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem	FW Modem
6009999015	ST20	Up	ST20_SUNTECHUSA_STADV_027	Down	ST20_M11	Up	--	Up	--	Up	--
6009999001	ST20	Down	ST20_SUNTECHUSA_STADV_027	Up	--	Up	--	Up	--	Up	--

The "Firmware version selector" window will be displayed, here you must select the Firmware update to update (it must be previously registered as shown in section 9.2). From this same window you can select the "Delete buffer" option, as the description indicates, this option cleans the buffer of the device in the update process. You should not worry if the option is not selected, as this feature is optional and does not affect the update process. Once you have selected the necessary options, you must click on the "Save changes" button.



Selector Firmware version

Firmware to update

Select Upgrade Option

Delete Buffer ☐

From ST20_SUNTECHUSA_STADV_008 To ST20_SUNTECHUSA_STADV_007

From ST20_SUNTECHUSA_STADV_008 To ST20_SUNTECHUSA_STADV_017

From ST20_SUNTECHUSA_STADV_008 To ST20_SUNTECHUSA_STADV_018

Close

This process allows to eliminate the buffer of reports not reported from the device, the option is taken into account when selecting this option and executed in the same update process

The "Delete buffer" option is available in the update types: OTA, MCU, MCU Accessory and MCU ByPass.

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At this moment the status of the OTA will change to "Requesting", and in the ESN cell are added:

- The clock icon will show the scheduled update.
- A button labeled "Cancel", which allows you to cancel the update.
- The "Delete buffer" icon, which is displayed based on whether the "Delete buffer" option was selected in the previous process. If the option was not selected the icon will not be displayed.

Note: this icon will only be shown in the statuses: "Requesting" and "In process"

Otas

Filter by: 

Search:

ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem	FW Modem
111111111	ST20	 	ST20_SUNTECHUSA_STADV_007		test mcu change		--		--		test_2
210000001	ST20	 	ST20_SUNTECHUSA_STADV_008		--		--		--		--
210000002	ST20	 	ST20_SUNTECHUSA_STADV_008		--		--		--		--

Once the upgrade starts the OTA status change to "In process".

- You can cancel the scheduled update at this point of the upgrade.

Otas

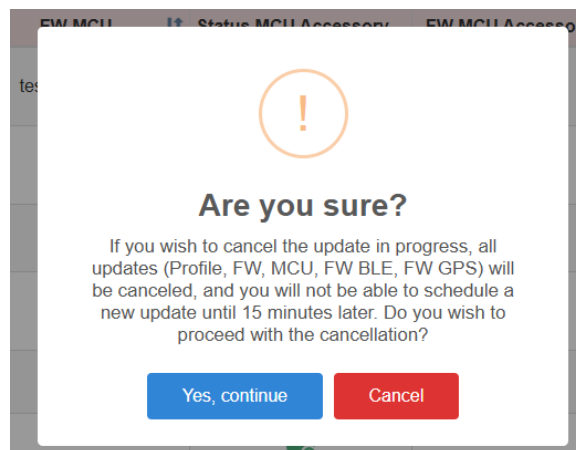
Filter by: 

Search:

ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status MCU BLE	FW MCU B
111111111	ST20	 	ST20_SUNTECHUS...	 	test mcu change		--		--		--
210000001	ST20	 	ST20_SUNTECHUS...		--		--		--		--

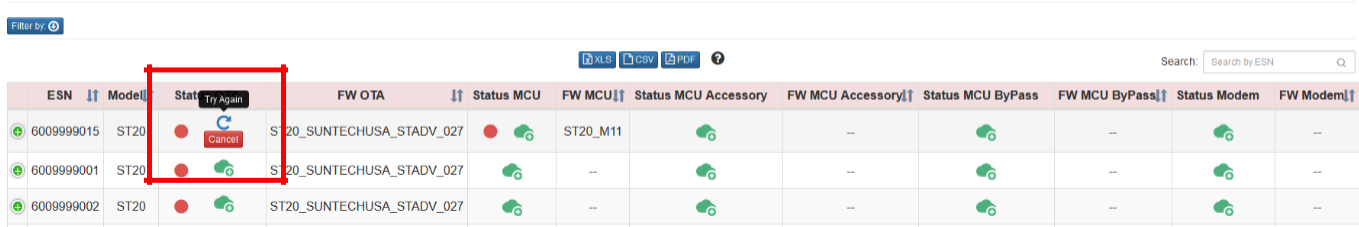
If you want to cancel the update, you can see this advertisement, but you have to know that if you will click the button "Yes, continue", the all schedule update (FW OTA, MCU, FW BLE, GPS, MODEM, Profile) will be cancelled for that device, and you have to wait 15 minutes until you schedule a new one.



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If something unexpected happens in the update process, the system will detail it in the tooltip icon. When this happens, the "Try again" icon will appear, to send the request again.

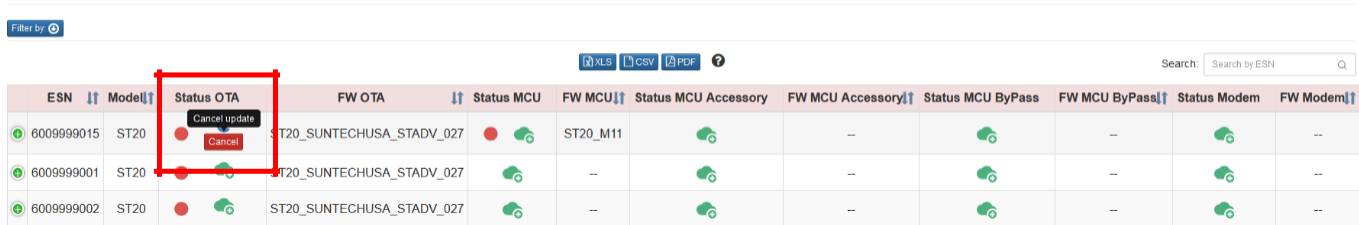
Otas



ESN	Model	Status	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem	FW Modem
6009999015	ST20		ST20_SUNTECHUSA_STADV_027		ST20_M11		--		--		--
6009999001	ST20		ST20_SUNTECHUSA_STADV_027		--		--		--		--
6009999002	ST20		ST20_SUNTECHUSA_STADV_027		--		--		--		--

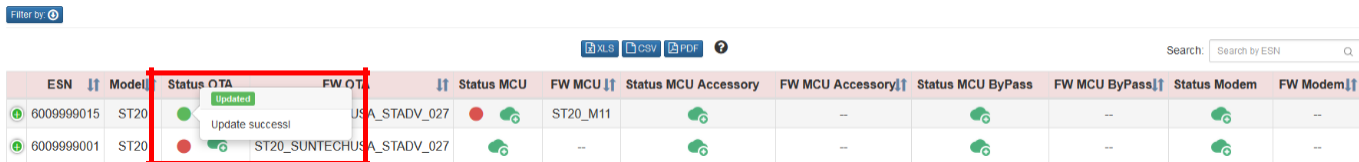
In this same process you can cancel said update, just click on the "Cancel" button and accept the notification.

Otas



ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem	FW Modem
6009999015	ST20		ST20_SUNTECHUSA_STADV_027		ST20_M11		--		--		--
6009999001	ST20		ST20_SUNTECHUSA_STADV_027		--		--		--		--
6009999002	ST20		ST20_SUNTECHUSA_STADV_027		--		--		--		--

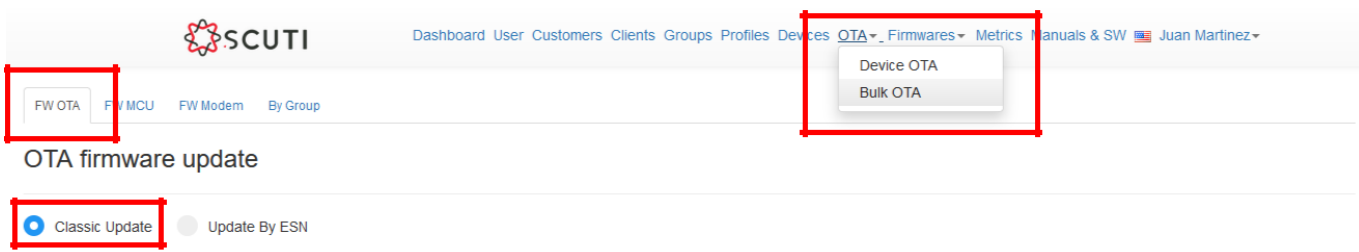
When the update is finished, the OTA status changes to updated and the updated firmware is displayed in the table.



ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem	FW Modem
6009999015	ST20		ST20_SUNTECHUSA_STADV_027		ST20_M11		--		--		--
6009999001	ST20		ST20_SUNTECHUSA_STADV_027		--		--		--		--

8.2 Bulk changing the firmware of a device

First enter OTA -> Bulk OTA section, then select "FW OTA" tab and "Classic Update" option.



SCUTI Dashboard User Customers Clients Groups Profiles Devices **OTA - Firmwares** Metrics Manuals & SW Juan Martinez

FW OTA FW MCU FW Modem By Group

OTA firmware update

☒ Classic Update ☐ Update By ESN

In this section you must select the "Model", "Origin Firmware" and "Destination Firmware" dropdown menu options to display the available devices. In this same process, you can select the "Eliminate buffer" option, as the description indicates, this option cleans the device's buffer in the update process. You should not worry if the option is not selected, as this feature is

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optional and does not affect the update process. Once you have selected the necessary options, you must click on the "Update" button.

FW OTA
FW MCU
FW Modem
By Group

OTA firmware update

☒ Classic Update
☐ Update By ESN

Select the Firmware, to which you want to update

Model: **ST20**
Origin Firmware: **ST20_SUNTECHUSA_STADV_008**
Destination Firmware: **ST20_SUNTECHUSA_STADV_007**
Delete Buffer ☐

210000002 ✕
210000004 ✕

Filter by: ⓘ

Search: ⓘ

	Device	Current	Comments	Customer	Client	Group	Status
☐	210000001	ST20_SUNTECHUSA_STADV_008	Update in process	4 TRACK SA DE CV	alias.client	grupoCarlos 03 GrupoCarlosHernandez lux grupo	In process
☒	210000002	ST20_SUNTECHUSA_STADV_008	Device deleted	jux.customer	alias.client	GrupoCarlosHernandez	Error
☐	210000003	ST20_SUNTECHUSA_STADV_008	Update successful	jux.customer	-	GrupoCarlosHernandez grupoCarlos02	Updated
☒	210000004	ST20_SUNTECHUSA_STADV_008	-	jux.customer	-	GrupoCarlosHernandez grupo-api Demo Shipment 1	-

The system will show all the devices that meet the selected criteria. You must select all the devices you want to upgrade by clicking on the left checkbox of the device id and then click the "Update" Devices button. An alert informing the result of the procedure appears.

Filter by: ⓘ
Search by Device ⓘ

0210000006 ✕
0210000292 ✕

☐ Device
Current FW

☐ 0210000181
ST20_SUNTECHUSA

☐ 0210000145
ST20_SUNTECHUSA

☒ 0210000006
ST20_SUNTECHUSA_STADV_020

☐ No contents
Simple TRUCK LED

Group
Status

CAHA TEST Group
Grupo Prueba API
-

CAHA TEST Group
Grupo Prueba API
-

CAHA TEST Group
-

Request send correctly

For the other types of firmware, the process for scheduling updates is similar. First select the options to display the devices that meet the criteria.

Select all the devices you want to update by clicking the left checkbox of the device ID, and then click the "Update" button.

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FW OTA FW MCU FW Modem FW GPS By Group

MCU firmware update

☒ Classic Update ☐ Update By ESN

Select the MCU Firmware, to which you want to update

Type MCU:

MCU

Model:

ST20

Firmware MCU:

ST20_M11

Update

Filter by: 

Update All

Search: 

☐	Device 	Model 	Current FW MCU	Comments	Customer 	Status 
☐	210000033	ST20	-	-	-	-
☐	210000132	ST20	-	-	-	-
☐	210000134	ST20	-	-	-	-
☐	210000162	ST20	-	-	-	-
☐	6009999015	ST20	ST20_M11	Canceled by the user	-	Canceled by the user
☐	6009999001	ST20	-	-	-	-
☐	6009999002	ST20	-	-	jux.customer	-
☐	0210000162	ST20	-	-	jux.customer	-
☐	0210000074	ST20	-	-	Assured	-
☐	0210000193	ST20	-	-	Assured	-

Showing 1 to 10 of 187 entries

Show entries

Previous **1** 2 3 4 5 ... 19 Next

8.3 Bulk cancelled the firmware of a device

For the cancellation OTA, check the option Classic Assign -> Cancel Updates.

In this section, you will find a text box where you must enter ESN or ESNs.

FW OTA FW MCU FW Modem FW GPS By Group

OTA firmware update

☐ Classic Update ☒ Update By ESN

Schedule updates

Cancel updates

Cancel update

Cancel

Enter in the textarea field, the ESN of the devices to cancel update, just remember to respect the validation rules 

Check

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After that, you must click the Check button to validate whether they can be canceled.

Cancel update

Cancel

Enter in the textarea field, the ESN of the devices to cancel update, just remember to respect the validation rules ?

Check

111111111
210000002
210000003
210000004
6009999009
.....

ESN's without updates

ESN's with updates to cancel

The following devices do not have any kind of update scheduled

- 111111111: this device has no updates to cancel
- 210000003: this device has no updates to cancel
- 210000004: this device has no updates to cancel
- 321654987: this device has no updates to cancel
- 9210000239: this device has no updates to cancel
- 9210000238: this device has no updates to cancel
- 321654987: this device has no updates to cancel

Then if all is alright, you can see the alert below. That said all ESN has been validated.

Cancel update

Cancel

Enter in the textarea field, the ESN of the devices to cancel update, just remember to respect the validation rules ?

Check

210000002
6009999009
9415941594



All ESN have been validated correctly

Ok

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When you click the Cancel button, you can see this advertisement, but you have to know that if you will click the button “Yes, continue”, the all schedule update (FW OTA, MCU, FW BLE, GPS, MODEM, Profile) will be cancelled for that device, and you have to wait 15 minutes until you schedule a new one.

Cancel update

Cancel

Enter in the textarea field, the ESN of the devices to cancel update, just remember to respect the validation

Check

210000002
6009999009
9415941594

!

Are you sure?

If you wish to cancel the update in progress, all updates (Profile, FW, MCU, FW BLE, FW GPS) will be canceled, and you will not be able to schedule a new update until 15 minutes later. Do you wish to proceed with the cancellation?

Yes, continue

Cancel

9 Firmware

The firmware section allows registering new Firmwares, and the binary files needed to carry on the OTA upgrade.

This section is only available for users with Administrator profile.

To register an OTA upgrade or downgrade both the Target and Source Firmwares had to been previously registered.

9.1 Registering a new firmware

To register a new Firmware you must enter the **Firmwares** -> **FW** section and click on the “New Firmware” button.



Dashboard
User
Customers
Clients
Groups
Profiles
Devices
OTA
Firmwares
Metrics
Manuals & SW
Juan Martinez

FW
MCU FW
Modem FW
Manage OTA Upgrade Options

New Firmware

Firmwares

Filter by: 

Search by Firmware factory 

Model ↑	Firmware Factory ↑	Firmware MNT ↑	Actions
ST600	ST600_USA_STADV_402	402	 
ST600	ST600_USA_STADV_403	403	 
ST600	ST600_USA_STADV_404	404	 
ST600	ST600_USA_STADV_405	405	 
ST600	ST600_USA_STADV_407	407	 
ST600	ST600_USA_STADV_409	409	 

This will open the “Register New Firmware” screen and you have complete the requested information and the click the “Save” button.

* Users with an Administrator profile can manage OTA compatibility via a checkbox that, when selected, indicates that the system supports FTP. This option can be edited at any time by the administrator.

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Register New Firmware

Model	ST600R	Type	Custom
Firmware Factory ?		Firmware Number ?	
Firmware ReqVer ?		Firmware MNT Report ?	
Firmware STT report ?		FTP ☐	
		Back Save	

The purpose of registering all the firmware names and representations is to be completely sure of the firmware version a device currently has, this because there are several ways to query the firmware version of the device and sometimes this could differ from one another. For example, the reqVer command is intended to return the firmware version of the device, but the response is different from the firmware version reported on the STT report.

When the firmware is registered it will appear on the available firmwares table.

9.2 Registering a new firmware upgrade

To upgrade or downgrade the firmware of a device you need to register both the Current Firmware of the device and the Target Firmware following the instructions on 9.1.

Once both Firmwares are registered the change from one to the other has to be registered, to do this you have to go to the Firmwares section and click the “Manage OTA Upgrade Options” button.

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Firmwares

Manage OTA Upgrade Options New Firmware

Filter by

Search by Firmware factory

Model ↓	Firmware Factory ↓	Firmware MNT ↓	Actions
ST600	ST600_USA_STADV_402	402	 
ST600	ST600_USA_STADV_403	403	 
ST600	ST600_USA_STADV_404	404	 
ST600	ST600_USA_STADV_405	405	 
ST600	ST600_USA_STADV_407	407	 
ST600	ST600_USA_STADV_409	409	 
ST20	ST20_SUNTECHUSA_STADV_027	27	 
ST20	ST20_SUNTECHUSA_STADV_028	28	 
ST4500	ST4500_USA_STADV_1.0.2	1.0.2	 
ST4500	ST4500_USA_STADV_1.03	1.03	 

Showing 1 to 10 of 482 entries

show 10 entries

1 2 3 4 » Last

Then the currently available FOTA's will appear in a table on the “Options to upgrade OTA” screen

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Options to upgrade OTA

New Option

Filter by:

Search by Firmware origin



Created by	Firmware Origin	Firmware Destiny	Model	File Name	File	Actions
Carlos Hernandez	ST600_USA_STADV_402	ST600_USA_STADV_403	ST600	ST600_FW402_TO_FW403.bin.up		
Carlos Hernandez	ST600_USA_STADV_403	ST600_USA_STADV_402	ST600	ST600_FW403_TO_FW402.bin.up		
Carlos Hernandez	ST600_USA_STADV_404	ST600_USA_STADV_405	ST600	OTA_404_TO_405.bin.up		
Carlos Hernandez	ST600_USA_STADV_405	ST600_USA_STADV_404	ST600	OTA_405_TO_404.bin.up		
Dominic Herrera	ST600_USA_STADV_407	ST600_USA_STADV_409	ST600	OTA_FW407_TO_FW409.bin.up		
Dominic Herrera	ST20_SUNTECHUSA_STADV_027	ST20_SUNTECHUSA_STADV_027	ST20	ST20_STM32_v27_20180808.hex		
Curtis Park	ST20_SUNTECHUSA_STADV_027	ST20_SUNTECHUSA_STADV_028	ST20	ST20_STM32_v028_20181217.hex		

To create a new OTA upgrade click on “New Option”, this will display the “Create New Option Upgrade Screen”



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Create New Option Upgrade

Model ST600

Firmware Original ST600_USA_STADV_402

Firmware Upgrade ST600_USA_STADV_403

File

Examinar... Ningún archivo seleccionado.

Cancel Save

9.3 Registering a new model of device

The registering of a new device model has to be directly asked to a Scuti administrator.

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10 Firmware MCU

The MCU firmware section allows registering new MCU Firmwares, and the binary files needed to carry on the OTA MCU upgrade.

This section is only available for users with Administrator profile.

MCU firmwares only can be installed on devices with known compatible Firmwares therefore when the MCU firmware is registered has to be explicitly stated which of the main firmwares are compatible with the MCU firmware.

Also MCU firmwares can be used in one or more device models (e.g. MCU FW 02.01Z is compatible both with ST330E FW 576 and ST330I FW 575) therefore when registering an MCU firmware is possible to register firmwares from different models as compatible with the MCU firmware being registered.

To register an MCU Firmware the main Firmwares compatible with it had to been previously registered.

10.1 Registering a new MCU firmware

To register a new Firmware you have to enter the “Firmwares” -> “MCU FW” section and click on the New Firmware MCU button.


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Firmwares MCU

New Firmware MCU

Filter by

Search: Search by FW MCU Name

Firmware MCU Name	File Name	Type	Models	Edit	Show more	Delete
M.1.1.3	lbs.png	MCU	ST4940M			
M.1.1.2	ST3940_MCU_OTA (M.1.1.2).bin	MCU	ST4940M			
ST3940_MCU_OTA (M.1.0.6)	ST3940_MCU_OTA (M.1.0.6).bin	MCU	ST3940			
ST4940_MCU_OTA(M.1.1.5)	ST4940_MCU_OTA (M.1.1.5).bin	MCU	ST4940M			
ST3940_MCU_OTA(M.1.0.5)	ST3940_MCU_OTA (M.1.0.5).bin	MCU	ST3940			
ST4940_MCU_OTA(M.1.1.2)	ST3940_MCU_OTA (M.1.1.2).bin	MCU	ST4940M			
ST4940_MCU_OTA(M.1.1.6)	ST3940_MCU_OTA (M.1.1.6).bin	MCU	ST4940M			
ST3940B_MCU_OTA (M.2.0.17)	ST3940B_MCU_OTA (M.2.0.17).bin	MCU	ST4940B			
ST3940B_MCU_OTA (M.2.0.18)	ST3940B_MCU_OTA (M.2.0.18).bin	MCU	ST4940B			
ST3300TEST_NOUSAR	conf-ssh_tes.txt	MCU	ST3300			

Showing 1 to 10 of 152 entries
Show 10 entries
Previous 1 2 3 4 5 ... 16 Next

This will open the “Register New Firmware” screen and you have completed the requested information.

Note: remember that the name of the FW MCU must be unique.

For the MCU Firmwares one file can be used for several firmwares and even for different device models, therefore when registering an MCU Firmware is needed that all the compatible firmwares from all different models are registered.

And since each Firmware can report differently the MCU version is needed to register the specific strings for that FW as referred in the factory, Maintenance report, ReqVer and ReqMCUVer responses.

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Add and select the appropriate information for the creation of the new firmware, as well as the type of MCU to be generated. To relate more than one model to the FW MCU, you must click on the “+” button. The field to select a new model and its respective Firmwares will be displayed.

Register New Firmware MCU

Firmware MCU Name	MCU TEST	Type MCU	-- Select an option --
Firmware MCU File	Examinar... ST3940_MCU (M.1.1.13).hex		-- Select an option -- MCU MCU Accessory MCU ByPass
Model	ST3300		
Available Firmwares ☒ ST3300_USA_STADV_1.0.1 ☐ ST3300_USA_STADV_1.0.99 ☐ STG.54.1.0.3 ☐ STG.54.1.0.2 ☐ 1.0.4 ☐ STG.54.1.0.10 ☐ STG.54.1.0.9 ☒ STG.54.1.0.12 ☐ STG.54.1.0.11 ☐ STG.54.1.0.99 ☐ STG.54.1.0.16 ☐ STG.54.1.0.15 ☐ STG.54.1.0.6 ☐ STG.54.2.0.17 ☐ ST3300RE_STGPS_2.0.7 ☐ ST3300RE_STGPS_2.0.6 ☐ STG.54.2.0.18 ☐ STG.54.2.0.19 ☐ MOV.54.99.0.1 ☐ MOV.54.2.0.1 ☐ MOV.54.2.0.2 ☐ PLG.54.2.0.1 ☐ PLG.54.2.0.99 ☐ STG.54.1.0.13 ☐ STG.54.2.0.20 ☐ STG.65.2.0.11 ☐ STG.65.2.0.10 ☐ STG.135.99.0.1 ☐ MOV_2.0.3 ☐ STG.54.2.0.21 ☐ STG.54.2.0.22 ☐ STG.54.2.0.32 ☐ STG.54.2.0.37			
Firmware MCU Factory	M.1.1.13	Firmware MCU ReqVer	M.1.1.13
Firmware MCU MNTReport	M.1.1.13	Firmware MCU ReqMCUVer	M.1.1.13
+			
Cancel Save			

An associated firmware option can be removed by clicking the "X" icon.

Firmware MCU Factory	M.1.1.13	Firmware MCU ReqVer	M.1.1.13
Firmware MCU MNTReport	M.1.1.13	Firmware MCU ReqMCUVer	M.1.1.13
X			
Model	ST20		
Available Firmwares ☐ ST20_SUNTECHUSA_STADV_007 ☐ ST20_USA_STADV_011 ☐ ST20_SUNTECHUSA_STADV_008 ☐ ST20_SUNTECHUSA_STADV_017 ☐ ST20_SUNTECHUSA_STADV_018 ☐ ST20_SUNTECHUSA_STADV_023 ☐ ST20_SUNTECHUSA_STADV_027 ☐ ST20_SUNTECHUSA_STADV_028			

Please note that the system does not allow the creation of already existing options in an MCU FW. For example, it is not possible to associate two update options for the same model and with the same base firmware.

If for some reason the system does not allow the creation of the FW, the same system will notify about what happened.

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Finally, click the "Save" button, if everything has been correct, it will be reported that the new MCU FW has been registered and will show the options that have been associated.

Firmware MCU Name	File Name	Edit	Show more	Delete
M.1.1.3				
M.1.1.2				
ST3940_MCU_OTA (M.1.0.6)				
ST4940_MCU_OTA (M.1.1.5)				
ST3940_MCU_OTA (M.1.0.5)				
ST4940_MCU_OTA (M.1.1.2)				
ST4940_MCU_OTA (M.1.1.6)				
ST3940B_MCU_OTA (M.2.0.17)				
ST3940B_MCU_OTA (M.2.0.18)				
ST3300TEST_NCUISAP				



Firmware MCU added correctly

Associated FWs

- ST20_SUNTECHUSA_STADV_007: firmware associated with the FW MCU
- ST20_SUNTECHUSA_STADV_018: firmware associated with the FW MCU

Ok

10.2 Editing a MCU firmware

To edit the name and file of the MCU FW, click the "Edit MCU" icon of the MCU you want to update.

Firmwares MCU

New Firmware MCU

Filter by: 

Search:

Firmware MCU Name	File Name	Type	Models	Edit	Show more	Delete
BLUENRG_MCU_M.1.1.30_OTA	BLUENRG_MCU_M.1.1.30_OTA.bin	MCU	ST4290L			
BLUENRG_MCU_M.1.1.31_OTA	BLUENRG_MCU_M.1.1.31_OTA.bin	MCU	ST4290L			
BLUENRG_MCU_M.1.1.32_OTA	BLUENRG_MCU_M.1.1.32_OTA.bin	MCU	ST4290L			
M.1.0.16	20200722_ST4300_MCU_M1.0.16.hex	MCU	ST3300			

Update the information and click on the "Save" button

Edit Firmware MCU

Firmware MCU Name

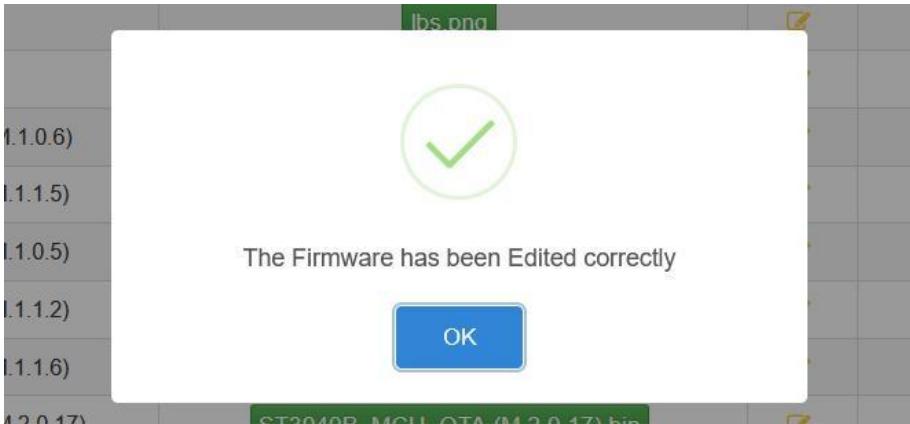
Firmware MCU File

Cancel

Save

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The system will notify about the completed task.



10.3 Edition for MCU Firmware Options

To add, edit or delete options associated with an MCU firmware, click on the "See more" icon. This will show the details of the MCU firmware, and you will be able to perform the processes with the related firmwares.

Firmwares MCU

New Firmware MCU

Filter by: 

Search: 

Firmware MCU Name	File Name	Type	Models	Edit	Show more	Delete
BLUENRG_MCU_M.1.1.32_OTA	BLUENRG_MCU_M.1.1.32_OTA.bin	MCU	ST4290L			
M.1.0.16	20200722_ST4300_MCU_M1.0.16.hex	MCU	ST3300			
ST20U_STM32_M.1.1.2	ST20U_STM32_M.1.1.2_210304.hex	MCU Accessory	ST20U			
ST20U_M.1.1.2	ST20U_STM32_M.1.1.2_210304_OTA.bin	MCU Accessory	ST3300			
ST20U_M.1.1.1	ST20U_STM32_M.1.1.1_210105_OTA.bin	MCU Accessory	ST3300			
M.1.0.15	20200711_ST4300_MCU_M1.0.15.bin	MCU	ST3300			

If one of these relations needs to be edited, you need to click on the "Edit" icon of the Edit column. As shown in the next image.

Firmware MCU Details

Firmware MCU Name	ST20_M11	Firmware MCU File	ST20_STM8S_M11_180808_150s.hex
-------------------	----------	-------------------	--------------------------------

associate new firmware

Filter by: 

Search by Firmware MCU Name 

Model	Firmware MCU Name	Firmware MCU Factory	Firmware Name	Actions
ST20	M11	M11	ST20_SUNTECHUSA_STADV_027	 
ST20	M11	M11	ST20_SUNTECHUSA_STADV_028	 

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The specifics of such relation will be displayed and can be modified by changing the values of the text areas. When the changes are complete you need to click the Save button and an alert will inform of the result of the edit.

Firmware MCU Details

Firmware MCU Name
ST20_M11
Firmware MCU File
ST20_STM8S_M11_180808_150s.hex
associate new firmware

Filter by
Search by Firmware MCU Name

Model	Firmware MCU Name	Firmware Name	Actions
ST20	M11	SUNTECHUSA_STADV_027	
ST20	M11	SUNTECHUSA_STADV_028	

Showing 1 to 2 of 2 entries

Cancel

The Firmware has been Edited correctly
OK

10.4 Adding a new compatible FW to an existing MCU firmware

If a supported new Firmware is released after registering the MCU Firmware this can be added to the list of compatible firmwares by clicking on the “Associate new firmware” button of the MCU FW details.

Please note that the system does not allow the creation of already existing options in an MCU FW. For example, it is not possible to associate two update options for the same model and with the same base firmware.


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Firmware MCU Details

Firmware MCU Name
ST20_M11
Firmware MCU File
ST20_STM8S_M11_180808_150s.hex
associate new firmware

Filter by
Search by Firmware MCU Name

Model	Firmware MCU Name	Firmware MCU Factory	Firmware Name	Actions
ST20	M11	M11	ST20_SUNTECHUSA_STADV_027	
ST20	M11	M11	ST20_SUNTECHUSA_STADV_028	

Showing 1 to 2 of 2 entries

show 10 entries

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The process to associate a new FW to an Existing MCU FW is similar to the one implemented while registering the MCU FW.

Firmware MCU Details

Firmware MCU Name

ST20_M11

Firmware MCU File

ST20_STM8S__M11_180808__150s.hex

associate new firmware

Associate New Firmware to MCU

Model

ST20

Available Firmwares

☒ ST20_SUNTECHUSA_STADV_027

☐ ST20_SUNTECHUSA_STADV_028

☐ ST20_SUNTECHUSA_STADV_029

☐ ST20_SUNTECHUSA_STADV_030

☐ ST20_SUNTECHUSA_STADV_031

☐ ST20_SUNTECHUSA_STADV_033

Firmware Factory

M1.0.16

Firmware ReqVer

M1.0.16

Firmware MNT Report

M1.0.16

Firmware mcuRVMCU

M1.0.16

Cancel

Save

Once the new compatible FW has been added the system runs all the validations of models and firmwares and if everything is OK it shows an alert.

Firmware MCU Details

Firmware MCU Name

ST20_M11

Firmware MCU File

ST20_STM8S__M11_180808__150s.hex

associate new firmware

Filter by: ⓘ

Search by Firmware MCU Name ⓘ

Model ⓘ	Firmware MCU Name ⓘ	Firmware MCU Factory ⓘ	Firmware Name ⓘ	Actions
ST20	M11	M11	ST20_SUNTECHUSA_STADV_027	 
ST20	M11	M11	ST20_SUNTECHUSA_STADV_028	 
ST20	M1.0.16	M1.0.16	ST20_SUNTECHUSA_STADV_033	 

Showing 1 to 3 of 3 entries

show 10 entries

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10.5 Scheduling a MCU firmware OTA upgrade

To perform an MCU FW update by OTA, of any of the existing types, you must first enter the OTA section and locate the desired device.

Here the current FW's MCU of the device are shown. For this example, the MCU FW change will be made, for this you must click on the "Add to MCU update" icon in the row of the desired device. The process is similar for both MCU Accessory and MCU By Pass upgrades.

Otas

ESN	Model	Status OTA	FW OTA	Status	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass
111111111	ST20		ST20_SUNTECHUSA_STADV_007		test mcu change		--		--
210000001	ST20		ST20_SUNTECHUSA_STADV_008		--		--		--
210000002	ST20		ST20_SUNTECHUSA_STADV_008		--		--		--

The process is similar to the regular FW OTA update. Select the option and click the "Save Changes" button.



Schedule update of FW MCU

Select the FW MCU to update

Select Upgrade Option

Save changes

Close

ESN	Model	Status OTA	FW OTA	Status	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass
111111111	ST20		ST20_SUNTECHUSA_STADV_007		test mcu change		--		--
210000001	ST20		ST20_SUNTECHUSA_STADV_008		--		--		--

Once the upgrade has been scheduled the status is shown in the bottom part of the "MCU" column of the device.

Status -> Waiting to upgrade

ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass
111111111	ST20		ST20_SUNTECHUSA_STADV_007		test mcu change		--		--
210000001	ST20		ST20_SUNTECHUSA_STADV_008		--		--		--
210000002	ST20		ST20_SUNTECHUSA_STADV_008		--		--		--

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Status -> In Process


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[Devices](#)
[OTA](#)
[Firmwares](#)
[Metrics](#)
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[Juan Martinez](#)

Otas

Filter by

XLS CSV PDF ?

Search: Search by ESN

ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass
111111111	ST20	Cancel	ST20_SUNTECHUSA_STADV_007	Updated	test mcu change	Cancel	--	Cancel	--
210000001	ST20	Cancel	ST20_SUNTECHUSA_STADV_008	Updated	--	Cancel	--	Cancel	--

When the process finishes the new version of MCU Firmware is displayed.


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Otas

Filter by

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Search: Search by ESN

ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass
111111111	ST20	Cancel	ST20_SUNTECHUSA_STADV_007	Updated	test mcu change	Cancel	--	Cancel	--
210000001	ST20	Cancel	ST20_SUNTECHUSA_STADV_008	Updated	--	Cancel	--	Cancel	--
210000002	ST20	Cancel	ST20_SUNTECHUSA_STADV_008	Updated	--	Cancel	--	Cancel	--

The process can also be monitored from the Devices section on the device detail window.

Device Detail

Device Description

ESN: 111111111

IMEI: 111111111111111

Model: ST20

Modem: Ublox-2

Manufacture date: 2017-12-07 00:00:00

PCB: 2

First MNT interaction

Date: No information

MNT Trama:

No String added

Last MNT interaction

Date: No information

MNT Trama:

No String added

MNT Comments:

No Comments

Current information

Firmware: ST20_SUNTECHUSA_STADV_007

Status OTA: Cancel

Date: 2021-11-30 16:58:05

Firmware MCU: test mcu change

Status MCU: Updated

Date: 2023-01-18 12:02:50

Firmware Modem: test_2

Status Modem: Cancel

Date: 2021-11-30 16:54:33

Firmware MCU Accessory: No information

Status MCU: No information

Date: --

Firmware MCU ByPass: No information

Status MCU: No information

Date: --

Status Profile: Yellow

Last scheduled date: 2021-11-23 22:51:27

Comments:

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11 Firmware Modem

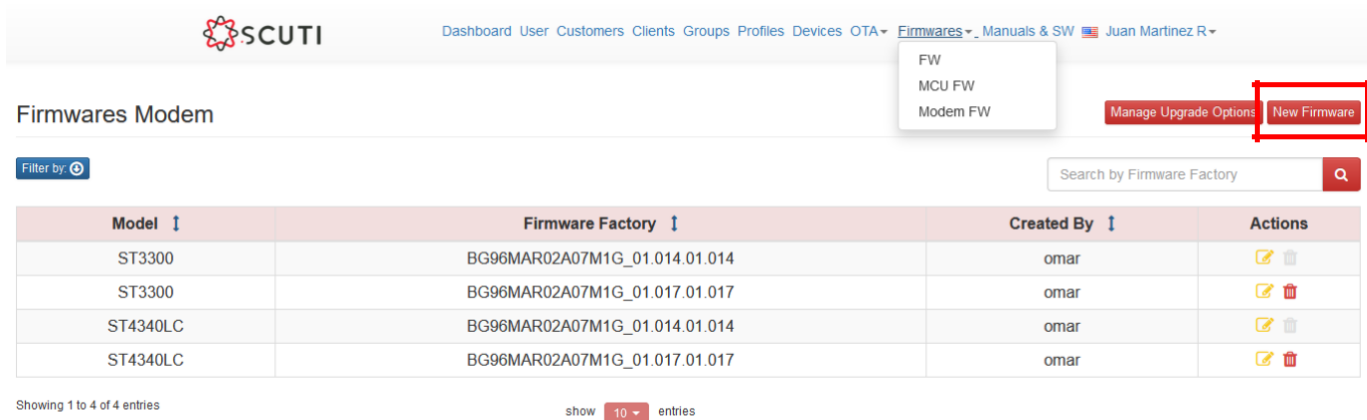
The firmware section allows registering new Firmwares Modem, and the binary files needed to carry on the QOTA upgrade.

This section is only available for users with Administrator profile.

To register an QOTA upgrade or downgrade both the Target and Source Firmwares had to been previously registered.

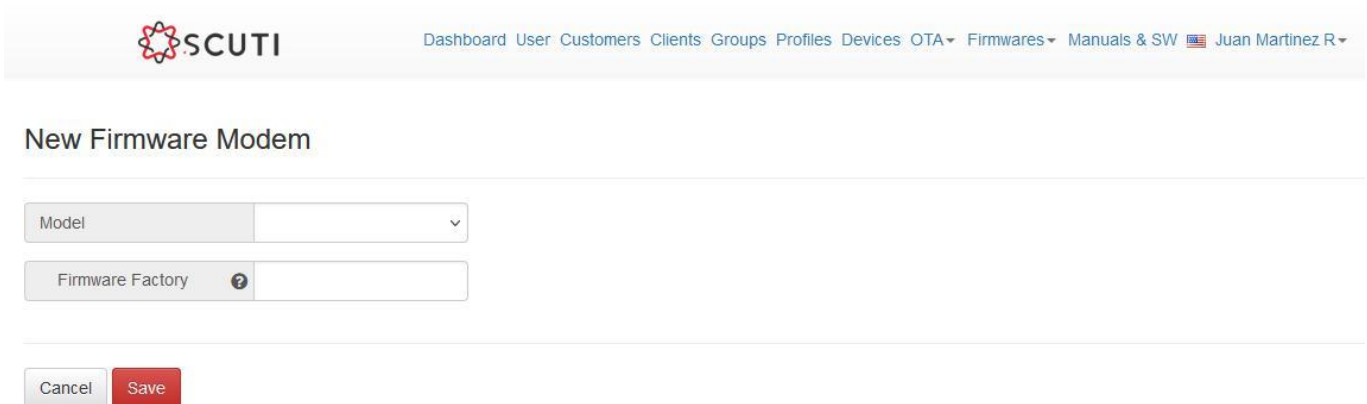
11.1 Registering a new firmware modem

To register a new Firmware Modem, you have to enter the **Firmwares -> Modem FW** section and click on the New Firmware button.



Model	Firmware Factory	Created By	Actions
ST3300	BG96MAR02A07M1G_01.014.01.014	omar	 
ST3300	BG96MAR02A07M1G_01.017.01.017	omar	 
ST4340LC	BG96MAR02A07M1G_01.014.01.014	omar	 
ST4340LC	BG96MAR02A07M1G_01.017.01.017	omar	 

This will open the **New Firmware Modem** screen and you have complete the requested information and the click the Save button.



Model

Firmware Factory

Cancel

Save

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11.2 Registering a new firmware modem upgrade

To upgrade or downgrade the firmware modem of a device you need to register both the Current Firmware Modem of the device and the Target Firmware Modem following the instructions on 11.1.

Once both Firmwares are registered the change from one to the other has to be registered, to do this you have to go to the Firmwares Modem section and click the **Manage Upgrade Options** button.


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Firmwares Modem

Filter by:

Search by Firmware Factory

Manage Upgrade Options

New Firmware

Model ↑	Firmware Factory ↑	Created By ↑	Actions
ST3300	BG96MAR02A07M1G_01.014.01.014	omar	 
ST3300	BG96MAR02A07M1G_01.017.01.017	omar	 
ST4340LC	BG96MAR02A07M1G_01.014.01.014	omar	 
ST4340LC	BG96MAR02A07M1G_01.017.01.017	omar	 

Showing 1 to 4 of 4 entries

show 10 entries

Then the currently available options will appear in a table on the “Options to upgrade FW Modem” screen


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Options to upgrade FW Modem

Filter by:

Search by Firmware origin

New Option

Created by ↑	Firmware Origin ↑	Firmware Destiny ↑	Model ↑	File Name ↑	File	Actions
omar	BG96MAR02A07M1G_01.014.01.014	BG96MAR02A07M1G_01.017.01.017	ST3300	01.014.01.014-01.017.01.017.bin		 
omar	BG96MAR02A07M1G_01.017.01.017	BG96MAR02A07M1G_01.014.01.014	ST3300	17-14.bin		 
omar	BG96MAR02A07M1G_01.014.01.014	BG96MAR02A07M1G_01.017.01.017	ST4340LC	01.014.01.014-01.017.01.017.bin		 

Showing 1 to 3 of 3 entries

show 10 entries

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To create a new option upgrade click on “New Option” button, this will display the **New Option Upgrade FW Modem** screen.


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New Option Upgrade FW Modem

Model ST3300

Firmware Original BG96MAR02A07M1G_01.014.01.014
Firmware Upgrade BG96MAR02A07M1G_01.017.01.017

File
 Ningún archivo seleccionado.

11.3 Scheduling a Modem Firmware QOTA upgrade

To upgrade a Modem FW by QOTA first you have to enter OTA section and locate the desired device.

Once the desired device is visible the Modem FW QOTA can be scheduled by clicking on the **Add to update Modem** icon.


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Otas

Filter by

ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status	FW Modem
0549999005	ST3300		STG.54.1.0.13		TEST_MCU		--		--		BG96MAR02A07M1G_01.014.01.014

Showing 1 to 1 of 1 entries (filtered from 25,157 total entries)

The process is similar to the regular FW OTA upgrade.



Selector Modem Firmware version

Firmware to update

Select Upgrade Option

From BG96MAR02A07M1G_01.014.01.014 To BG96MAR02A07M1G_01.017.01.017

Close

Once the update is scheduled, the update status is shown in the icons with their respective comments.



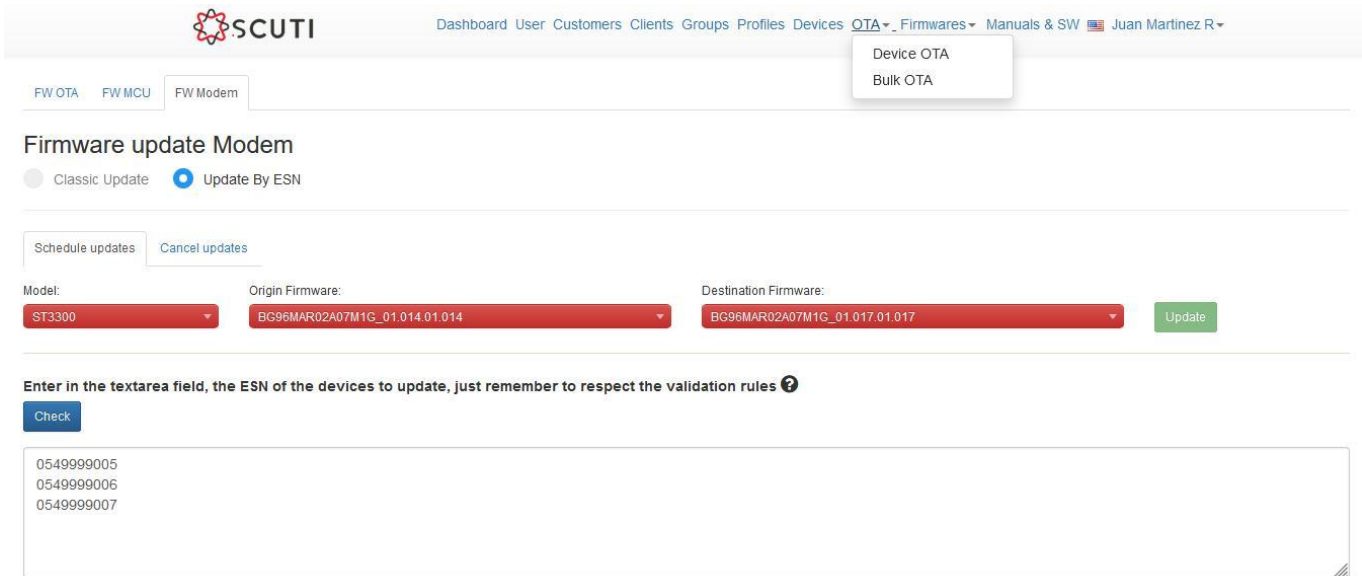
Device Description	First MNT interaction	Last MNT interaction
ESN: 0549999005 IMEI: 867688036387185 Model: ST3300 Modem: Manufacture date: 2020-10-12 13:33:47 PCB:	Date: 2020-10-16 10:41:15 MNT Trama: MNT;0549999005;STG.54.1.0.13;20201016;15:20:19;001;	Date: 2022-06-20 17:47:09 MNT Trama: SOTA;0549999005;FW;10;322;950;8440ADCA95F0FE13B46C9EC70C01EC8E11C7;
		MNT Comments: No Comments

Firmware: STG.54.1.0.13	Firmware MCU: TEST_MCU	Firmware Modem: BG96MAR02A07M1G_01.014.01.014
Status OTA: In process Date: 2022-01-26 10:10:57	Status MCU: Updated Date: 2021-06-08 12:36:09	Status Modem: Cancel Date: 2021-06-08 14:04:24
Firmware MCU Accessory: No information	Firmware MCU ByPass: No information	Status Profile: ●
Status MCU: No information Date: --	Status MCU: No information Date: --	Last scheduled date: 2021-09-17 14:51:26 Comments:

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11.4 Bulk changing the firmware modem of a device

First enter the OTA -> BULK OTA section and search for the desired device in the Shown table Then select the FW Modem section.



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FW OTA FW MCU FW Modem

Device OTA
Bulk OTA

Firmware update Modem

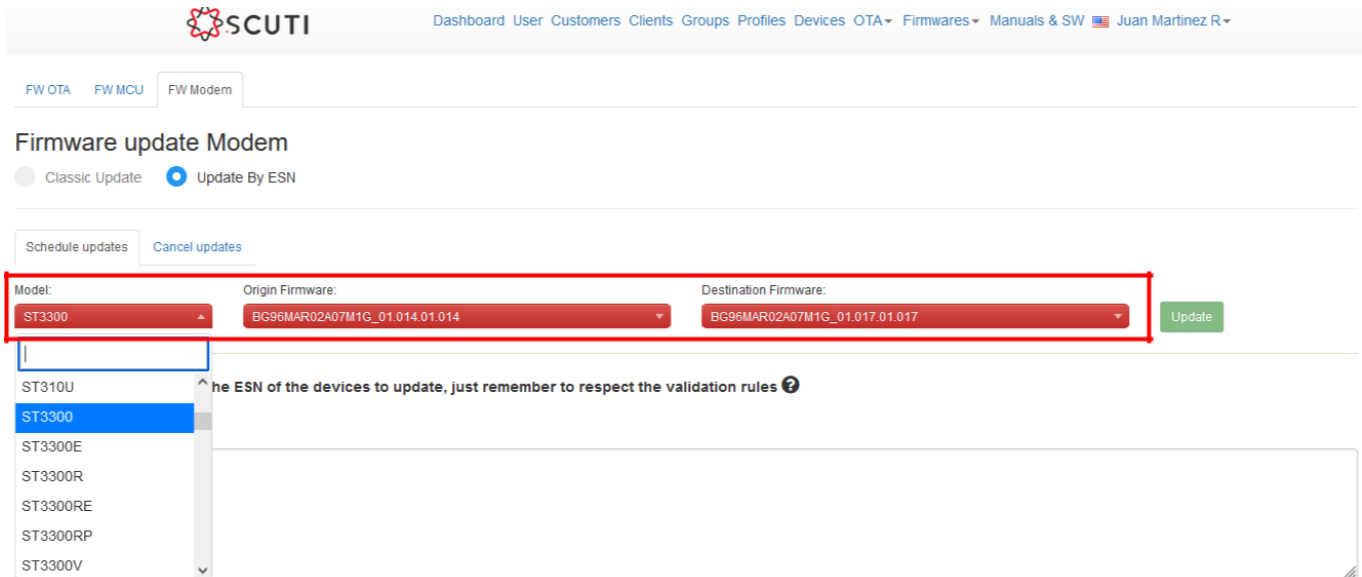
☐ Classic Update
 ☒ Update By ESN

Model: **ST3300**
 Origin Firmware: **BG96MAR02A07M1G_01.014.01.014**
 Destination Firmware: **BG96MAR02A07M1G_01.017.01.017**

Enter in the textarea field, the ESN of the devices to update, just remember to respect the validation rules ?

0549999005
0549999006
0549999007

Select the target model, origin and destination FW



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FW OTA FW MCU FW Modem

Firmware update Modem

☐ Classic Update
 ☒ Update By ESN

Model: **ST3300**
 Origin Firmware: **BG96MAR02A07M1G_01.014.01.014**
 Destination Firmware: **BG96MAR02A07M1G_01.017.01.017**

ST310U
ST3300
ST3300E
ST3300R
ST3300RE
ST3300RP
ST3300V

he ESN of the devices to update, just remember to respect the validation rules ?

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Enter the list of devices to update in the text field. Remember to respect the validation rules for ESN's and then click the “Update” button.


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FW OTA
FW MCU
FW Modem

Firmware update Modem

☐ Classic Update
☒ Update By ESN

Schedule updates
Cancel updates

Model: ST3300

Origin Firmware: BG96MAR02A07M1G_01.014.01.014

Destination Firmware: BG96MAR02A07M1G_01.017.01.017

Update

Enter in the textarea field, the ESN of the devices to update, just remember to respect the validation rules

Check

0549999005
0549999006
0549999007

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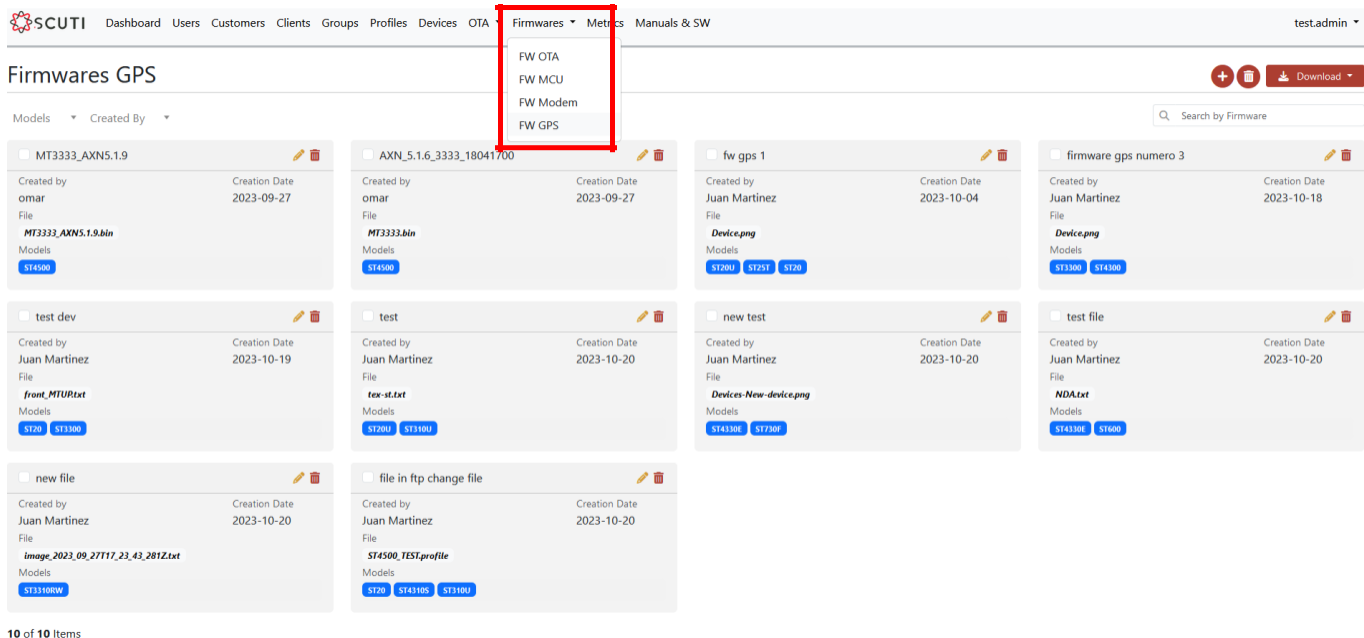
12 Firmware GPS

The GPS firmware section allows registering new GPS Firmwares, and the binary files needed to carry on the OTA GPS upgrade.

This section is only available for users with Administrator profile.

GPS firmwares can only be installed on devices with compatible models, therefore, when registering a GPS firmware, you must explicitly indicate the model(s) that are compatible with the GPS firmware. The models must be indicated because the GPS firmware can be used in one or more device models.

To enter the Firmwares GPS view, you must navigate to the "Firmwares -> FW GPS" menu, on this screen you can perform the necessary actions regarding the GPS firmwares.



The screenshot shows the SCUTI web application interface. The top navigation bar includes 'Dashboard', 'Users', 'Customers', 'Clients', 'Groups', 'Profiles', 'Devices', 'OTA', 'Firmwares', 'Metrics', and 'Manuals & SW'. The 'Firmwares' menu is highlighted with a red box, and its sub-menu 'FW GPS' is also highlighted. Below the navigation bar, the 'Firmwares GPS' section is displayed, showing a list of registered firmwares. Each entry includes the firmware name, creation date, creator, file name, and compatible device models. The list includes entries like 'MT3333_AXN5.1.9', 'AXN_5.1.6_3333_18041700', 'fw gps 1', 'firmware gps numero 3', 'test dev', 'test', 'new test', 'test file', 'new file', and 'file in ftp change file'.

12.1 Registering a new GPS firmware

To register a new GPS Firmware, click the "Create Firmware" icon button.



This will open the "Register new firmware" window. For GPS firmwares, one file can be used for several device models, therefore, when registering a GPS firmwares it is necessary to select compatible models. Fill in the fields with the requested information and select the models compatible with the new firmware.

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The "Firmware NA" and "Firmware ReqVer" fields are added to the record list of each of the selected models. Taking the "ST20" model as a reference, this relationship will have the values of the "NA Firmware" and "Firmware ReqVer" fields in the created record. The same will happen for all those models that have been selected in the process. **Note:** This applies to the creation and editing of the firmware.

If for some reason the system does not allow the creation of the FW, the system will notify what happened. To finish the creation, click on the "Save" button.

Register new Firmware

Firmware Factory:

factory gps

Firmware NA:

NA gps

Firmware ReqVer:

ReqVer GPS

Models:

×

ST20

×

ST310U

×

ST4410

20210430_ST4315W_001_USA.86.1.0.1.zip

Choose file...

SCUTI

20210430_ST4315W_001_USA.86.1.0.1.zip

Or drag and drop the file here.

Cancel

Save

At the end of the creation process, the system notifies what happened and the information on the screen is updated.

FW GPS successfully created

Successful

ST20: assigned correctly

ST310U: assigned correctly

ST4410: assigned correctly

Ok

Suntech International Ltd.

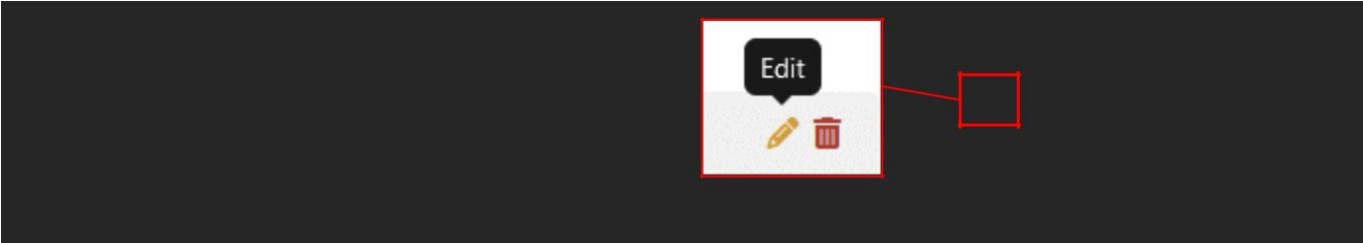
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Documento Confidencial

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12.2Editing a firmware GPS

To edit firmware information, locate the firmware you want to update on the screen and click the "Edit" icon next to the firmware name.



Update the information and click on the "Save" button.

Edit Firmware

Firmware Factory:

fw factory name

Firmware NA:

fw 1 NA

Firmware ReqVer:

fw 1 REQ

Models:

×

ST20

×

ST20U

×

ST25T

Select the file and upload to continue

Device.png

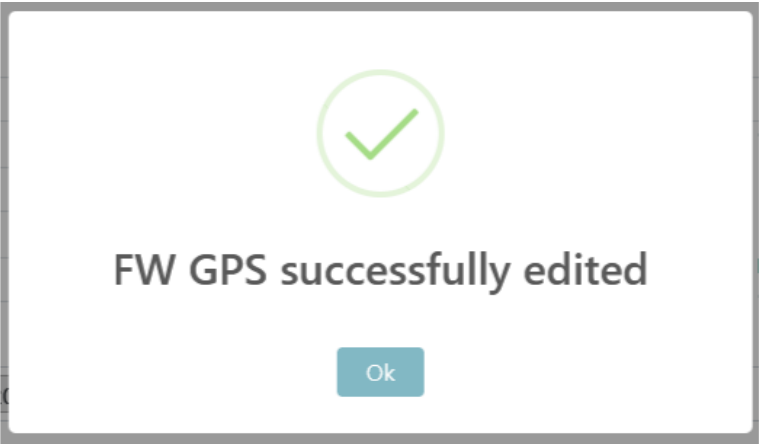
Choose file...


Device.png
Or drag and drop the file here.

Cancel

Save

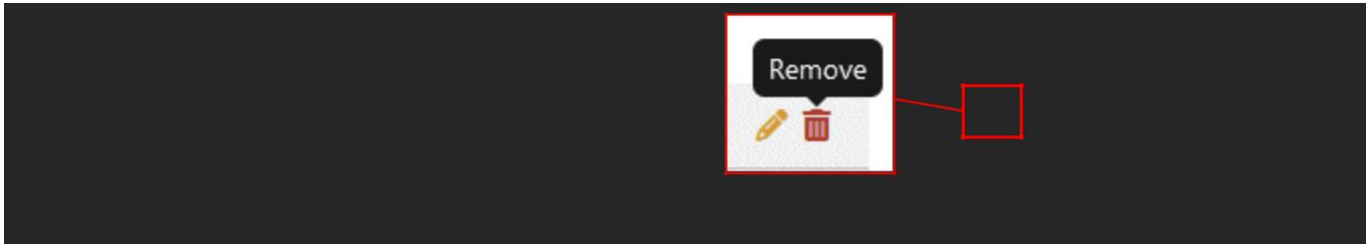
The system will notify about the completed task.



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12.3 Delete firmware

To remove a firmware, locate the firmware you want to remove on the screen and click the "Remove" icon, located next to the firmware name. Continue with the process to remove the firmware.

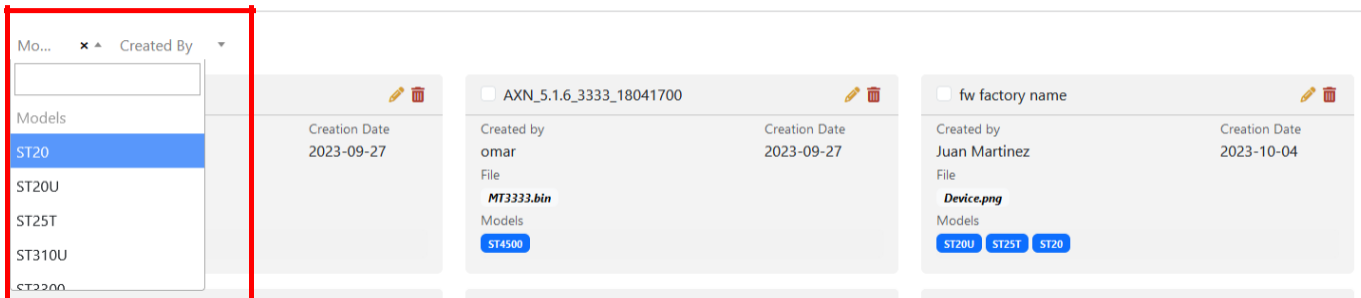


12.4 Apply filters

The filters that can be applied to the screen will be found under the title of the screen. To apply a filter, locate the filter name and click on it. Select an option from the list and the system will search for those records that match the selected option. Remember that you can select one or more filters at a time.

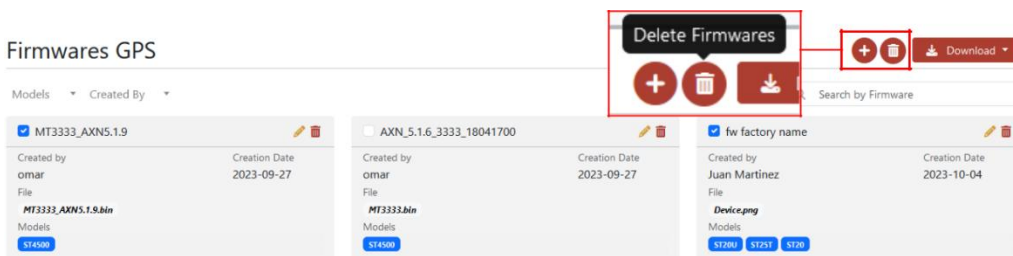
If you want to remove a filter on the search you are performing, you just have to click on the small black cross that is in the filter field.

Firmwares GPS



12.5 Bulk firmwares delete

To perform a mass removal of firmwares, select one or more checkboxes, which are previous to the firmware name. Once selected, click on the "Delete Firmwares" icon button, continue with the process to delete those selected firmwares.



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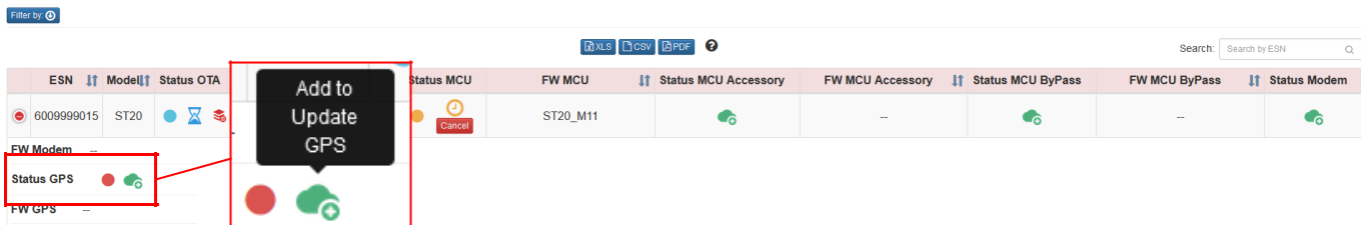
12.6 Scheduling a GPS firmware OTA upgrade

To perform an FW GPS update by OTA, you must first enter the OTA screen and locate the desired device.

Because there is a lot of information managed on this screen, the option to update the GPS FW is hidden. To show the option you just have to click on the small green "More" button, which is in the first column of the device.

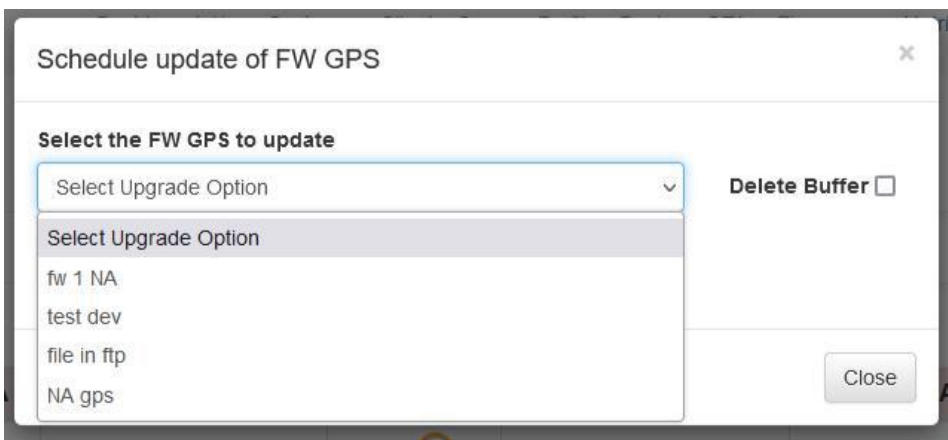
On the table shows the current GPS FW of the device. To make the GPS FW change, you must click on the "Add to GPS Update" icon in the row of the device to be updated.

Otas

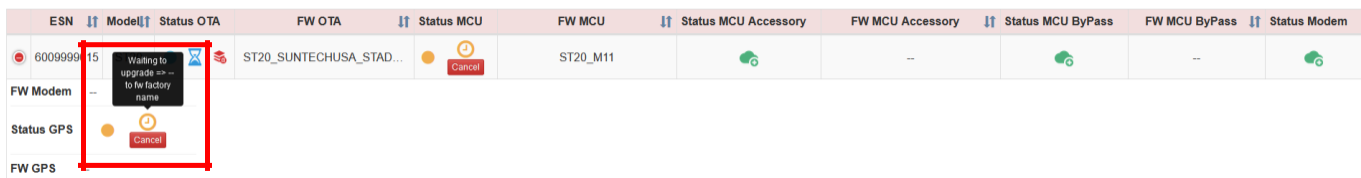


ESN	Model	Status OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem
6009999015	ST20			ST20_M11		--		--	

The process is similar to the regular FW OTA update. Select the option and click the "Save Changes" button.

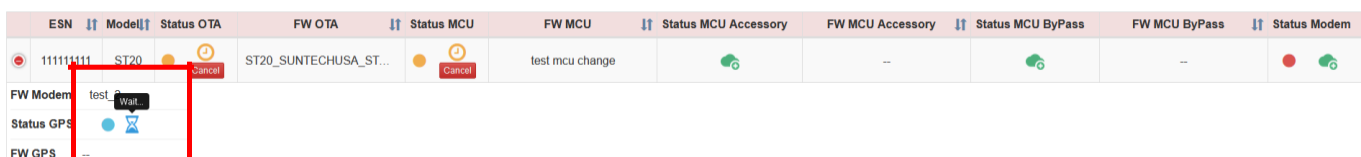


Once the upgrade has been scheduled the status "Waiting to upgrade" is shown in the "Status GPS" column.



ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem
6009999015	ST20		ST20_SUNTECHUSA_STAD...		ST20_M11		--		--	

Status -> In Process



ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem
1111111111	ST20		ST20_SUNTECHUSA_STAD...		test mcu change		--		--	

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When the process finishes the new version of Firmware GPS is displayed.

ESN	Model	Status OTA	FW OTA	Status MCU	FW MCU	Status MCU Accessory	FW MCU Accessory	Status MCU ByPass	FW MCU ByPass	Status Modem
111111111	ST20		ST20_SUNTECHUSA_ST...		test mcu change		--		--	
FW Modem test_2										
Status GPS										
FW GPS idGPS 11										

The process can also be monitored from the Devices section on the device detail window.

Device Detail

Device Description	First MNT interaction	Last MNT interaction
ESN: 6009999015 IMEI: 321654987 Model: ST20 Modem: uBlox 3G Manufacture date: 2020-08-22 23:00:00 PCB: 6	Date: 2017-12-19 14:51:14 MNT Trama: MNT;6009999015;403;20110101;00:00:30;001;No	Date: 2018-01-11 08:47:18 MNT Trama: MNT;6009999001;405;20110101;00:00:30;001;NoData;NA;NC MNT Comments: No Comments

Current information about differents updates

Firmware: ST20_SUNTECHUSA_STADV_027 Status OTA: In process Date: 2023-07-27 17:34:30	Firmware MCU: ST20_M11 Status MCU: Requesting Date: 2023-08-10 12:57:03	Firmware Modem: No information Status Modem: No information Date: --
Firmware MCU Accessory: No information Status MCU: No information Date: --	Firmware MCU ByPass: No information Status MCU: No information Date: --	Firmware GPS: No information Status GPS: Requesting Date: 2023-10-24 17:01:14

Status Profile
Last scheduled date: 2021-09-21 13:32:30 Comments: No Comments

13 Bulk Changing the firmware by group

First enter the OTA -> Bulk OTA section and search for the desired device in the Shown table.

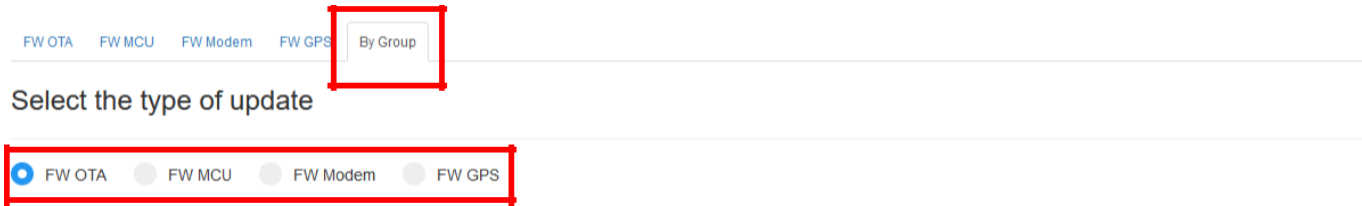
	Dashboard User Customers Clients Groups Profiles Devices OTA Firmwares Metrics Manuals & SW Juan Martinez
	Device OTA Bulk OTA

Dashboard

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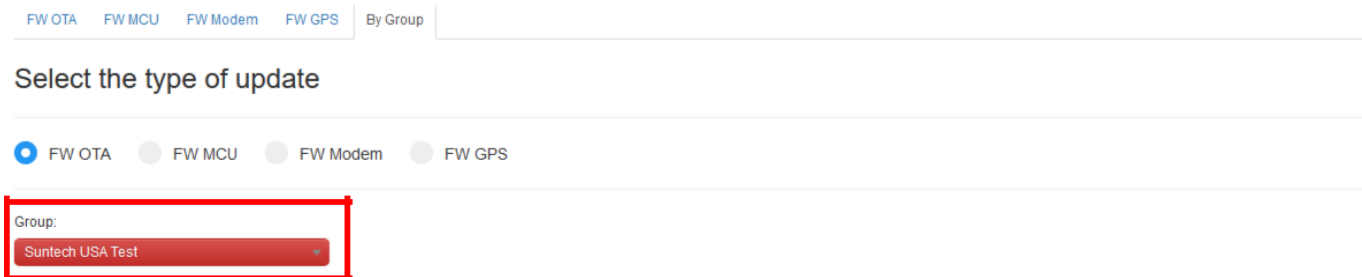
For the four update options "FW OTA", "FW MCU", "FW Modem" and "FW GPS", the update process is similar. You must select the group, model and Firmware options.

To start select the "By group" tab and the type of update you are going to perform.



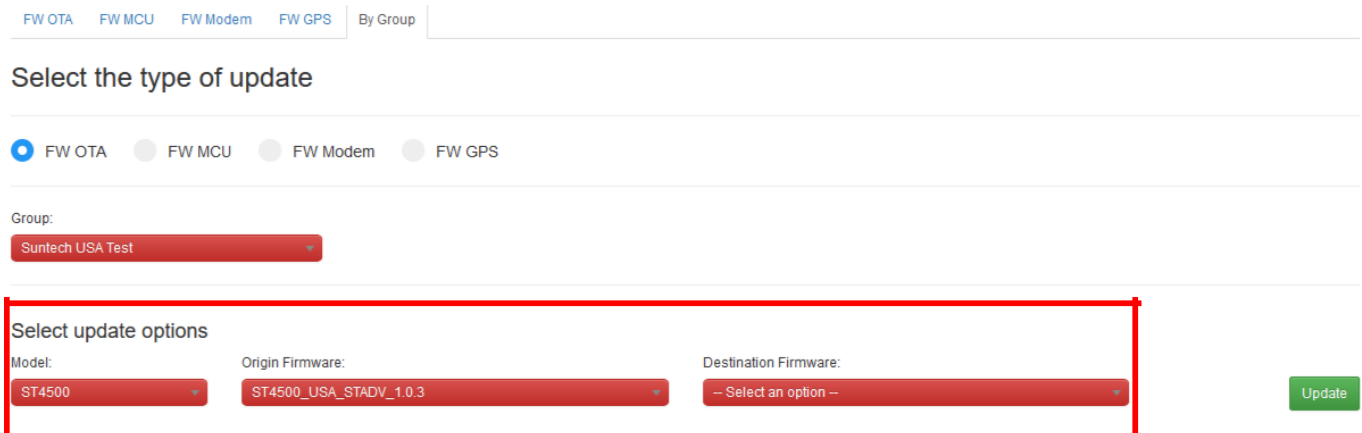
The screenshot shows the top navigation bar with tabs: FW OTA, FW MCU, FW Modem, FW GPS, and By Group. The 'By Group' tab is highlighted with a red box. Below the tabs, the text 'Select the type of update' is followed by four radio buttons: FW OTA (selected), FW MCU, FW Modem, and FW GPS. This section is also highlighted with a red box.

Then select a "Group" from the dropdown.



This screenshot is similar to the previous one, but the 'Group:' dropdown menu is open, showing 'Suntech USA Test' as the selected option. This dropdown is highlighted with a red box.

Select the necessary options from the displayed lists.



This screenshot shows the 'Select update options' section highlighted with a red box. It contains three dropdown menus: 'Model:' with 'ST4500' selected, 'Origin Firmware:' with 'ST4500_USA_STADV_1.0.3' selected, and 'Destination Firmware:' with '-- Select an option --' selected. To the right of these dropdowns is a green 'Update' button.

The system will display all the devices that meet the selected criteria. In this module, to schedule the update of the devices, there are two ways:

The first is: click on the "Update All" button: the process sends the request for all devices that match the options selected in the previous step.

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Model: **ST20** Origin Firmware: **ST20_SUNTECHUSA_STADV_031** Destination Firmware: **ST20_SUNTECHUSA_STADV_030** **Update**

Schedule update of all devices

Update All Search:

ESN	Current OTA	Comments	Customer	Client	Status
0210000397	ST20_SUNTECHUSA_STADV_031	-	Ez Logz	-	-
0210000389	ST20_SUNTECHUSA_STADV_031	-	Ez Logz	-	-

Showing 1 to 2 of 2 entries (filtered from 65,185 total entries) **Previous** **1** **Next**

The system informs about the process to be executed

Group: **jux_group**

Select update options

Model: **ST20** Origin Firmware: **ST20_SUNTECHUSA_STADV_031** **Update**

Update All Search:

ESN	Current OTA	Comments	Customer	Client	Status
0210000397	ST20_SUNTECHUSA_STADV_031	-	Ez Logz	-	-
0210000389	ST20_SUNTECHUSA_STADV_031	-	Ez Logz	-	-

Showing 1 to 2 of 2 entries (filtered from 65,185 total entries) **Previous** **1** **Next**



Do you want to continue?

Before continuing, remember what the process does:

- Works with the devices referring to the applied filters
- Schedules the firmware update according to the type of update selected
- It is not based on devices selected from the table
- It is not based on devices filtered by the search input

Yes, continue! **Cancel**

An alert informing the result of the procedure appears.

Summary of scheduled updates

ESN's - successfully

- 0210000397: update successfully scheduled
- 0210000389: update successfully scheduled

OK

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The second is: select all the devices you want to update by clicking on the device row and then clicking the "Update" button.

Select update options

Model: ST20
 Origin Firmware: ST20_SUNTECHUSA_STADV_031
 Destination Firmware: ST20_SUNTECHUSA_STADV_030
Update

Update All

Search:

ESN	↕	Current OTA	Comments	↕	Customer	↕	Client	↕	Status
0210000397		ST20_SUNTECHUSA_STADV_031	-		Ez Logz		-		-
0210000389		ST20_SUNTECHUSA_STADV_031	-		Ez Logz		-		-

Showing 1 to 2 of 2 entries (filtered from 65,185 total entries)

Previous

1

Next

The system does not allow the selection of devices that are in "Requesting" or "In process" status.

Select update options

Model: ST20
 Origin Firmware: ST20_SUNTECHUSA_STADV_031
 Destination Firmware: ST20_SUNTECHUSA_STADV_030
Update

Update All

Search:

ESN	↕	Current OTA	Comments	↕	Customer	↕	Client	↕	Status
0210000397		ST20_SUNTECHUSA_STADV_031	-		Ez Logz		-		Requesting
0210000389		ST20_SUNTECHUSA_STADV_031	-		Ez Logz		-		Requesting

Showing 1 to 2 of 2 entries (filtered from 65,185 total entries)

Previous

1

Next

An alert informing the result of the procedure appears.

Summary of scheduled updates

ESN's - successfully

- 0210000397: update successfully scheduled
- 0210000389: update successfully scheduled

OK

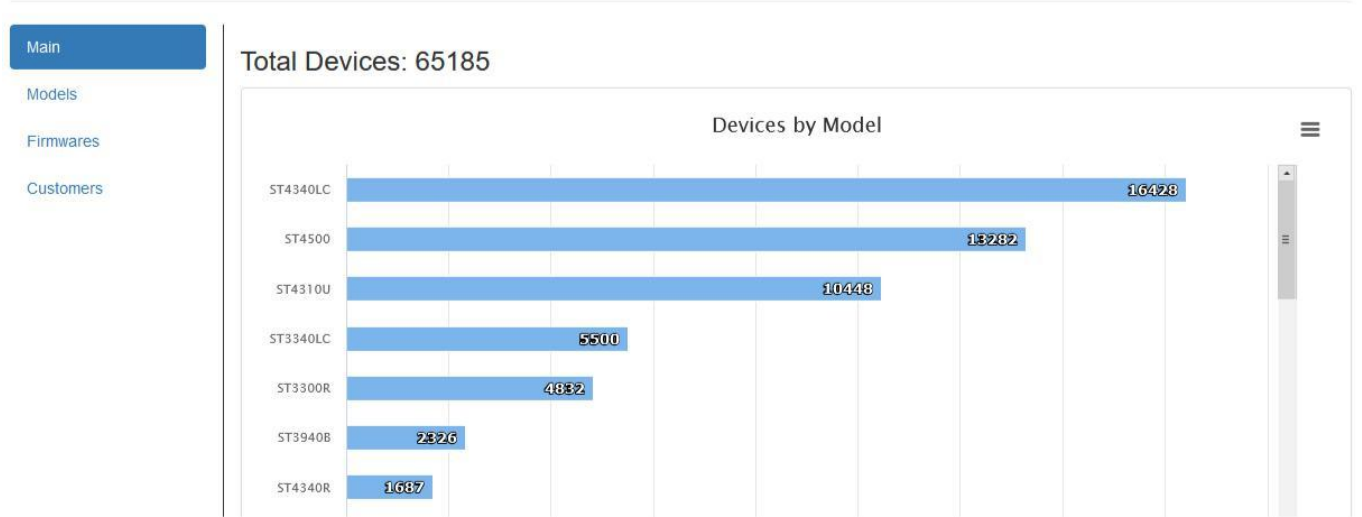
	Title User Manual	Author C. Hdz		Pages
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14 Metrics

In the main view of the Metrics module, the total number of devices registered in the system is reported, as well as the total number of devices grouped by model.


Dashboard
User
Customers
Clients
Groups
Profiles
Devices
OTA
Firmwares
Metrics
Manuals & SW
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Metrics



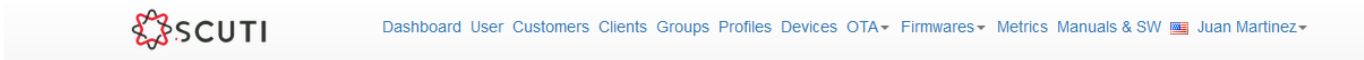
	Title User Manual	Author C. Hdz		Pages
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14.1 Models

14.1.1 Filter By Country

The Models section shows the total number of models registered in the system and allows filtering the information by Country.

With the option selected, the table shows the total number of devices that the Model "X" has with Firmware "X". The query is made in relation to the Models and Firmwares, for example: all the firmwares that have been related to the Model ST20 are shown and with this, all those devices to which the Firmware (s) related to each has been model.



Metrics

Main
Models
Firmwares
Customers

Models Information

Total Models: 96

Country: Mexico
Model: Select a mo...

Firmware on devices (by model)
XLS
Search:

Model	Firmware	QTY
ST600	ST600_USA_STADV_402	1007
ST20	ST20_SUNTECHUSA_STADV_007	1002
ST4340LC	FIN.52.1.0.10	1000
ST4340	ST4340H_USA_STADV_1.0.40	1000
ST3300	ST3300RE_STGPS_2.0.6	999
ST4340LC	ST4340LC_STGPS_STADV_1.0.7	90
ST4500	ST4340_USA_STADV_1.0.6	23
ST20	ST20_SUNTECHUSA_STADV_008	8
ST3300R	STG.58.2.0.41	6
ST4310	STG.68.1.0.9	5

Showing 1 to 10 of 55 entries
Show 10 entries
Previous 1 2 3 4 5 6 Next

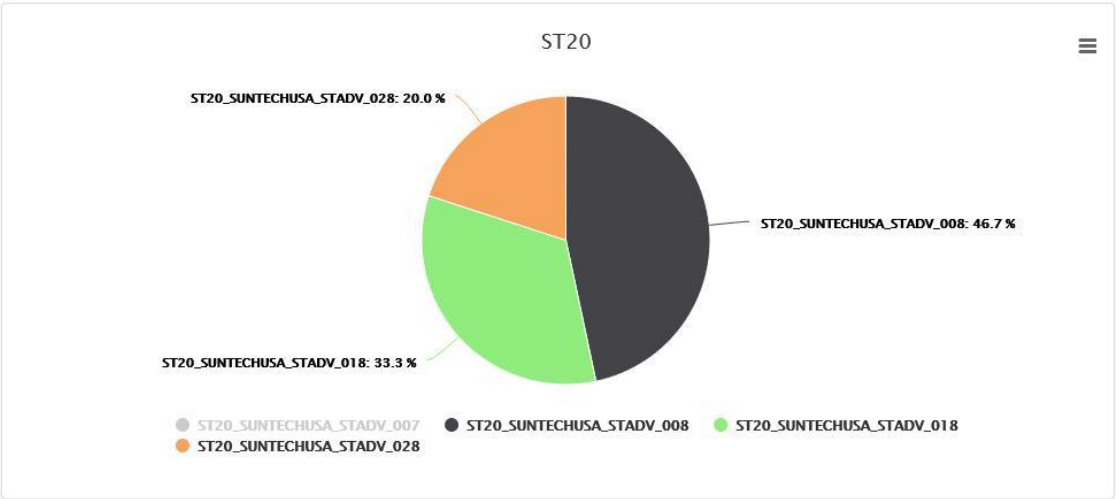
14.1.2 Filter By Model

After applying the filter by country, a second filter can be applied, you just need to select the model dropdown.

With the selected model, the system shows a graph with the firmwares related to the selected model, as well as a table with the total number of devices assigned to said firmwares.

Models Information Total Models: 96

Country: Mexico Model: ST20



Firmware on devices (by model) XLS Search:

Model	Firmware	QTY
ST20	ST20_SUNTECHUSA_STADV_007	1002
ST20	ST20_SUNTECHUSA_STADV_008	7
ST20	ST20_SUNTECHUSA_STADV_018	5
ST20	ST20_SUNTECHUSA_STADV_028	3

Showing 1 to 4 of 4 entries Show 10 entries Previous 1 Next

14.2Firmwares

The Firmwares section shows the total number of Firmwares registered in the system. To see the information by country, you must select an option from the “Countries” dropdown.

Once a country has been selected, the system displays two graphs and one table:

- The first graph shows the total number of devices per Firmware.
- The second graph shows the total number of firmwares added per user.

Firmwares Information

Total Firmwares: 55

Country:

Mexico

The information that is visualize, both in the tables as in the graphs, is displayed in respect to the previously selected filters

Total Devices By Firmware

ST600_USA_STADV_402	1007
ST20_SUNTECHUSA_STADV_007	1002
FIN.52.1.0.10	1000
ST4340H_USA_STADV_1.0.40	1000
ST3300RE_STGPS_2.0.6	999
ST4340LC_STGPS_STADV_1.0.7	90
ST4340_USA_STADV_1.0.6	28
ST20_SUNTECHUSA_STADV_008	8

Total Firmwares Added By User

omar	18
Juan Martinez	2
Sajit David Avila Correa	4
Roberto Leal	4
Nestor Hernandez	2
Alan Tapia	2
Alfredo Vazquez	2
	7

The table shows information regarding the firmwares.

Firmwares Added By User

XLS

Search:

Firmware	Creation Date	Created by	In Devices
1	2019-04-16 15:59:33	Juan Martinez	1 Devices
1.0.12	2019-12-20 12:10:38	omar	2 Devices
1.0.12	2019-04-15 18:42:03	omar	1 Devices
1.0.4	2019-06-24 15:22:05	omar	1 Devices
FIN.52.1.0.10	2020-06-27 02:39:44	hjkim	1000 Devices
PLG_2.0.2	2021-02-16 21:09:27	skkim	1 Devices
SMF.140.1.0.5	2021-07-06 09:42:05	Alan Tapia	1 Devices
ST20_SUNTECHUSA_STADV_007	2017-12-06 11:02:49	carlos herhandez	1002 Devices
ST20_SUNTECHUSA_STADV_008	2018-01-25 11:43:34	Matthew Heida	8 Devices
ST20_SUNTECHUSA_STADV_018	2018-02-02 12:32:00	carlos herhandez	5 Devices

Showing 1 to 10 of 55 entries

Show

10

 entries

Previous

1

2

3

4

5

6

Next

14.3 Customer

14.3.1 Filter By Country

The Customers section shows the total number of customers registered in the system. To see the information by country, you must select an option from the “Countries” dropdown.

Once a country has been selected, the system displays a graph with the total number of devices assigned to each customer.



The table shows those customers that have not yet been assigned a device.

Customers without devices

XLS

Search:

Customer	Creation Date	Created by
2REALPEOPLE SOLUTIONS SA DE CV	2020-08-19 18:33:39	carlos herandez
3B SOLUCIONES TECNOLOGICAS APLICADAS SA DE CV	2020-08-19 18:33:39	carlos herandez
3D SERVICIOS LOGISTICOS INTEGRALES ARIES SA D	2020-08-19 18:33:39	carlos herandez
4 TRACK SA DE CV	2020-08-19 18:33:39	carlos herandez
4G CORPORATIVO SA DE CV	2020-08-19 18:33:39	carlos herandez
A3TEK SA DE CV	2020-08-19 18:33:39	carlos herandez
AARON DARIO VARGAS LOPEZ	2020-08-19 18:33:39	carlos herandez
ABASTECEDOR CORPORATIVO SA DE CV	2020-08-19 18:33:39	carlos herandez
ABASTECEDORA DE BIENES Y SERVICIOS SAMA SA DE	2020-08-19 18:33:39	carlos herandez
ABE MEX SA DE CV	2020-08-19 18:33:39	carlos herandez

Showing 1 to 10 of 948 entries

Show 10 entries

Previous

1

2

3

4

5

...

95

Next

14.3.2 Filter By Customer

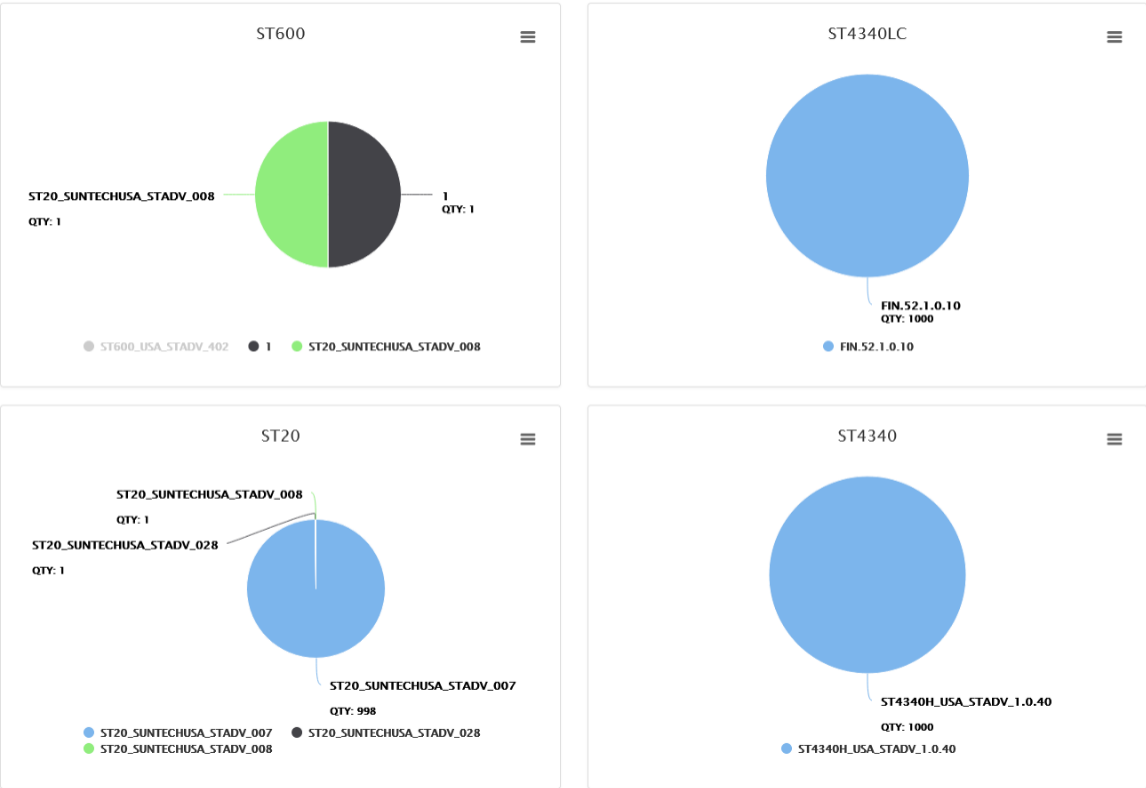
After applying the filter by country, a second filter can be applied, you just need to select the "Customer" dropdown.

With the selected Customer, the system shows a graph with the models related to the selected Customer, as well as a table with the total number of devices assigned to said models.



With the customer selected, a graph is shown for each model that the customer owns.

Devices by Firmware and Models



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15 Costs

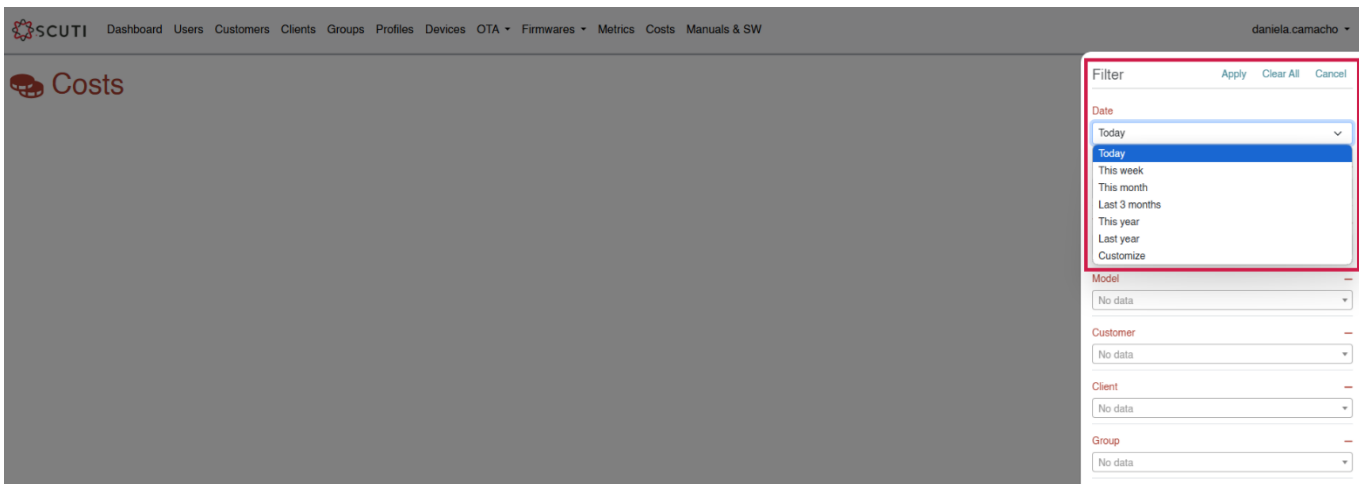
The Costs module provides detailed information on the amounts registered in the system, coming from the requests made by the devices to the "OBD Expert" API.

To enter the module, locate the Costs module in the system's main menu. Once you have entered the module you will be able to view the filters that can be used to obtain records regarding the requests.

In the filters section, the following options were added to the date field:

- Last 3 months
- This year
- Last year

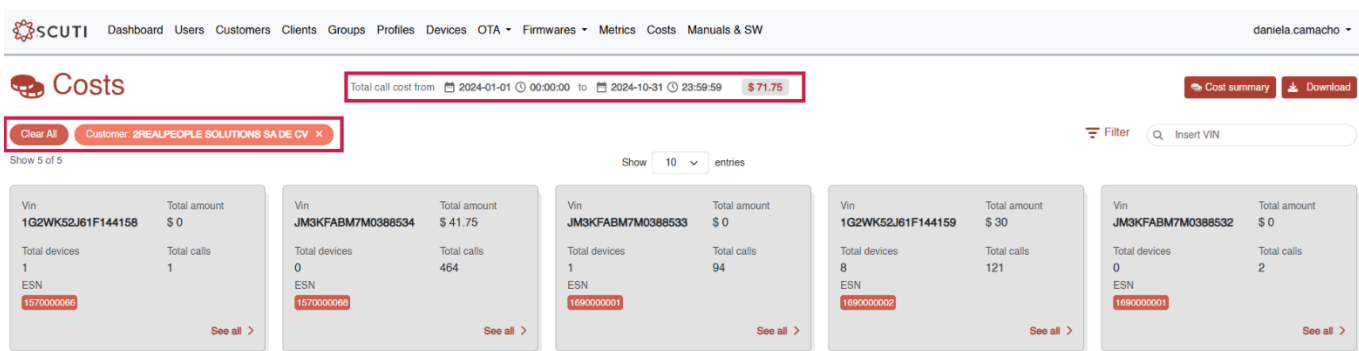
Select the necessary filters and click the "Apply" label.



After finishing the process, the system will show those VINs that have at least one device that has matched the applied filters.

This section also shows the selected date period, as well as the total amount (in dollars). The applied filters are also shown on the red badges, remember that you can use them to clean the filters, you just have to click on the small "x" belonging to each filter (badge).

Remember that you can perform a quick search for a specific VIN, from the "Insert VIN" search box.



Vin	Total amount
1G2WK52J61F144158	\$ 0
JM3KFABM7M0388534	\$ 41.75
JM3KFABM7M0388533	\$ 0
1G2WK52J61F144159	\$ 30
JM3KFABM7M0388532	\$ 0

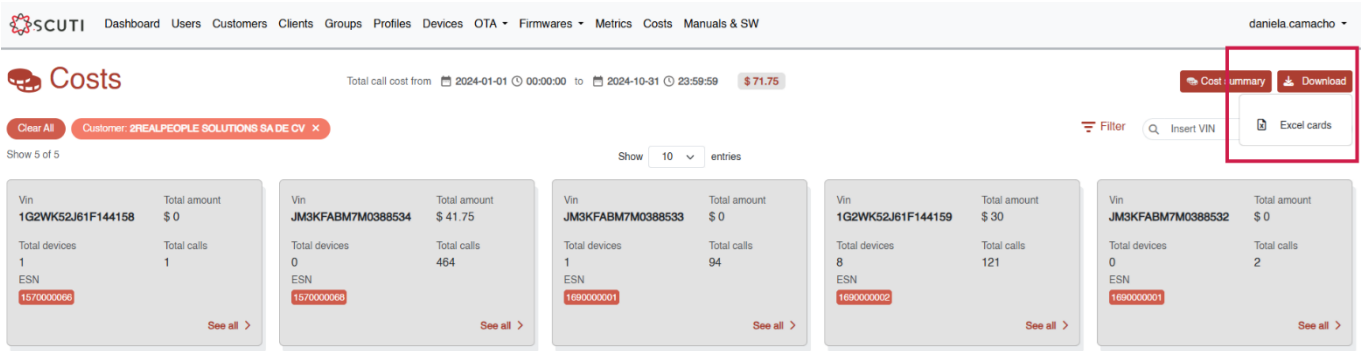
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To obtain the cost summary graphically, click on the "Cost summary" button, which is located in the upper right part of the module. The system will open a pop-up with a graph grouping the calls by registration date. The cost of the current day's consultation, the total amount of consultations and the selected period are also shown.



Note: you can export the graph information using the button at the top of the graph (icon).

To obtain the card information, i the upper righth corner, the download button, there is an option to export to Excel. This document displays the data of each card shown.



View the records (calls) belonging to each of the VINs by clicking on the "See all >"

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Costs

Total call cost from 2024-01-01 00:00:00 to 2024-10-31 23:59:59 \$ 71.75

Cost summary

Download

Clear All

Customer: 2REALPEOPLE SOLUTIONS SA DE CV

Filter

Insert VIN

Show 5 of 5

Show 10 entries

Vin
1G2WK52J61F144158

Total amount
\$ 0

Total devices
1

Total calls
1

ESN
1570000098

See all

Vin
JM3KFABM7M0388534

Total amount
\$ 41.75

Total devices
0

Total calls
464

ESN
1570000068

See all

Vin
JM3KFABM7M0388533

Total amount
\$ 0

Total devices
1

Total calls
94

ESN
1690000001

See all

Vin
1G2WK52J61F144159

Total amount
\$ 30

Total devices
8

Total calls
121

ESN
1690000002

See all

Vin
JM3KFABM7M0388532

Total amount
\$ 0

Total devices
0

Total calls
2

ESN
1690000001

See all

Once the process is finished, a table is displayed with the details of the calls, such as ESNs, dates, status, etc. Please note that you can download the table information through the "Download" button.

Costs

Total call cost from 01/02/2024 00:00:00 to 31/05/2024 23:59:59 \$ 16

Cost summary

Download

Clear All

Model: ST4500

Vin: 1G2WK52J61F144159

Search by ESN

ESN	Model	OEM type	Type report	VIN	Register date	GPS date	
1690000002	ST4500	Seat belt	Report is storage	1G2WK52J61F144159	2024-04-08 14:44:52	2024-02-29 19:25:19	▼
1690000002	ST4500	Seat belt	Report is storage	1G2WK52J61F144159	2024-04-08 14:44:51	2024-02-29 19:25:18	▼
1690000002	ST4500	Seat belt	Report is storage	1G2WK52J61F144159	2024-04-08 14:44:50	2024-02-29 19:25:17	▼
1690000002	ST4500	Tire pressure	Report is storage	1G2WK52J61F144159	2024-04-08 14:44:49	2024-02-29 19:25:16	▼
1690000002	ST4500	Tire pressure	Report is storage	1G2WK52J61F144159	2024-04-08 14:44:48	2024-02-29 19:25:15	▼
1690000002	ST4500	Odometer	Report is storage	1G2WK52J61F144159	2024-04-08 14:44:41	2024-02-29 19:25:11	▼
1690000002	ST4500	Seat belt	Report is storage	1G2WK52J61F144159	2024-04-02 16:17:13	2024-02-29 19:25:19	▼

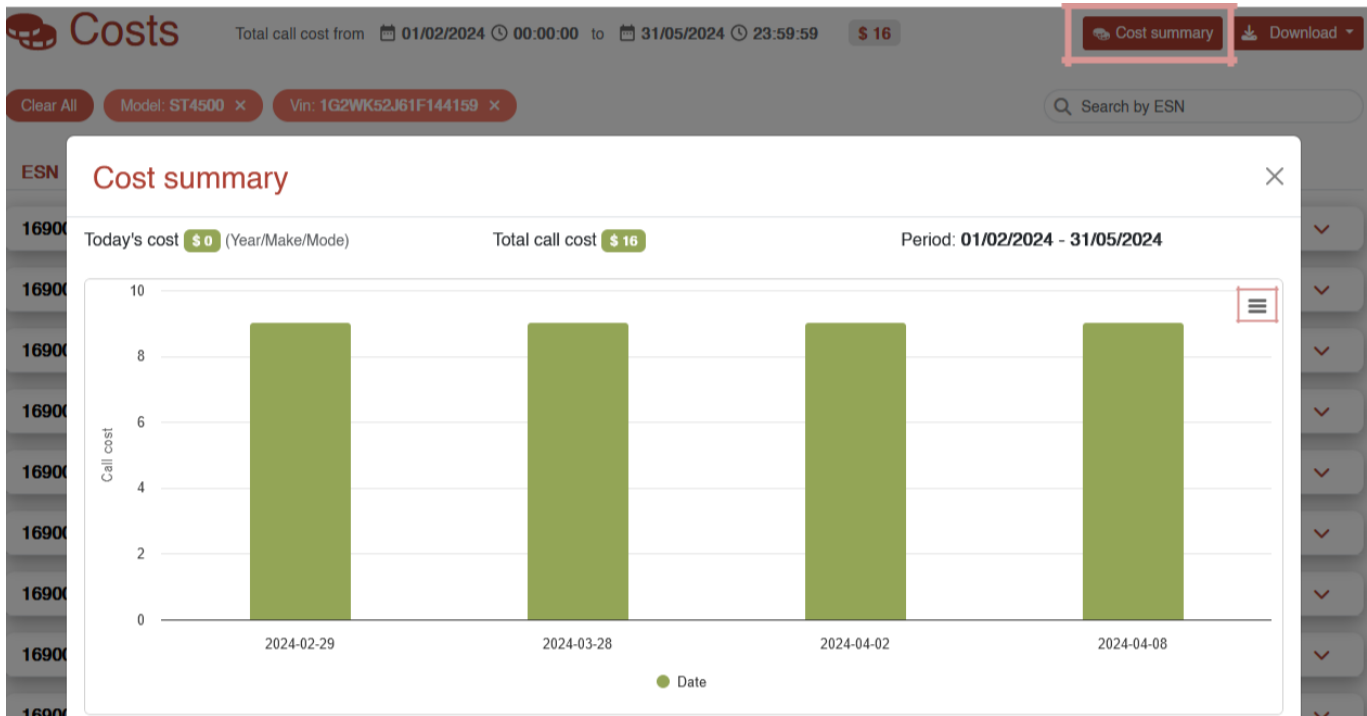
Showing 1 to 10 of 36 entries (filtered from 502 total entries)

Show 10 entries

Previous 1 2 3 4 Next

You can also obtain the information graphically, to achieve this you must click on the "Cost summary" button, a pop-up window will open with a graph grouping the calls by registration date.

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Note: you can export the graph information using the button at the top of the graph (icon).

15.1 Cost calculation

The following rules are used to calculate call costs:

1. If the Year/Make/Mode value is supported and the device successfully obtained one or more odometer readings and fuel level data (result code: "success"), then the cost is \$1.0.
2. The number of API calls does not matter in determining the \$1.0 cost, as the device can retry API calls until it successfully obtains the required information.
3. For tire pressure and seat belt, if at least one piece of information is successfully obtained for each item, an additional \$0.25 is added to the cost of each item.

With the aforementioned, it is taken into account that:

- Each time the device is installed in a new vehicle, the cost of API calls is reset.
- The first API call with the new VIN, to get the fuel level or odometer will cost \$1, each subsequent API call for these 2 types of requests will not be charged.
- Each API call with the new VIN to obtain any other type of request will cost \$0.25 per call.

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16 Manuals & SW

The manuals module has functions to upload, download, edit and delete the files / manuals you need.


[Dashboard](#)
[User](#)
[Customers](#)
[Clients](#)
[Groups](#)
[Profiles](#)
[Devices](#)
[OTA](#)
[Firmwares](#)
[Metrics](#)
[Costs](#)
[Manuals & SW](#)
[Daniela Camacho](#)

Manuals

[+ New Manual](#)

Title	Description	
ST404515	This is a test for the upload EDIT	  
Manual de prueba CAHA 20241014-1	Description of the file 20241014-1	  
Test CAHA 20241016	prueba 01 del día 2024-10-16	  

In the upper righth corner, there is a button to create a new record. You must add a title, a description and the file. The accepted file extensions are: pdf, txt, doc, docx, xls, xlsx, png and jpg.


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[User](#)
[Customers](#)
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[Devices](#)
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[Costs](#)
[Manuals & SW](#)
[Daniela Camacho](#)

Manuals

[+ New Manual](#)

Title	Description	
ST404515	This is a test for the upload EDIT	  
Manual de prueba CAHA 20241014-1	Description of the file 20241014-1	  
Test CAHA 20241016	prueba 01 del día 2024-10-16	  

	Title User Manual	Author C. Hdz		Pages
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[Devices](#)
[OTA](#)
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[Costs](#)
[Manuals & SW](#)
[🇺🇸 Daniela Camacho](#)

Create New Option Upgrade

Title

Insert a title

Description

Insert a description

File

Select the file and upload to continue ⓘ

Choose file



Drag and drop the file here

Cancel

Create

In the table actions, you can download, edit and delete. For editing, the field that can be modified are the title and descriptions.



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[Devices](#)
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Edit Option

Title

ST404515

Description

This is a test for the upload EDIT

Cancel

Save

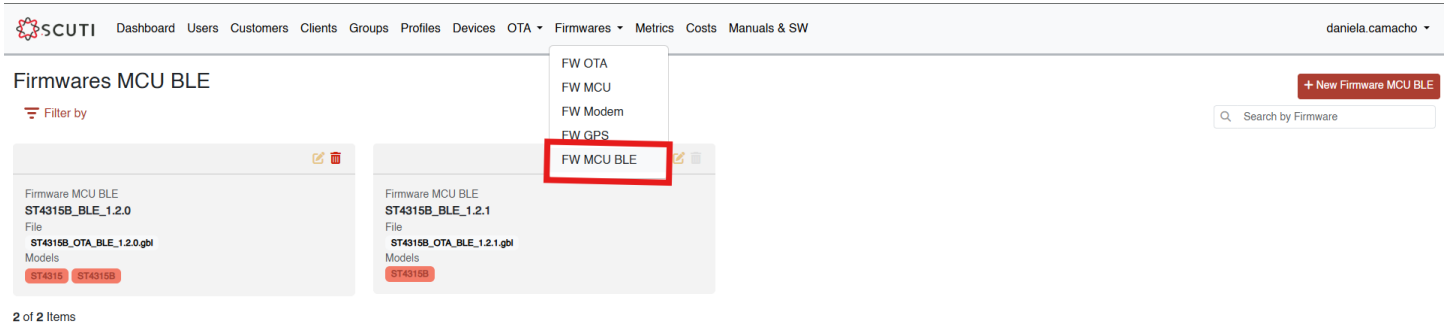
	Title User Manual	Author C. Hdz		Pages
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17 Firmware MCU BLE

The MCU BLE firmware section allows registering new BLE Firmwares, and the binary files needed to carry on the OTA MCU upgrade.

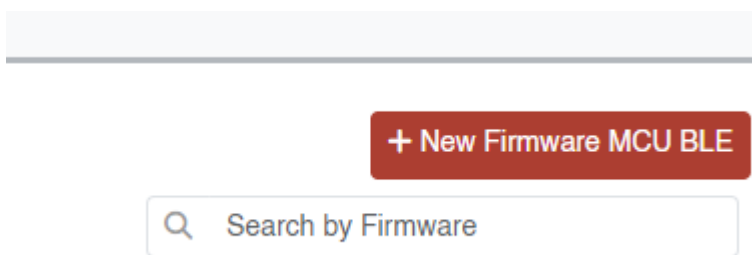
This section is only available for users with Administrator profile.

To enter the Firmwares MCU BLE view, you must navigate to the "Firmwares -> FW MCU BLE" menu, on this screen you can perform the necessary actions regarding the BLE firmwares.



17.1 Registering a new MCU BLE firmware

To register a new MCU BLE Firmware, click the "Create Firmware" icon button.



This will open the "Register new firmware" window. For MCU BLE firmwares, one file can be used for several device models, therefore, when registering a GPS firmwares it is necessary to select compatible models. Fill in the fields with the requested information and select the models compatible with the new firmware.

When you finish selecting the model(s), you must click on each model to add the firmware and fill in the remaining fields. This applies to each selected model.

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New MCU BLE

Firmware MCU BLE name

ST4315_BLE_1.3.3

Select to file

ST4315B_OTA_BLE_2.0.5.gbl

Choose file...



ST4315B_OTA_BLE_2.0.5.gbl

Or drag and drop the file here.

Model/s

-- Select an option --

When you finish selecting the models, you must select the red bubble to display the firmwares.

ST20

Model: ST20

Available Firmwares

☐ Select all

☒ ST20_SUNTECHUSA_STADV_007

☐ ST20_USA_STADV_011

☐ ST20_SUNTECHUSA_STADV_008

☐ ST20_SUNTECHUSA_STADV_017

☐ ST20_SUNTECHUSA_STADV_018

☐ ST20_SUNTECHUSA_STADV_023

Available Firmwares

☐ Select all

☒ ST20_SUNTECHUSA_STADV_007

☐ ST20_USA_STADV_011

☐ ST20_SUNTECHUSA_STADV_008

☐ ST20_SUNTECHUSA_STADV_017

☐ ST20_SUNTECHUSA_STADV_018

☐ ST20_SUNTECHUSA_STADV_023

Available Firmwares

☐ Select all

☒ ST20_SUNTECHUSA_STADV_007

☐ ST20_USA_STADV_011

☐ ST20_SUNTECHUSA_STADV_008

☐ ST20_SUNTECHUSA_STADV_017

☐ ST20_SUNTECHUSA_STADV_018

☐ ST20_SUNTECHUSA_STADV_023

Main firmwares

B.1.3.3

Firmware MCU ReqVer

B.1.3.3

Firmware MCU MNTReport

B.1.3.3

Firmware MCU ReqMCUVer

B.1.3.3

Cancel

Save

17.2Editing a MCU BLE firmware

To edit firmware information, locate the firmware you want to update on the screen and click the "Edit" icon next to the firmware name.

Update the information and click on the "Save" button.

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Documento Confidencial

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Edit MCU BLE

Firmware MCU BLE name

ST4315B_BLE_1.2.1

Select to file

ST4315B_OTA_BLE_1.2.1.gbl

Choose file...


ST4315B_OTA_BLE_1.2.1.gbl
Or drag and drop the file here.

Model/s

-- Select an option --

When you finish selecting the models, you must select the red bubble to display the firmwares.

ST4315B

Model: ST4315B

Available Firmwares

☐ Select all ☐ STG.230.1.0.1
☐ STG.230.99.0.1 ☐ STG.230.1.0.2
☐ STG.230.1.0.3 ☐ STG.230.1.0.4
☐ STG.230.1.0.5 ☒ STG.230.1.0.6

display the firmwares.

ST4315B

Model: ST4315B

Available Firmwares

☐ Select all ☐ STG.230.1.0.1
☐ STG.230.99.0.1 ☐ STG.230.1.0.2
☐ STG.230.1.0.3 ☐ STG.230.1.0.4
☐ STG.230.1.0.5 ☒ STG.230.1.0.6

Main firmwares

B.1.2.1

Firmware MCU ReqVer

B.1.2.1

Firmware MCU MNTReport

B.1.2.1

Firmware MCU ReqMCUVer

B.1.2.1

Cancel

Save

The system will notify about the completed task.



The Firmware has been Edited correctly

OK

17.3 Delete MCU BLE firmware

To remove a firmware, locate the firmware you want to remove on the screen and click the "Remove" icon, located next to the firmware name. Continue with the process to remove the firmware.



Firmware MCU BLE

ST4315B_BLE_1.2.0

File

ST4315B_OTA_BLE_1.2.0.gbl

Models

ST4315B ST4315B

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18 FW Report

This is a new module for metrics, where you can generate a report of obsolete firmware. When you enter at the module, you must choose a model , one or more firmware and a country, this last one is optional.

Filter

Apply

Clear All

Cancel

Model

ST600

Firmware

x 407

x 409

Country

-- Select an option --

Then you click “Apply”, a list like the following will be displayed.

SCUTI

Dashboard Users Customers Clients Groups Profiles Devices OTA Firmwares Metrics Costs Manuals & SW

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FW Report

MODELO
ST600

TOTAL DEVICES
37

FIRMWARE
407 , 409

SEND

CSV

PDF

APP

Filter

Insert

Select All

Select

Customer
Excell Telematics

Country
United States

Users
2

Tracking Devices
1 Units

View details

Select

Customer
Suntech US

Country
United States

Users
7

Tracking Devices
3 Units

View details

Select

Customer
StarTrack

Country
Guatemala

Users
2

Tracking Devices
1 Units

View details

Select

Customer
Excell Telematics

Country
United States

Users
2

Tracking Devices
24 Units

View details

Select

Customer
HPS Tecnologia

Country
United States

Users
1

Tracking Devices
3 Units

View details

Select

Customer
Fleetside

Country
United States

Users
1

Tracking Devices
1 Units

View details

Select

Customer
SAP

Country
United States

Users
2

Tracking Devices
3 Units

View details

Select

Customer
Actsoft

Country
United States

Users
9

Tracking Devices
1 Units

View details

8 of 8 Items

Version: 2.0.0

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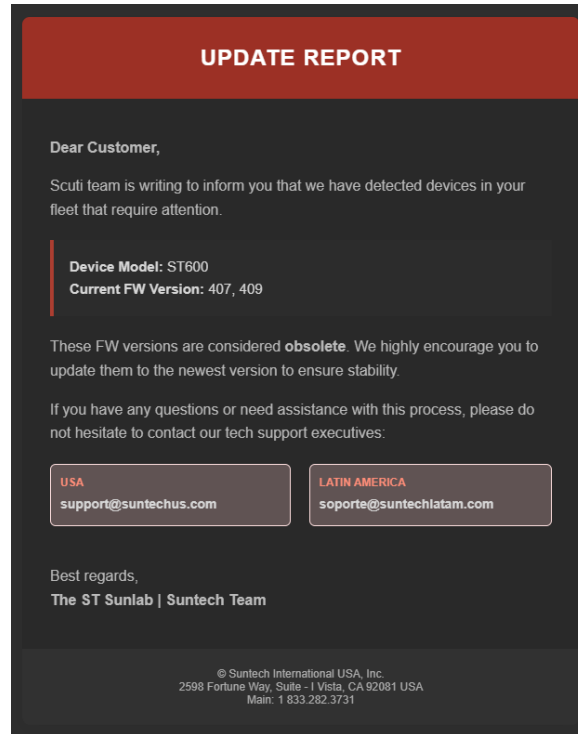
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There are several actions to perform, and we will break them down one by one:

- **Select All:** You can select all customers. This is useful when sending an email notification informing them that their devices need to be updated.
- **Send Email:** An email will be sent to the selected customer(s) notifying them that they must update their devices. They will receive an email like the following one.



- **CSV, XLS, PDF:** These are buttons used to export the data in any of these three file formats.

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FW Report MODELO: ST600 TOTAL DEVICES: 37 FIRMWARE: 407, 409

SEND CSV XLS PDF Filter

Select All

Customer	Country	Users	Tracking Devices
Excell Telematics	United States	2	1 Units
Suntech US	United States	7	3 Units
StarTrack	Guatemala	2	1 Units
Excell Telematics	United States	2	24 Units
HPS Tecnologia	United States	1	3 Units
Fleetside	United States	1	1 Units
SAP	United States	2	3 Units
Actsoft	United States	9	1 Units

8 of 8 items

-

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The screenshot displays the 'FW Report' interface. At the top, there are three summary boxes: 'MODELO ST600' with 37 units, 'FIRMWARE' with 407 units, and a total of 409 units. Below these is a 'Select All' button. The main area contains a grid of device tracking cards. Each card shows the customer name, country, number of users, and number of tracking devices. A red box highlights the 'View details' link for the first card, 'Excell Telematics' in the 'United States'.

Customer	Country	Users	Tracking Devices
Excell Telematics	United States	2	1 Units
Sunttech US	United States	7	3 Units
StarTrack	Guatemala	2	1 Units
Excell Telematics	United States	2	24 Units
HPS Tecnologia	United States	1	3 Units
FleetSide	United States	1	1 Units
SAP	United States	2	3 Units
Actsoft	United States	9	1 Units

[Dashboard](#)
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[Devices](#)
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FW Report

MODEL

ST600

FIRMWARE

407 , 409

TOTAL DEVICES

25 Units

CUSTOMER

Excell

COUNTRY

United

SEND

SW

RA

PC

Filter

Back

ALIAS

Excell

Name	Email
carlos.nuve	☐ some@mail.com.mx
carlos.nuve2	☐ test@carlosnuve2.com
test.client.cao	☐ test@testclient.com

SEND

DEVICES BY FIRMWARE

Firmware	Device Count
407	1
409	24

DEVICES

☐ Devices that have reported in the last 7 days

Last Communication	ESN	IMEI	Firmware	PCB Version
-	6000000021	354421079139374	409	6
-	6000000055	354421079854774	409	6
-	6000000074	352580080239879	409	6
-	6000000070	354421079846440	409	6
-	6000000085	354421079846457	407	6
-	6000000084	352580080244903	409	6
-	6000000068	352580080252567	409	6
-	6000000069	354421079455440	409	6
-	6000000066	354421079854683	409	6
-	6000000071	352580080229219	409	6

<<

<

1

2

3

>

>>

10

Items/Page

10 of 25 Items

version : 2.6.6

	Title User Manual	Author C. Hdz		Pages
	Aplication Scuti	Doc. No.	Rev. 1.17	Date 30 Sept 2025

19 Revision control

Revision	Author	Date	Changes
1.00	C. Hdez	2017/10/16	First draft of the document
1.01	C. Hdez	2019/05/15	Added FW MCU section
1.02	C. Hdez	2019/06/24	Added Bulk FW OTA section (8.2) Added new Bulk device load file (7.2)
1.04	J. Mtz	2021/06/09	Added FW Modem section (11) Bulk changing the firmware modem of a device (11.4)
1.05	J. Mtz	2021/09/22	Updated Images Added "Reports" section (4.1) Added Delete history (7.7) Added Export Information (7.8) Added "Bulk changing the Firmware by Group" section (12) Added "Metrics" section (13)
1.06	J. Mtz	2022/02/16	Added "Assigning devices to a Profile" section (5.3)
1.07	J. Mtz	2022/04/28	Added "label to indicate assigned customer, BULK devices" (7.2)
1.08	J. Mtz	2022/08/03	Added: description of OTA processes -> "Try Again" / "Cancel" (8.1)
1.09	J. Mtz	2022/11/01	Added: Edit FW MCU (10.2) Update Images and descriptions (10.3)
1.10	J. Mtz	2023/01/18	Added: fields for handling the different types of MCU, FW MCU section Added: fields for handling the different types of FW MCU, Devices section Added: functions to schedule updates for the different types of FW MCU, Otas section
1.11	J. Mtz	2023/04/17	Updated: Image "Add User admin" Added: "Send Command" section (7.7)
1.12	J. Mtz	2023/08/30	Updated: "Dashboard" section (4) Added: "Delete buffer" option (8.1 - 8.2)
1.13	J. Mtz	2023/10/24	Added: FW GPS section Updated: Images and descriptions, schedule updates (8)
1.14	J. Mtz	2024/06/06	Added: Costs section
1.15	D.C	2024/10/25	Added: Manual section Update: the images and descriptions, cost section
1.16	D.C	2025/04/02	Added: Firmware MCU BLE section
1.17	E. Mtz	2025/09/30	Update: Images and descriptions, Firmwares and Devices section. Added: FTP OTA information and bulk device unassignment
1.18	D.C.	2025/12/03	Added: Cancel schedule update when the status is in process (FW OTA, FW MCU, FW Modem, FW GPS, Profiles)
1.19	C. Hdz.	2025/12/08	Added: New module of firmware report