

Contacting Technical Support

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Software Release **WBX.4721** Details

Release Date: 9/9/2014

Software Version: *WBX.4721*

Applies to Products:

- WB-200-IPCE-3
- WB-200VB-IPCE-6
- WB-400-IPCE-8
- WB-600-IPVCE-12
- WB-600CH-IPVCE-12

Other Supporting Documents (on www.SnapAV.com)

- WB-IP_FirmwareUpdateInstructions
- WB-IP_Firmware (Zip File, contains this document and update instructions)

Additions in Ver. **WBX.4721**:

- **Support for WB-200VB-IPCE-6**

This firmware version is required for proper LED feedback and interface control in the new WB-200VB-IPCE-6, which will ship with this firmware installed. Other fixes for all WattBox models have also been added.

Fixes in Ver. **WBX.4721**:

- **User Account Fields Not Depopulating**

In the previous firmware version, user account fields would hold information after removing an account and applying the change. This issue has been resolved.

Software Release **WBX.4603** Details

Release Date: 7/8/2014

Software Version: *WBX.4603*

- Applies to Products:**
- WB-200-IPCE-3
 - WB-400-IPCE-8
 - WB-600-IPVCE-12
 - WB-600CH-IPVCE-12

Other Supporting Documents (on www.SnapAV.com)

- WB-IP_FirmwareUpdateInstructions
- WB-IP_Firmware (Zip File, contains this document and update instructions)

Recommendations

- **Important:** Manually record the static IP address and any recurring schedule information from your settings before updating the firmware in your WattBox. Backup configuration files that were created from older firmware versions will not correctly update these fields after updating to version WBX.4603.

Additions in Ver. **WBX.4603**:

- **OvrC Compatibility**
Updating the WattBox to this firmware version will allow control and monitoring using the OvrC service.

Fixes in Ver. **WBX.4603**:

- **DST Update Not Working**
In the previous firmware version, Daylight Savings Time would not change automatically. DST settings now work correctly.
- **Can't Remove Websites in Ping List**
In the previous firmware version, sites could not be deleted from the list of websites to "ping" for monitoring. Sites can now be modified or removed as needed.

- **Over/Under Notifications**

In the previous firmware version, some under or over-voltage conditions would not prompt a notification to be sent. Now, all voltage conditions selected for notification will provide feedback as expected (over/normal/under).

- **Ping Time in Web Interface**

In the previous firmware version, all ping values were off by a factor of 10. This has been corrected.

Changes in Ver. WBX.4603:

- **Default Ping Addresses**

“yahoo.com” has been removed from the default list of addresses to ping.

- **Ping Address Field Names**

All ping address fields default to Ping 1, Ping 2, Ping 3, etc.

- **Input Field Validation**

Text input boxes with format or content requirements are now enforced to prevent entry of invalid information. For example, if the information entered into an email address has the wrong format, or invalid characters, an error box will appear to point out the problem.

Known Issues in Ver. WBX.4603:

- **IP Address Change after Firmware Update**

A WattBox backup file created in firmware version WBX.3906 will not correctly set the IP address back to static after upgrading to WBX.4603.

Solution: After applying the firmware update, use the WattBox Utility to find the device on the network again. Load the web interface by double-clicking on the device in the list, load the backup file, and then change the IP address back to the desired setting.

- **TCP Ping Failures**

Due to a change in the way the WattBox pings other devices, some TCP pings that responded in older firmware versions may appear not to be responding after an update to WBX.4603.

Solution: Change the ping type from TCP to UDP. This allows communication to happen the same as with previous firmware versions.

- **Recurring Schedules in Backup Files Won't Load**

A WattBox backup file created in firmware version WBX.3906 will not correctly set the same recurring schedules after upgrading to WBX.4603.

Solution: Manually record the values in the old firmware version before upgrading then set the schedules in the interface manually after the firmware update.

Software Release **WBX.3906** Details

Release Date: 1/7/14

Software Version: *WBX.3906*

- Applies to Products:**
- WB-200-IPCE-3
 - WB-400-IPCE-8
 - WB-600-IPVCE-12
 - WB-600CH-IPVCE-12

Other Supporting Documents (on www.SnapAV.com)

- WB-IP_FirmwareUpdateInstructions
- WB-IP_Firmware (Zip File, contains this document and update instructions)

Recommendations

- Make sure to back up settings and schedules prior to upgrading your firmware. This is done from the Save / Restore sub-menu under the “Information” heading in the Wattbox IP+ user interface. Instructions for backup and restoration of settings are included in the Firmware Update Instructions document.

Additions in Ver. **WBX.3906**:

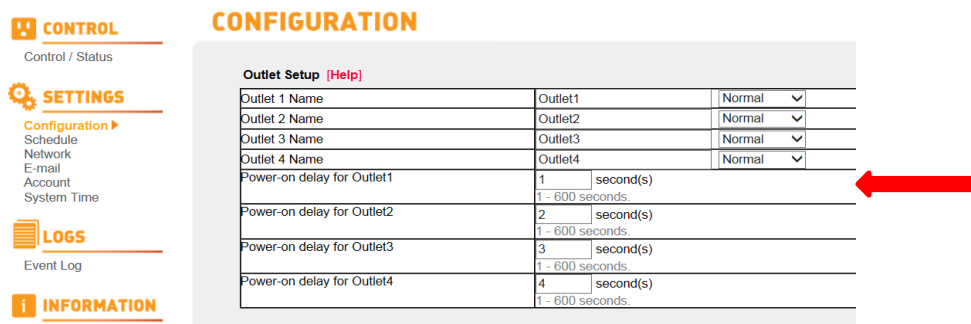
- **Website / IP Address Name Column**
A custom name may now be set for websites or IP addresses being pinged.

Website / IP Address [\[Help\]](#)

Name	Website / IP address	Protocol	Response
Google	www.google.com	UDP ▾	1 ms
Yahoo	www.yahoo.com	UDP ▾	10 ms
Bing	www.bing.com	UDP ▾	1 ms
Ask.com	www.ask.com	UDP ▾	1 ms
Router	10.102.0.1	UDP ▾	1 ms
Logic			

Changes in Ver. WBX.3906:

- **“Power On Delay” Time Increase**
Increased the maximum “Power On Delay” time from 120 Seconds to 600 seconds.



- **Time-Out Settings Defaults**
Default settings were changed to reflect the settings most dealers want to use:

Time-Out Settings [Help]	
Timeout Before Reset (UDP Only)	30 second(s) 1 - 60 seconds.
Continuous Timeouts Before Reset (UDP and TCP)	10 1 - 10 time-outs.
Ping Delay After-Auto Reboot Initiates (UDP and TCP)	15 minute(s) 1 - 30 minutes.
Reboot Attempts	5 0 - 10 reboots. (0=Infinite reboots)

Fixes in Ver. WBX.3906:

- **(600 Series only) Safe Voltage Issue Resolved**
Outlets do not turn on if the power-on sequence was interrupted by the “Safe Voltage” feature engaging.
- **(600 Series only) WB-600-FP Power Button On/Off Status**
The WB-600-FP power button LED now properly indicates the unit’s On/Off status at all times.
- **Time Server Setup**
It is no longer necessary to click “Apply” for changes to take effect. Select the preferred Time Server and press Enter.

Software Release **WBX.3125** Details

Release Date: 2/19/13

Software Version: WBX.3125

- Applies to Products:**
- WB-200-IPCE-3
 - WB-400-IPCE-8
 - WB-600-IPVCE-12

***Recommendation:** It is recommended that this software release only be installed in units where the feature enhancements and fixes listed below are desired.*

Supporting Documents (on www.SnapAV.com)

- WB-IP_FirmwareUpdateInstructions
- WB-IP_Firmware (Zip File)

Changes in **WBX.3125**

- **Faster Initial Boot Time**
The Wattbox IP interface will now boots up nearly twice as fast.
- **Improved GUI Response Time**
Navigating the interface is faster than ever.
- **Numbered Event Log**
Every Log Entry now receives a unique ID number for easy identification.
- **Enhanced Email Notifications (Log Number included)**
When a notification email is sent, the Event Log ID number for the item is included so that it can be found in the log with ease.
- **Email Buffering/Log**
Emails that fail to send due to Internet connection loss are now logged separately so that when Internet service is restored, the alerts will send.

Numbered Event List Description

The new Event ID number for each Event Log item appears in the left column of the view (red highlighted left column in the image below). If an Email fails to send, the item number that should have been emailed is recorded in the Event column under the entry of the email failure (red highlighted items on the right side of the image). This makes it easier to identify of when an issue occurred with power or network connectivity.

Event Log

No	Date / Time	Type	Event
22	2013/01/17 05:00:26	Notification	E-mail Server authentication failed (21)
21	2013/01/17 04:59:44	Status	Outlet1 On
20	2013/01/17 04:59:09	Notification	Connection to E-mail Server failed (19)
19	2013/01/17 04:58:51	Status	Outlet1 Off
18	2013/01/17 04:58:27	Notification	Connection to E-mail Server failed (17)
17	2013/01/17 04:58:13	Status	Outlet1 On
16	2013/01/17 04:47:45	Status	Outlet8 Off
15	2013/01/17 04:47:45	Status	Outlet7 Off