Parkonect: Update Scheduler V2

Parkonect General · https://qa.flashparking.com/docs/parkonect-update-scheduler-v2/

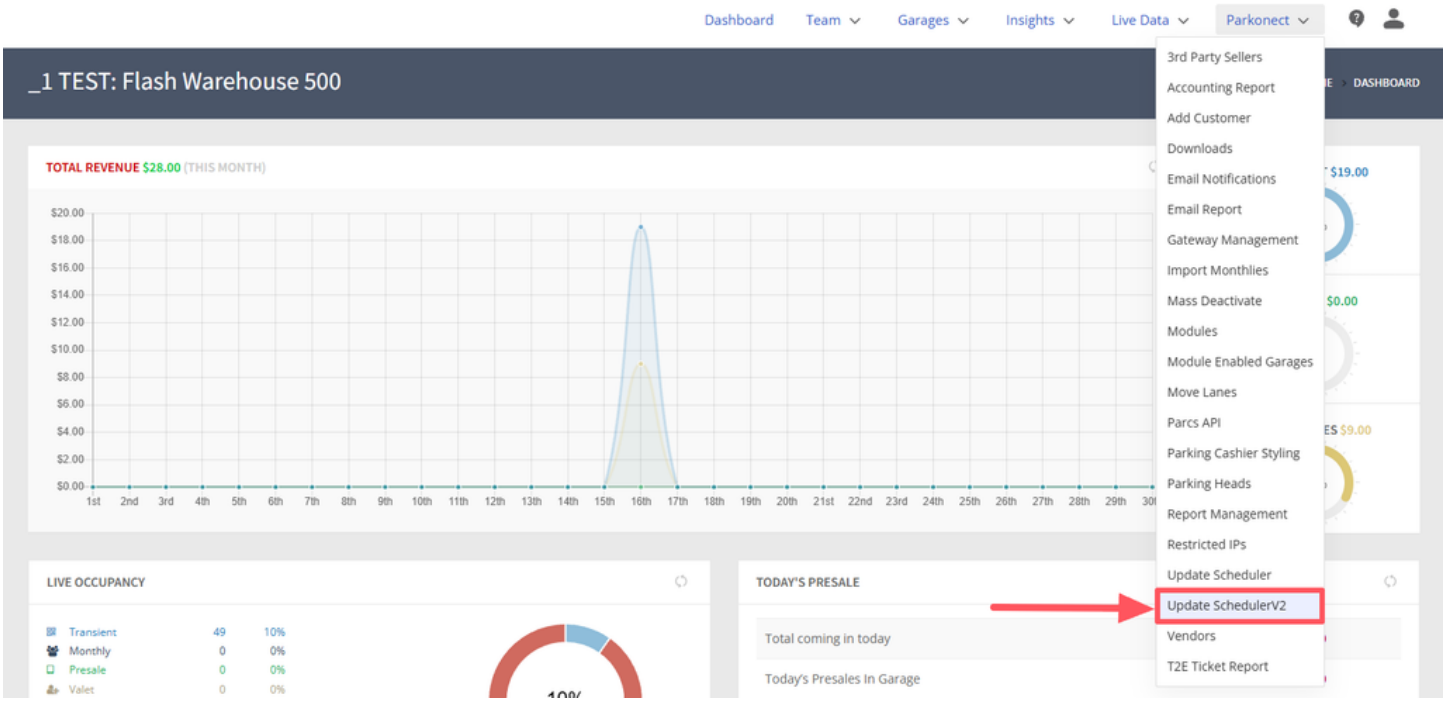
The Parkonect Update Scheduler V2 feature in the PK Admin portal allows users to schedule firmware updates (**4.10 or later)** for devices. You can select a specific firmware version and set a date and time for the update to occur.

Use Update SchedulerV2 For Firmware Versions 4.10.00 or later

Requirements

- PK Admin user role: Super user
- Updating firmware to ver **4.10 or later (for prior versions, use Update Scheduler)**
- **The device MUST be enrolled in Graylog so it shows in the Update Scheduler V2.**
  - If the device is on a version prior to 4.10, **the SOP from Support is to upgrade the device on site to a firmware version that is 4.10 or later with a USB stick, then enrolling into Graylog.**
    - Reach out to the Support team to enroll the devices into Graylog.
  - Devices can be upgraded to 4.10+ using update scheduler v1, but there is a chance to brick the device and should not be done without consent from the Parking Operation.

Accessing the Update Scheduler



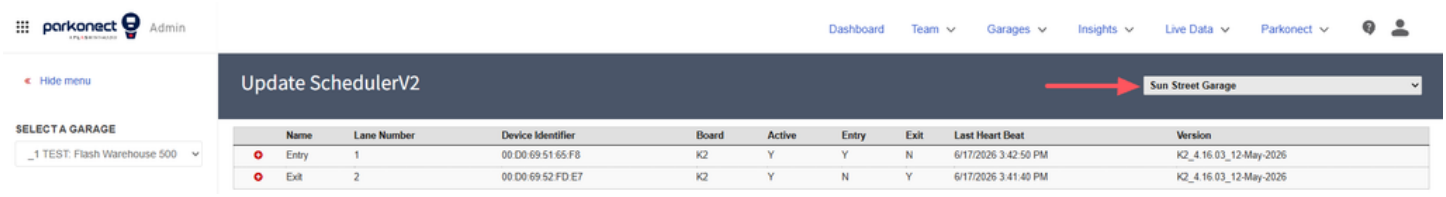
1. Log in to the Parkonect Admin portal.

2. Navigate to the **Parkonect** tab.

3. Select the **“Update SchedulerV2”** option.

Installing a Firmware Update

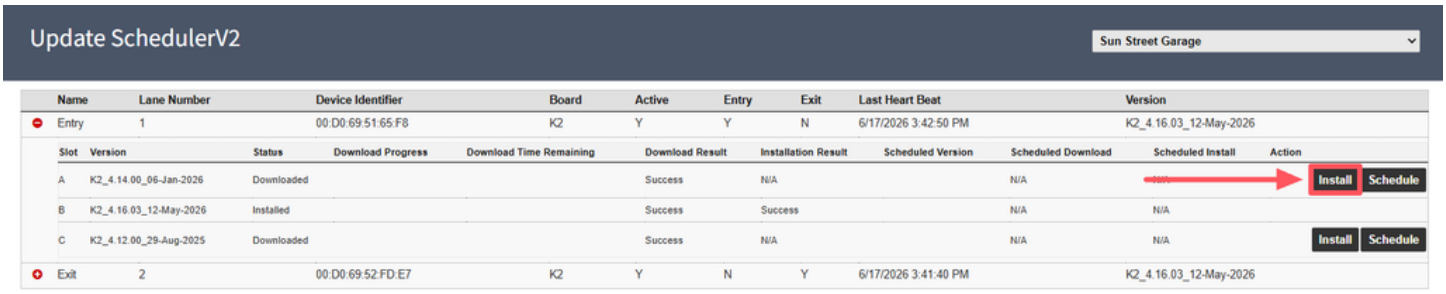
1. **Select the Garage** from the dropdown menu in the top-right corner.



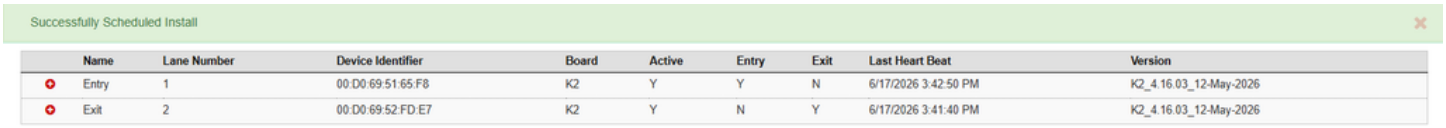
2. **Select the Lane to update** by clicking the red **+** icon.

3. Click **Install on the firmware version you wish to install**.

- Use this option to install immediately.

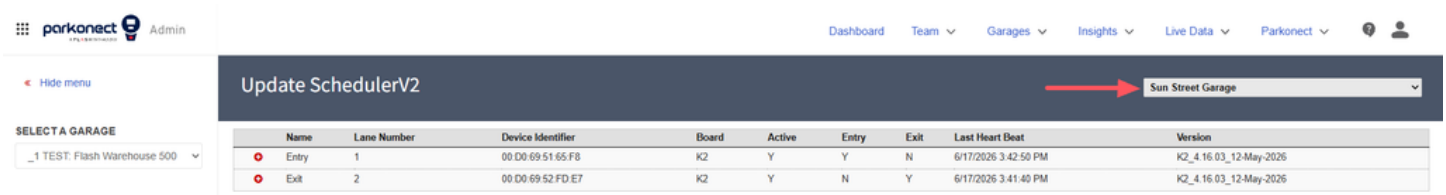


4. Successfully scheduled install.



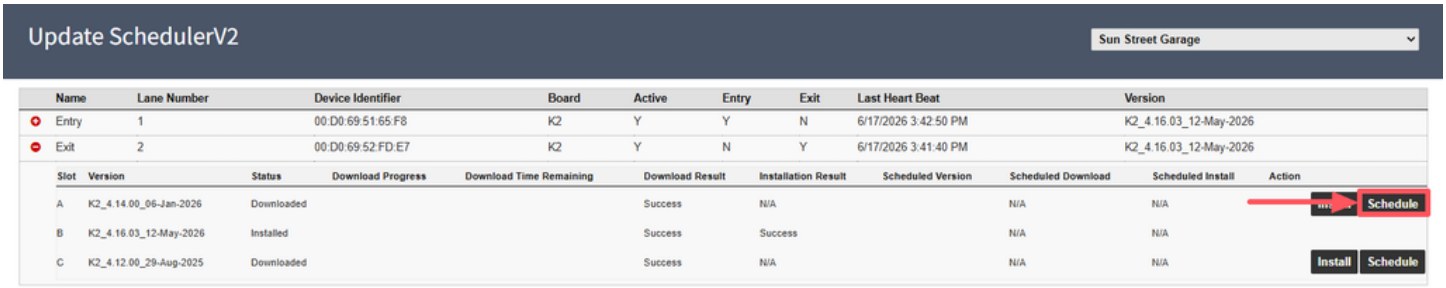
Scheduling a Firmware Update

1. **Select the Garage** from the dropdown menu in the top-right corner.



2. **Select the Lane to update** by clicking the red **+** icon.

3. Click **Schedule on the firmware version you wish to install**.



4. **Set Date and Time**

- If you make a time and date selection that is prior to the current date and time the equipment starts updating immediately.

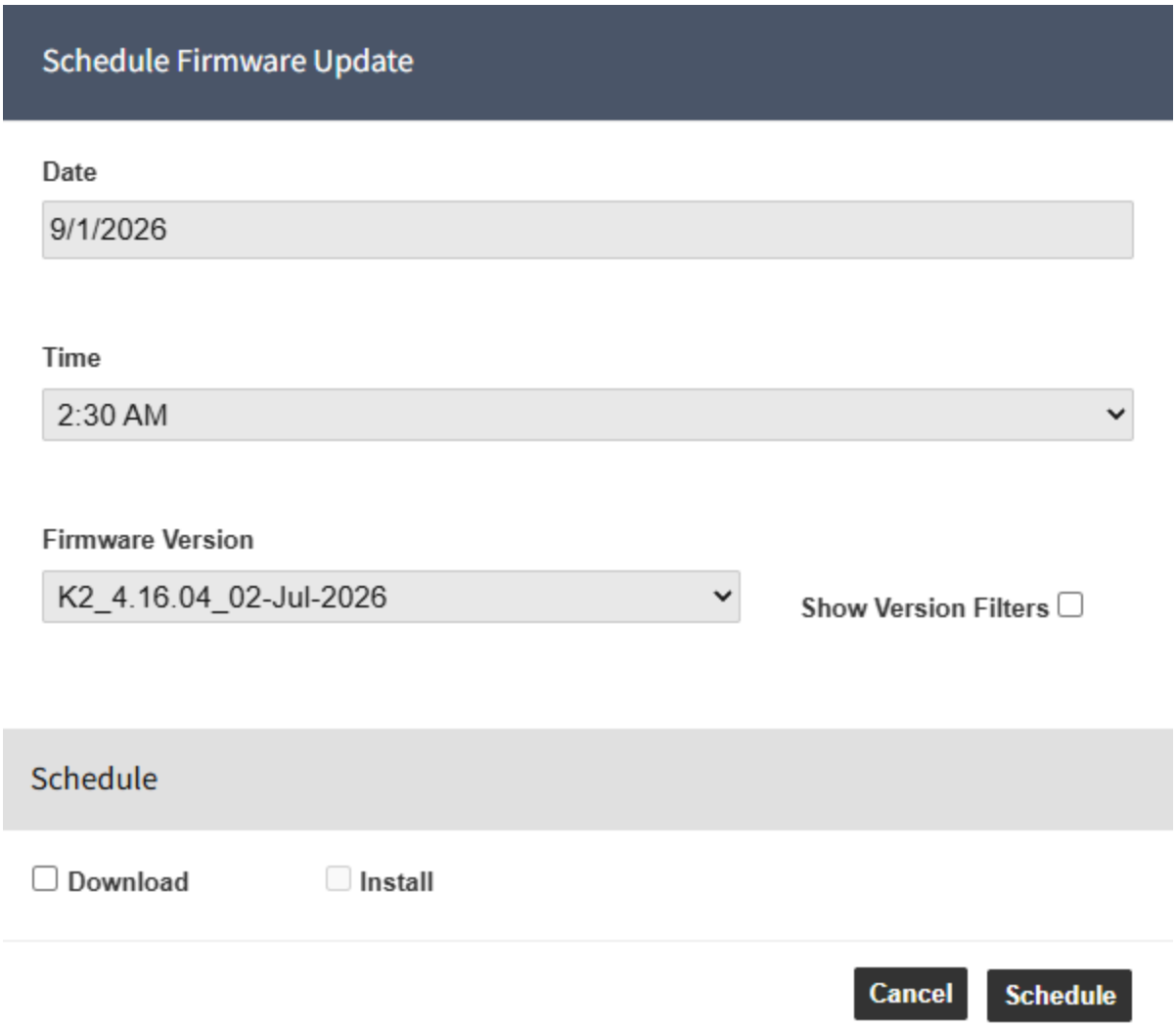
5. **Select Firmware Version:**

- Choose the desired firmware version from the dropdown menu.

6. Select if you’re scheduling a Download or an Install (or both)

7. **Confirm Schedule:**

- Review the selected firmware version, date, and time.
- Click the *Schedule* button



Monitoring Scheduled Updates

1. **Check the update status:**

- Navigate to the “Update Scheduler” section.
- Status:
  - Downloading: The kiosk is downloading the update file from the cloud
  - Installing: The kiosk is installing the update file
  - Ready: The update has been installed and the kiosk is ready to use.

Canceling Scheduled Updates

1. **Select Update to Cancel:**

- Find the scheduled update you want to cancel in the list.

2. **Cancel Update:**

- Select the “Cancel” option for that update.
- Confirm the cancellation.

Troubleshooting

- **Update Failed:**

- Check the update status for error messages.
- Ensure the device has a stable internet connection.
- **Schedule Not Saved:**
  - Verify all fields are correctly filled before confirming.
  - Refresh the page and try again.

Notes

- Ensure the device is powered on and connected to the internet during the scheduled update time.
- Updates may take some time to complete. Consider closing the lane or running the update during non-business hours.
- Avoid interrupting the update process.