

Recloser and USB Transceiver Firmware Update

Table of Contents

Introduction	2	Software and Firmware Release History	6
Qualified Persons	2	Service Center Configuration Software	
Read this Instruction Sheet	2	Compatibility	6
Retain this Instruction Sheet	2	TripSaver II Recloser Firmware Compatibility.....	8
Proper Application.....	2	USB Transceiver Firmware Compatibility	8
Safety Information	3	Firmware Update	9
Understanding Safety-Alert Messages	3	TripSaver II Recloser Firmware Update.....	9
Following Safety Instructions.....	3	USB Transceiver Firmware Update	14
Replacement Instructions and Labels	3	Troubleshooting	17
Location of Safety Labels	4	Optimizing Signal Strength.....	17
Safety Precautions	5	Understanding the LED Indicators on the USB	
		Transceiver	17
		If Connection Process Displays a	
		Timeout Message	18

NOTICE

The latest TripSaver II Service Center Configuration Software is version 2.2.

Reclosers specifically ordered with firmware version 2.1 (catalog number suffix “-X”) must be configured with Service Center Configuration Software version 2.2. When not specified with catalog number suffix “-X”, TripSaver II reclosers are shipped with firmware version 2.0 and can be configured with service center configuration software version 2.1 or 2.2.

A hardware change was made to TripSaver II Cutout-Mounted Reclosers manufactured after October 2022. These reclosers are factory-loaded with firmware version 2.0. A new model of the USB transceiver firmware version 2.0 (part number FDA-1868R2) is also available with an enhanced antenna. USB transceiver firmware version 2.0 is required to connect to TripSaver II reclosers with firmware version 2.0. USB transceiver version 2.0 is backwards compatible with all firmware version of TripSaver II reclosers.

A USB transceiver with firmware version 1.6 can be used with service center configuration software version 2.2 and TripSaver II reclosers with firmware version 1.9 and earlier. To connect to TripSaver II reclosers with firmware version 2.0 and greater, USB transceivers must be upgraded to firmware version 2.0. This can be done using service center configuration software version 2.2.

Because of a previous hardware change, TripSaver II reclosers with firmware version 1.0 can only be upgraded to version 1.3 using service center configuration software version 2.2. With the latest October 2022 hardware change, TripSaver II reclosers with firmware versions 1.5 through 1.8 can be upgraded to firmware version 1.9 using service center configuration software version 2.2, but they cannot be upgraded to firmware version 2.0. Recloser firmware version 2.1 is only available when the TripSaver II recloser has been ordered with catalog number option “-X”.



Introduction

Qualified Persons

WARNING

Only qualified persons knowledgeable in the installation, operation, and maintenance of overhead electric distribution equipment, along with all associated hazards, may install, operate, and maintain the equipment covered by this publication. A qualified person is someone trained and competent in:

- The skills and techniques necessary to distinguish exposed live parts from nonlive parts of electrical equipment
- The skills and techniques necessary to determine the proper approach distances corresponding to the voltages to which the qualified person will be exposed
- The proper use of special precautionary techniques, personal protective equipment, insulated and shielding materials, and insulated tools for working on or near exposed energized parts of electrical equipment

These instructions are intended only for such qualified persons. They are not intended to be a substitute for adequate training and experience in safety procedures for this type of equipment.

Read this Instruction Sheet

NOTICE

Thoroughly and carefully read this instruction sheet and all materials included in the product's instruction handbook before completing a firmware upgrade on the TripSaver II recloser. Become familiar with the Safety Information on pages 3 and 4 and the Safety Precautions on page 5. The latest version of this publication is available online in PDF format at sandc.com/en/contact-us/product-literature/.

Retain this Instruction Sheet

This instruction sheet is a permanent part of the TripSaver II Cutout-Mounted Recloser. Designate a location where users can easily retrieve and refer to this publication.

Proper Application

WARNING

The equipment in this publication must be selected for a specific application. The application must be within the ratings furnished for the selected equipment, and can be found in S&C Specification Bulletin 461-33.

Understanding Safety-Alert Messages

Several types of safety-alert messages may appear throughout this instruction sheet and on labels and tags attached to the product. Become familiar with these types of messages and the importance of these signal words:

⚠ DANGER
“DANGER” identifies the most serious and immediate hazards that will likely result in serious personal injury or death if instructions, including recommended precautions, are not followed.

⚠ WARNING
“WARNING” identifies hazards or unsafe practices that can result in serious personal injury or death if instructions, including recommended precautions, are not followed.

⚠ CAUTION
“CAUTION” identifies hazards or unsafe practices that can result in minor personal injury if instructions, including recommended precautions, are not followed.

NOTICE
“NOTICE” identifies important procedures or requirements that can result in product or property damage if instructions are not followed.

Following Safety Instructions

If any portion of this instruction sheet is unclear and assistance is needed, contact the nearest S&C Sales Office or S&C Authorized Distributor. Their telephone numbers are listed on S&C’s website sandc.com, or call the S&C Global Support and Monitoring Center at 1-888-762-1100.

NOTICE	
Read this instruction sheet thoroughly and carefully before performing a firmware update on the TripSaver II Cutout-Mounted Recloser.	

Replacement Instructions and Labels

If additional copies of this instruction sheet are required, contact the nearest S&C Sales Office, S&C Authorized Distributor, S&C Headquarters, or S&C Electric Canada Ltd.

It is important that any missing, damaged, or faded labels on the equipment be replaced immediately. Replacement labels are available by contacting the nearest S&C Sales Office, S&C Authorized Distributor, S&C Headquarters, or S&C Electric Canada Ltd.

⚠ DANGER



TripSaver II Cutout-Mounted Reclosers operate at high voltage. Failure to observe the precautions below will result in serious personal injury or death.

Some of these precautions may differ from your company's operating procedures and rules. Where a discrepancy exists, follow your company's operating procedures and rules.

1. **QUALIFIED PERSONS.** Access to TripSaver II Cutout-Mounted Reclosers must be restricted only to qualified persons. See the "Qualified Persons" section on page 2.
2. **SAFETY PROCEDURES.** Always follow safe operating procedures and rules.
3. **PERSONAL PROTECTIVE EQUIPMENT.** Always use suitable protective equipment, such as rubber gloves, rubber mats, hard hats, safety glasses, and flash clothing, in accordance with safe operating procedures and rules.
4. **SAFETY LABELS.** Do not remove or obscure any of the "DANGER," "WARNING," "CAUTION," or "NOTICE" labels and tags. Remove tags only if instructed to do so.
5. **ENERGIZED COMPONENTS.** Always consider all parts live until de-energized, tested, and grounded.
6. **OPERATING TOOLS.** To close a TripSaver II Cutout-Mounted Recloser, use a conventional insulated hotstick or S&C Universal Pole and Pole Extension fitted with a Talon™ Handling Tool or distribution prong. An extendo stick also can be used after proper training and practice. The TripSaver II Cutout-Mounted Recloser can be opened using Loadbuster® —The S&C Loadbreak Tool attached to a conventional insulated hotstick or S&C Universal Pole.
7. **MAINTAINING PROPER CLEARANCE.** Always maintain the proper clearance from energized components.

⚠ WARNING

The TripSaver II Cutout-Mounted Recloser **MUST** be de-energized and removed from the utility pole before attaching the "corded" power module (power module with ac adapter and extension cord) to the base of the TripSaver II recloser.

The corded power module is **ONLY** intended to be used for setup and data collection when the TripSaver II recloser is de-energized and removed from the utility pole. (To provide power to a TripSaver II recloser while it is mounted to the pole, use the cordless power module, S&C catalog number 5954.)

Failure to remove the TripSaver II recloser from the utility pole before connecting the corded power module can cause arcing, burns, electric shock, and death.

Software and Firmware Release History

Service Center Configuration Software Compatibility

TripSaver II Service Center Configuration Software (SCC) version 2.2 is compatible with all TripSaver II recloser firmware versions up to version 2.1. Service center configuration software version 2.2 can be used with USB transceiver version 1.6 or 2.0. See Table 1 and Table 2 on page 7 for details.

Snapshot and setpoint files saved from earlier versions of the TripSaver II recloser firmware and service center configuration software can be loaded to TripSaver II Service Center Configuration Software version 2.2. When loading setpoints into TripSaver II Service Center Configuration Software version 2.2 from software versions earlier than 1.7 (1.6, 1.5, 1.3, or 1.0), the minimum trip of the NR curve will be automatically set to the minimum trip of the initial trip curve (TCC#0). If any of the new NR curve settings are desired, they need to be updated manually.

Table 1. Service Center Configuration Software Version 2.2 Compatibility

Can connect to...	Recloser Firmware Version										
	2.1 September 2025 Release	2.0 October 2022 Release	1.9 March 2021 Release	1.8 January 2020 Release	1.8 December 2019 Release	1.7 March 2019 Release	1.7 February 2019 Release	1.6 March 2018 Release	1.5	1.3	1.0
SCC v2.2 can connect to firmware version...	Yes (with USB transceiver 2.0)		Yes (with USB transceiver 1.6 or 2.0)								
SCC v2.2 can connect via com. gateway	Yes							No			
SCC v2.2 will prompt to upgrade to firmware version...	No			Yes. To version 1.9					No	Yes. To version 1.3	
SCC v2.2 can accept a snapshot from firmware version...	Yes										
SCC v2.2 can load a setpoints file from firmware version...	Yes					Yes (Minimum trip of NR curve will be automatically set to minimum trip of initial trip curve. (TCC#0))					

Table 2. Service Center Configuration Software (SCC) and TripSaver II Recloser Release History

Service Center Configuration Software Commercial Version	TripSaver II Recloser Commercial Firmware Version	SCC Software Version (Full)	TripSaver II Recloser Firmware Version (Full)	Month of Release	Description of Changes or New Features
1.0	1.0	1.165.15712.0	01.01.0D.A5	May 2014	Initial Release
1.3	1.3	1.166.17895.0	01.01.13.A6	Jan 2016	For firmware upgrading commercial version 1.0 to 1.3 only
1.5	1.5	1.168.18358.0	01.02.17.A8	Apr 2017	Update to support the extended open-interval option and new communication chip
1.6	1.6	1.6.202.8738	01.02.22.A9	March 2018	Update to support backwards-compatibility, Local Manual Open (LMO) feature and remote communications with the TripSaver® II Communications via Gateway
1.6	1.6	N/A	01.02.27.A9	January 2019	Update for Zigbee control firmware memory fill correction – memory locations used for firmware update are filled with “FF” instead of “00” in the programming file.
1.7	1.7	1.789.42534	01.02.25.AA	Pre-Release December 2018	Update to support new NR curves and the Gang Operation feature.
1.7	1.7	1.7.125.5506	01.02.28.AA	February 2019	Update to support new NR curves and the Gang Operation feature.
1.7	1.7	1.7.152.57229	01.02.29.AA	March 2019	Update to apply bug fixes and improve gateway commissioning. (Mandatory for all 1.7.125.5506 users.)
1.8	1.8	1.8.189.47445	01.02.31.B4	December 2019	Update to add new TCC curves, support for sequence coordination, and support for the upcoming release of TripSaver II Communications Gateway firmware v3.0.
1.8	1.8	1.8.194.10084	01.02.32.B4	January 2020	Update to apply bug fixes. (Mandatory update for all 1.8.189.47445 users)
1.8	1.8	1.8.240.56954	01.02.32.B4	May 2020	Update to add new help file and support for DNP Remote Drop Open feature.
1.9	1.9	1.9.6.12380	01.02.34.B5	April 2021	Update to add new TCC modifiers. For firmware upgrading commercial version 1.5, 1.6, 1.7, 1.8
2.0	2.0	2.0.20.52521	01.03.08.B6	October 2022	Update to support hardware change to TripSaver II recloser. Cannot be used to upgrade previous hardware (firmware v1.9 or older). Can only communicate with USB transceiver firmware v2.0
2.1	2.0	2.1.6.57209	01.03.08.B6	February 2023	Update to correct missing groups when saving setpoint file with SCC 2.0 connected to a TripSaver II recloser (01.03.08.B6). Corrected S&C signature. Corrected v2.0 to allow SCC software to open snapshots from v1.6 or earlier.
2.2	2.1●	2.1.24.49443	01.03.0B.B9	September 2025	Update to provide support for the TripSaver II recloser firmware version 2.1 which can only be factory-installed. Recloser firmware 2.1 includes support for Cordless Power Module Assisted OPEN/CLOSE feature.

● TripSaver II recloser firmware version 2.1 cannot be upgraded to, but must be specified at time of order by adding catalog number suffix “-X” to the recloser catalog number. Service center configuration software version 2.2 is required to support and configure reclosers with firmware version 2.1. When not ordered with catalog number suffix “-X”, reclosers will be shipped with firmware version 2.0.

Software and Firmware Release History

TripSaver II Recloser Firmware Compatibility

Three hardware design changes have been made to the TripSaver II Cutout-Mounted Recloser that affect the ability to update their firmware:

1. TripSaver II reclosers factory-loaded with firmware version 1.0 can only be updated to firmware version 1.3. They cannot be updated further.
2. TripSaver II reclosers factory-loaded with firmware versions 1.5, 1.6, 1.7, and 1.8 can only be updated to firmware version 1.9. They cannot be updated further.
3. TripSaver II reclosers manufactured on and after October 10, 2022, with a serial number starting at TCMR-0390000 are factory-loaded with firmware version 2.0. They cannot be downgraded to a lesser firmware version. Recloser firmware version 2.1 is only available when ordered with catalog number suffix “-X”.)

USB Transceiver Firmware Compatibility

TripSaver II reclosers loaded with firmware version 2.0 or later require USB transceiver firmware version 2.0. USB transceivers with firmware version 1.6 must be updated using SCC version 2.2 before they can communicate with TripSaver II recloser firmware version 2.0 or later.

Updating version 1.6 USB transceivers to firmware version 2.0 will also provide significant improvement in signal strength between the TripSaver II recloser and the USB transceiver.

Table 3. USB Transceiver Firmware Release History

USB Transceiver Firmware	Firmware Version (on label)	Description
1.6	01.02.22.A9	Backward-compatible with SCC v1.0 thru v1.5 releases, Can be used with SCC v1.6 release through v1.9.
2.0	01.03.08.B6	Required for SCC v2.0 release and later, Backward-compatible with SCC v1.0 thru v1.9 releases

TripSaver II Recloser Firmware Update

WARNING

The TripSaver II Cutout-Mounted Recloser MUST be de-energized and removed from the utility pole before attaching the “corded” power module (power module with ac adapter and extension cord) to the base of the TripSaver II recloser for a firmware update.

The corded power module is ONLY intended to be used for a firmware update when the TripSaver II recloser is de-energized and removed from the utility pole.

Failure to remove the TripSaver II recloser from the utility pole before connecting the corded power module can cause arcing, burns, electric shock, and death.

TripSaver II Service Center Configuration Software version 2.2 (this release) is backward-compatible with all TripSaver II recloser firmware versions: 2.1, 2.0, 1.9, 1.8, 1.7, 1.6, 1.5, 1.3, and 1.0. It can update TripSaver II recloser firmware versions 1.5, 1.6, 1.7, and 1.8 to 1.9, and firmware version 1.0 to 1.3.

Because of changes in TripSaver II recloser hardware, service center configuration software version 2.2 is unable to update TripSaver II reclosers loaded with firmware versions 1.3 to the latest firmware version 2.0. A TripSaver II recloser with firmware version 1.3 can no longer be updated. Also, because of hardware changes, TripSaver II reclosers loaded with firmware versions 1.5 through 1.8 can only be upgraded to firmware version 1.9. A TripSaver II recloser with firmware version 1.9 cannot be updated to 2.0. TripSaver II recloser firmware version 2.1 cannot be upgraded to, and must be ordered using catalog number suffix “-X”.

To update the firmware in the TripSaver II recloser, complete the following steps:

- STEP 1.** Connect to the TripSaver II recloser with a computer loaded with service center configuration software v2.2, plug a USB transceiver into the USB port of the computer and attach the ac power module to the TripSaver II recloser.
- STEP 2.** Make a note of the serial number, starting with “TCMR,” of the TripSaver II recloser to be updated. See Figure 1 on page 10. This number is also etched on the body of the TripSaver II recloser.

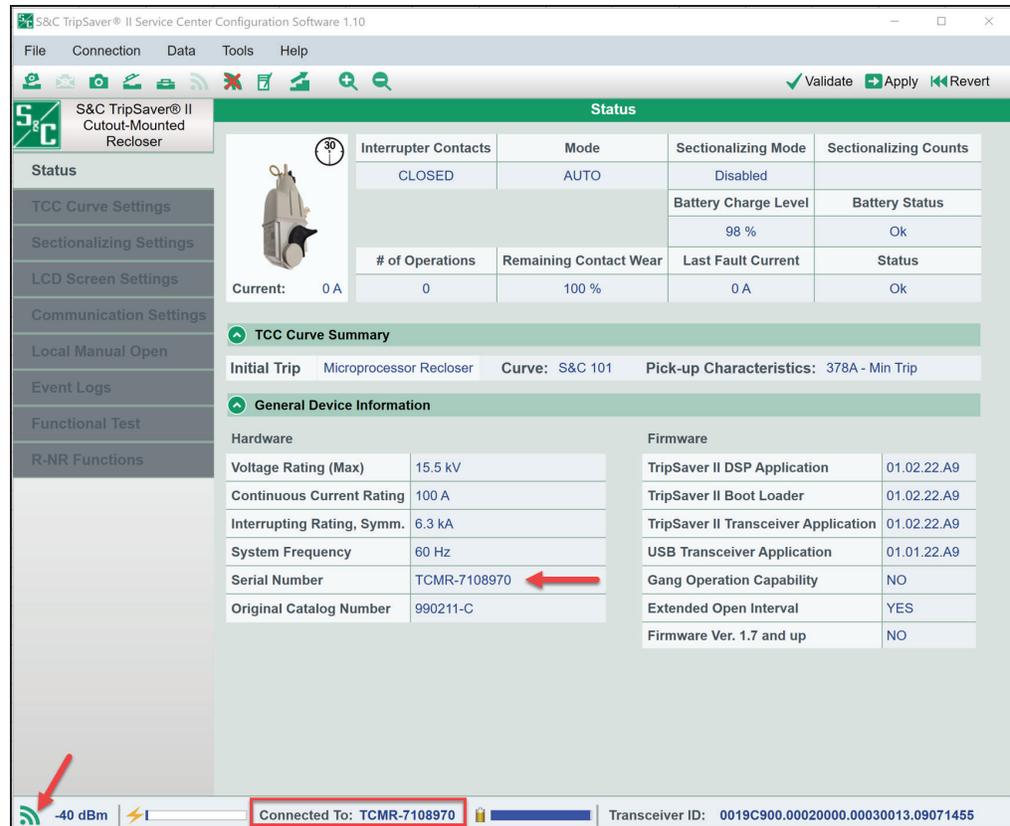


Figure 1. The TripSaver II recloser serial number and Signal Strength indicator locations.

STEP 3. Check that the **Signal Strength** indicator on the left side of the Additional Information Bar is green. The **Signal Strength** indicator provides information on the quality of the communication. It uses four different icons to indicate different signal strength levels:

When there is no active communication: 

When the signal quality is poor (red): 

When the signal quality is acceptable (yellow): 

When the signal quality is good (green): 

A numerical representation of the signal strength is also provided in units of dBm. The greater the value (e.g. -69 is better than -87), the better the signal strength.

STEP 4. Then, optimize the signal strength between the TripSaver II recloser and USB transceiver, as described in the “Optimizing Signal Strength” section on page 17. If in an area with strong signal interference, or if the Signal Strength indicator is yellow or red, do not try to update the TripSaver II recloser’s firmware.

NOTICE

DO NOT unplug the USB transceiver or power down the recloser until the **Firmware Update** process is completed.

When the Service Center Configuration Software is communicating with a TripSaver II recloser via the communications gateway, the **Firmware Update** function will be disabled. Firmware updates can only be done using the USB transceiver from the Service Center Configuration Kit.

STEP 5. Select the **Tools>Firmware Update** option from the **Main** menu, or click on the Firmware Update icon in the quick access toolbar. If the firmware is out of date, a dialog box will appear. See Figure 2.

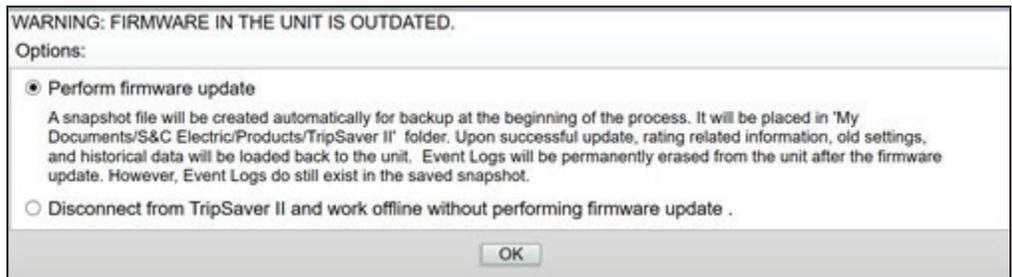


Figure 2. The firmware update Warning dialog box.

STEP 6. Select the **Perform firmware update** option, and then click on the **OK** button.

STEP 7. A second dialog box will open. See Figure 3. Agree with the terms and conditions by selecting the appropriate option. Then, click on the **OK** button. To abort the firmware update, select the **Disconnect from the TripSaver II and work offline without performing firmware update** option and click on the **OK** button.

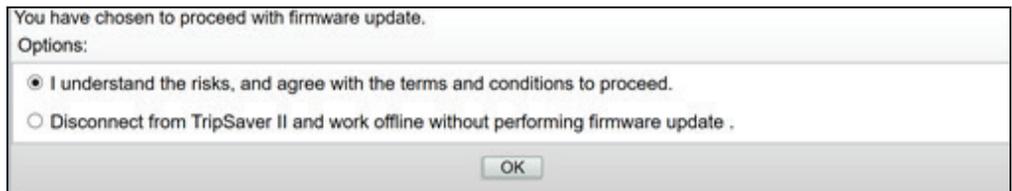


Figure 3. The firmware update Terms and Conditions dialog box.

The update process can take several minutes and automatically completes the following:

- Saves a snapshot file before updating the firmware (See Figure 4.)
- Updates the firmware (See Figure 5.)
- Applies the settings and historical logs from the saved snapshot file back to the TripSaver II recloser (If new features are available after the update, default settings for those features will be loaded to the TripSaver II recloser.)
- Opens the software screens that support the newly loaded firmware

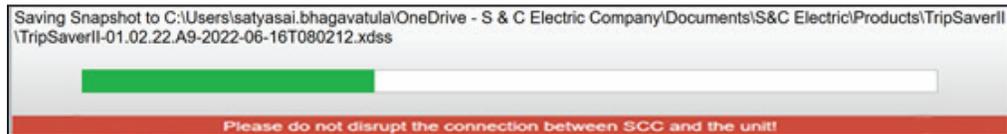


Figure 4. The firmware update saving a snapshot file before updating the firmware.



Figure 5. The firmware update progress bar.

STEP 8. A “Success” message will appear after successful completion of the firmware update. After the update, check the *Status* screen to make sure the latest firmware has been applied correctly. See Figure 6 on page 13.

Note: Information on the **Restore Profile** menu item can be found in “Restoring Profile If Lost During a Firmware Update” section on page 20.

Status

Interrupter Contacts	Mode	Sectionalizing Mode	Sectionalizing Counts
CLOSED	AUTO	Disabled	
		Battery Charge Level	Battery Status
		98 %	Ok
# of Operations	Remaining Contact Wear	Last Fault Current	Status
0	100 %	0 A	Ok

Current: 0 A

TCC Curve Summary

Initial Trip: Microprocessor Recloser Curve: S&C 101 Pick-up Characteristics: 378A - Min Trip

General Device Information

Hardware		Firmware	
Voltage Rating (Max)	15.5 kV	TripSaver II DSP Application	01.02.34.B5
Continuous Current Rating	100 A	TripSaver II Boot Loader	01.02.34.B5
Interrupting Rating, Symm.	6.3 kA	TripSaver II Transceiver Application	01.02.34.B5
System Frequency	60 Hz	USB Transceiver Application	01.01.22.A9
Serial Number	TCMR-7108970	Gang Operation Capability	YES
Original Catalog Number	990211-C	Extended Open Interval	YES
		Firmware Ver. 1.7 and up	YES

Connected To: TCMR-7108970 Transceiver ID: 0019C900.00020000.00030013.09071455

Figure 6. Status screen to check the latest firmware version.

USB Transceiver Firmware Update

USB transceivers with firmware version 1.6 can connect TripSaver II reclosers with firmware version 1.9 or lower using service center configuration software v2.2. For TripSaver II reclosers with firmware version 2.0 or higher, USB transceivers with firmware version 1.6 must be upgraded to firmware version 2.0.

USB transceivers with firmware version 2.0 can connect to all TripSaver II firmware versions using service center configuration software v2.2 and later.

Note: To preserve backwards compatibility for users of earlier service center configuration software versions, all USB transceivers ship with USB transceiver firmware version 1.6.

To upgrade the USB transceiver firmware, complete the following steps:

- STEP 1.** Plug a USB transceiver with firmware version 1.6 into the USB port of the computer. Do not connect to a TripSaver II recloser. Keep the Service Center Configuration Software in **Standalone** mode.

NOTICE

DO NOT unplug the USB transceiver until the **USB Transceiver Firmware Update** process is completed.

- STEP 2.** Select the **Tools>USB Transceiver Firmware Update** option from the **Main** menu. See Figure 7.

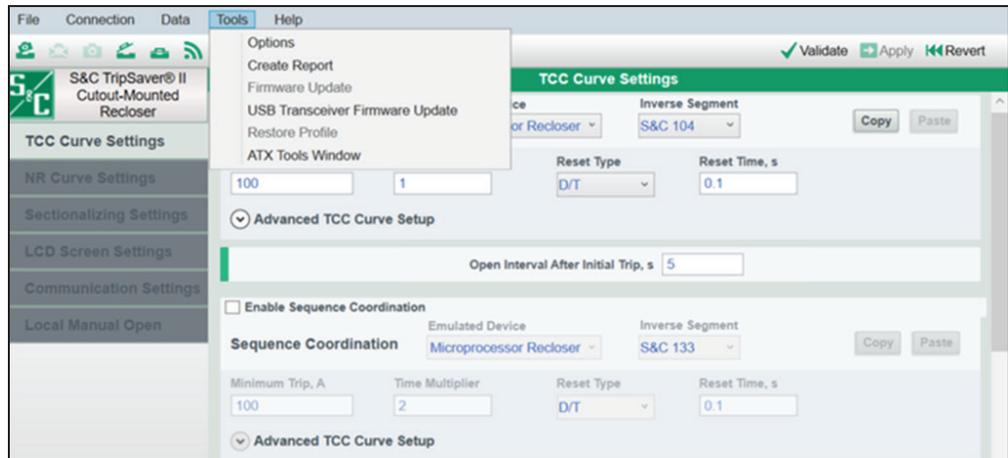


Figure 7. USB Transceiver Firmware Update menu item under the Tools menu.

- STEP 3.** If the firmware can be updated, the following selection menu will appear. See Figure 8 on page 15. (If the firmware is up to date, a dialog box will appear.)

Click on the Perform Firmware Update radio button. A progress bar will appear showing the USB transceiver firmware update progress. See Figure 9 on page 15.

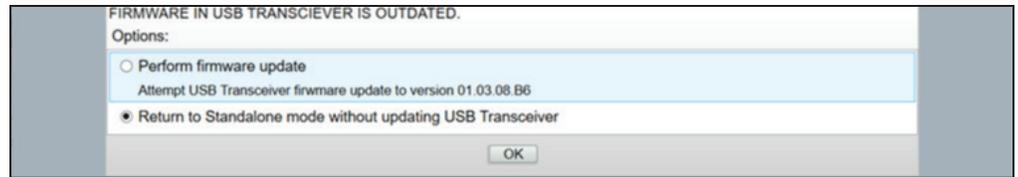


Figure 8. The Firmware in USB Transceiver is Outdated selection menu.



Figure 9. The USB transceiver firmware update progress bar.

STEP 4. When the update is complete, a dialog box will appear displaying a success message. Click on the **OK** button. See Figure 10.

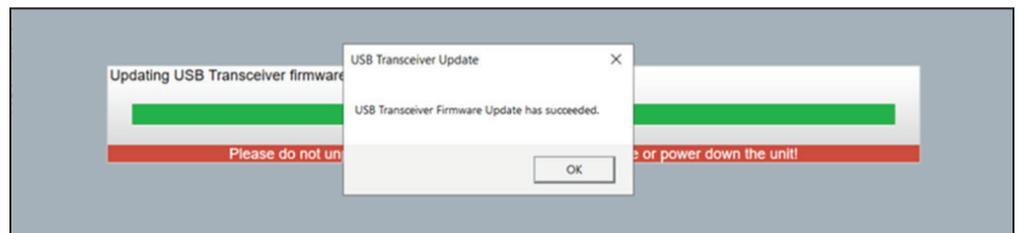


Figure 10. The USB transceiver firmware update success message.

Note: If the USB transceiver is up to date, the dialog box in Figure 11 will appear.

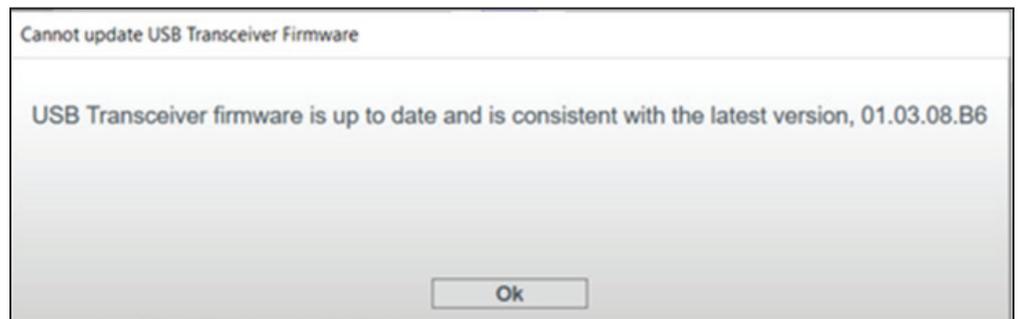


Figure 11. The Cannot update USB Transceiver Firmware dialog box.

Note: If the service center configuration software is in **Connected** mode (communicating with a TripSaver II recloser) the dialog box shown in Figure 12 will appear. The **USB Transceiver Firmware Update** procedure can only be completed in **Standalone** (offline) mode.



Figure 12. The Cannot update USB Transceiver Firmware dialog box when service center configuration software is in Connected mode.

Note: If the service center configuration software is unable to detect the USB transceiver, unplug it and plug it back in. If it's still not working, try a different USB port on the computer. See Figure 13.



Figure 13. The USB Transceiver cannot be detected dialog box.

Optimizing Signal Strength

Having a low signal strength between the TripSaver II recloser and the USB transceiver can cause delays in updating settings and extended firmware update times. If experiencing low signal quality when connected to a TripSaver II recloser using the USB transceiver and the service center configuration software, move the powered TripSaver II recloser between one to 4 inches (25 to 102 mm) away from the USB transceiver, with the recloser facing down, the trunnion pointing up, and with the LCD screen toward the USB transceiver at an approximate 45° angle. See Figure 14.

Service center configuration software version 2.2x in combination with the USB transceiver with enhanced antenna (part number FDA-1868R2) significantly improves signal strength.

Note: For more information on signal quality and the signal strength indicator, see Step 3 on page 10.



Figure 14. Placement of the TripSaver II recloser in relation to the USB transceiver.

Understanding the LED Indicators on the USB Transceiver

Table 4 on page 18 details the USB transceiver's LED indicators and their meaning. See Figure 15.



Figure 15. LED indicators on the USB Transceiver.

Table 4. USB Transceiver LED Indicators

LED Indicators	Condition
Green (constant)	Power is on.
Red (fast-blinking)	The USB transceiver is transmitting data. Fast-blinking during the connecting stage indicates the connection is successful and about to complete.
Red (slow-blinking)	The USB transceiver is attempting to connect to a TripSaver II recloser.
Red (Constant)	USB transceiver is in the Error state. If the red LED is on constantly, the USB transceiver should be reset. (See the "If the Connection Process Displays a Timeout Message" section for directions on how to reset the USB transceiver.)

If Connection Process Displays a Timeout Message

When attempting to connect a TripSaver II recloser using the service center configuration software, the connection process will timeout if it is unable to create or maintain a wireless connection. See Figure 16. This is generally caused by low signal strength, which can be a result of distance, orientation of the product, interference from other signal sources, or a combination of these. A USB Transceiver is available with an enhanced external antenna to improve signal strength.

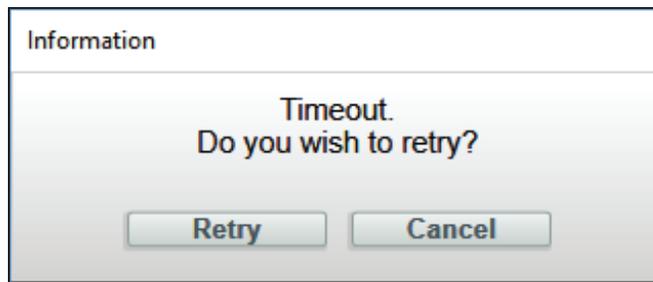


Figure 16. The timeout message.

Follow these steps to improve the **Connection** process:

- STEP 1.** Remove sources of interference. Wi-Fi and Bluetooth operate in the same 2.4-GHz frequency band as the USB transceiver. Before clicking on the **Retry** button, disable the computer's Wi-Fi and Bluetooth adapters. If possible, disable nearby Wi-Fi and Bluetooth devices. If Wi-Fi is required for the laptop, if possible, disable the 2.4-GHz band and use a 5-GHz connection. Keep any powered TripSaver II reclosers not being configured at least 30 feet (91 m) away from the TripSaver II recloser being configured, or power off any TripSaver II reclosers not being configured. Also power off any TripSaver II Communications Gateways near the TripSaver II recloser.
- STEP 2.** Optimize the TripSaver II recloser's placement. Make sure the TripSaver II recloser is positioned as described in the "Optimizing Signal Strength" section on page 17.

STEP 3. Reattempt connecting to the TripSaver II recloser. If the Timeout message (see Figure 16 on page 18) persists or an **Object Error** message (see Figure 17) appears, (this may be noticeable more often when connection to consecutive TripSaver II reclosers using the same computer), reset the USB transceiver.

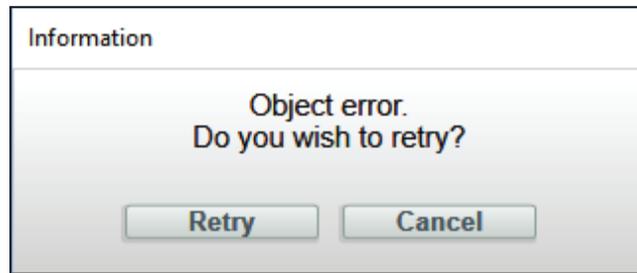


Figure 17. Object error message.

STEP 4. Reset the USB Transceiver.

- (a) Click on the **Cancel** button when the **Error** message displays.
- (b) Unplug the USB transceiver. Disconnect the power module from the TripSaver II recloser being configured and wait 15 seconds for it to completely power down.
- (c) Close the Service Center Configuration Software.
- (d) Plug back in the USB transceiver.
- (e) Restart the Service Center Configuration Software.
- (f) Re-connect the power module to the TripSaver II recloser to be configured.
- (g) Re-establish communications with the TripSaver II recloser using the configuration software.

If still having connection problems, contact the Global Support and Monitoring Center at 1-888-762-1100.

Restoring Profile If Lost During a Firmware Update

TripSaver II reclosers that have experienced connection issues during a firmware update may lose their profile data. This can include serial number information, catalog number information, all programmed settings, and an incorrect continuous current rating. This condition can occur when:

- Signal interference is encountered during a firmware update
- Power to the TripSaver II Cutout-Mounted Recloser is lost during the firmware update

S&C strongly recommends only doing a firmware update with the TripSaver II recloser removed from the pole, on a workbench, and with the corded power module providing power to the TripSaver II recloser. Never use the cordless power module during a firmware update. S&C also recommends performing firmware updates in an area free from signal interference. See the “Optimizing Signal Strength” section on page 17 for more information.

An example *Status* screen of a profile before and after data loss is shown in Figure 18 and Figure 19 on page 21.

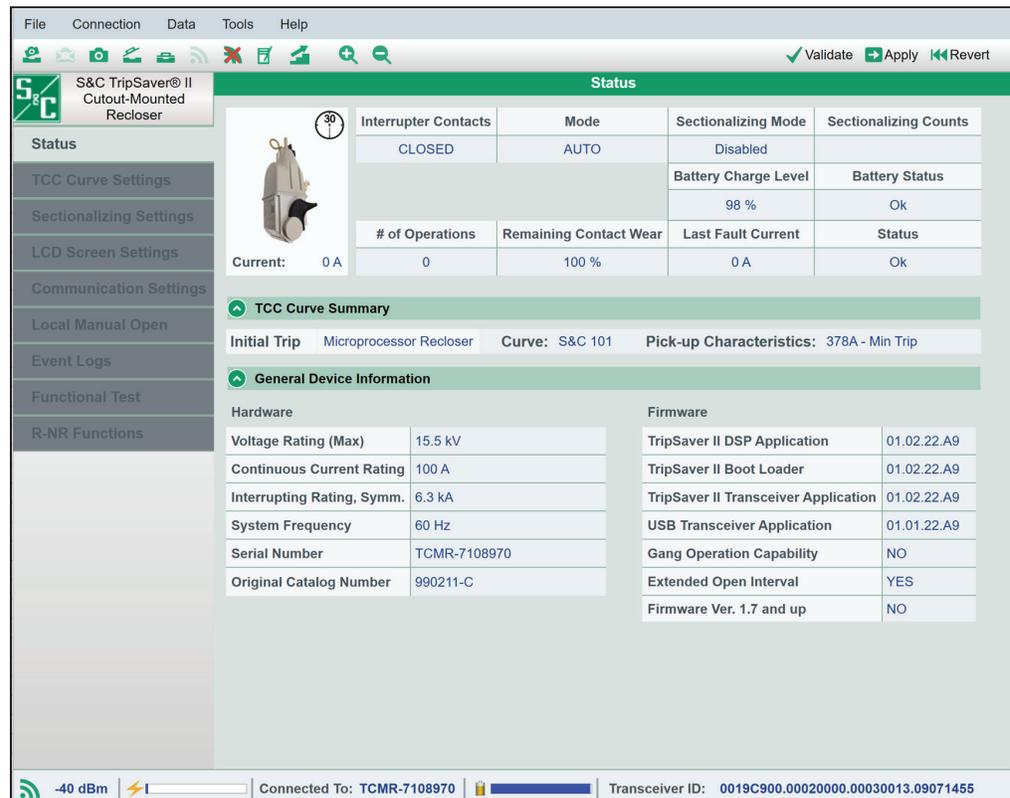


Figure 18. A TripSaver II recloser profile before a firmware update.

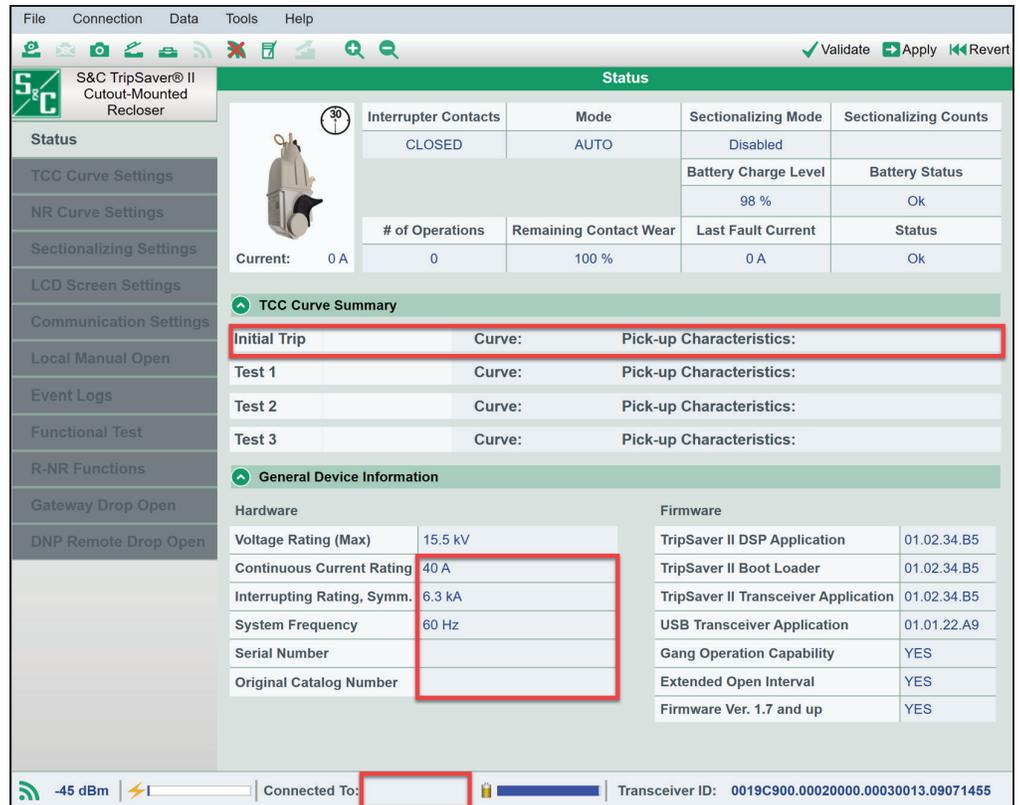


Figure 19. A TripSaver II recloser profile after profile data has been lost. Lost settings are noted within the red boxes.

If profile data are lost during a firmware update, the information can be recovered from the snapshot file the service center configuration software creates before the firmware update. To restore profile data, follow these steps:

- STEP 1.** Download and install SCC 2.2 software on the laptop.
- STEP 2.** Launch SCC 2.2 software and connect to the TripSaver II recloser.
- STEP 3.** Navigate to **Tools>Restore** menu item.

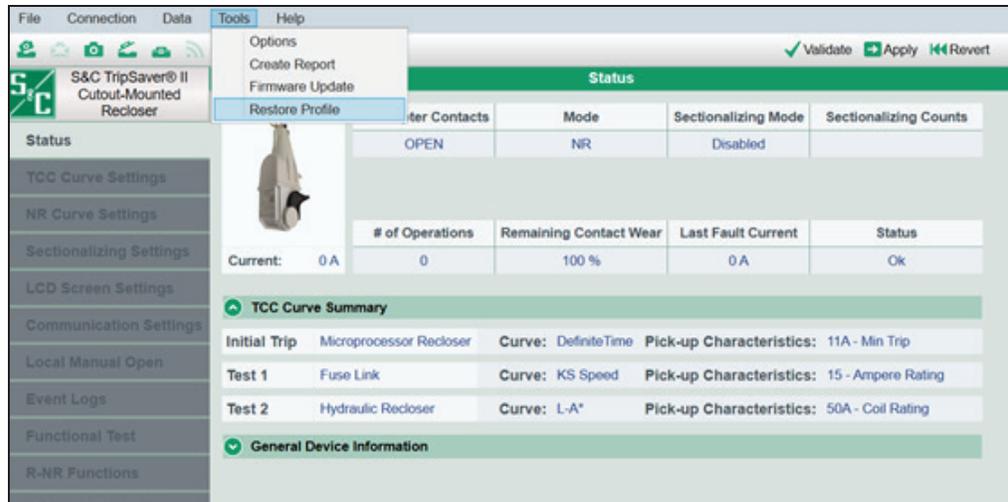


Figure 20. The Restore Profile menu item in the Tools menu.

STEP 4. When prompted, navigate to the snapshot (.xdss) file in the Documents>S&C Electric>Products>TripSaver II folder and choose the most recent snapshot file having the TCMR number matching the TripSaver II recloser being restored.

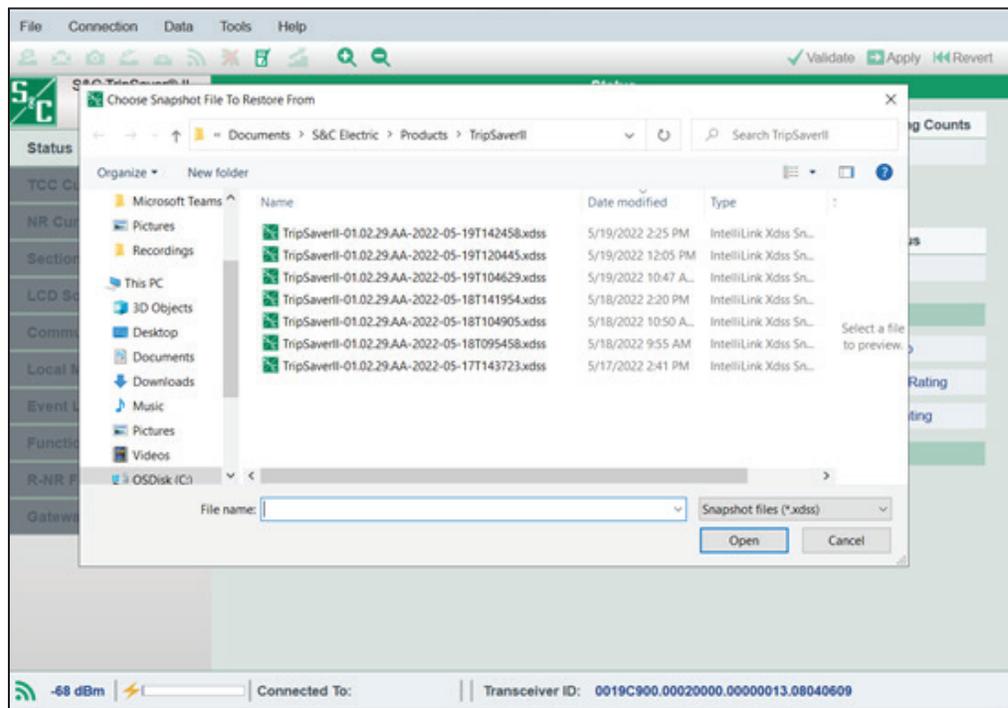


Figure 21. Snapshot files in the Documents>S&C Electric>Products>TripSaver II folder.

Note: If the firmware update was done with service center configuration software version 1.9 or earlier, S&C recommends opening the snapshot (.xdss) file in Microsoft Notepad to determine whether the TCMR number in the snapshot file matches the TCMR etched on the TripSaver II recloser being restored. (The serial number for the TripSaver II recloser (TCMR-) is etched on the recloser housing.) It is important not to alter the snapshot file when opened because doing so may have an adverse impact on the restoration process.

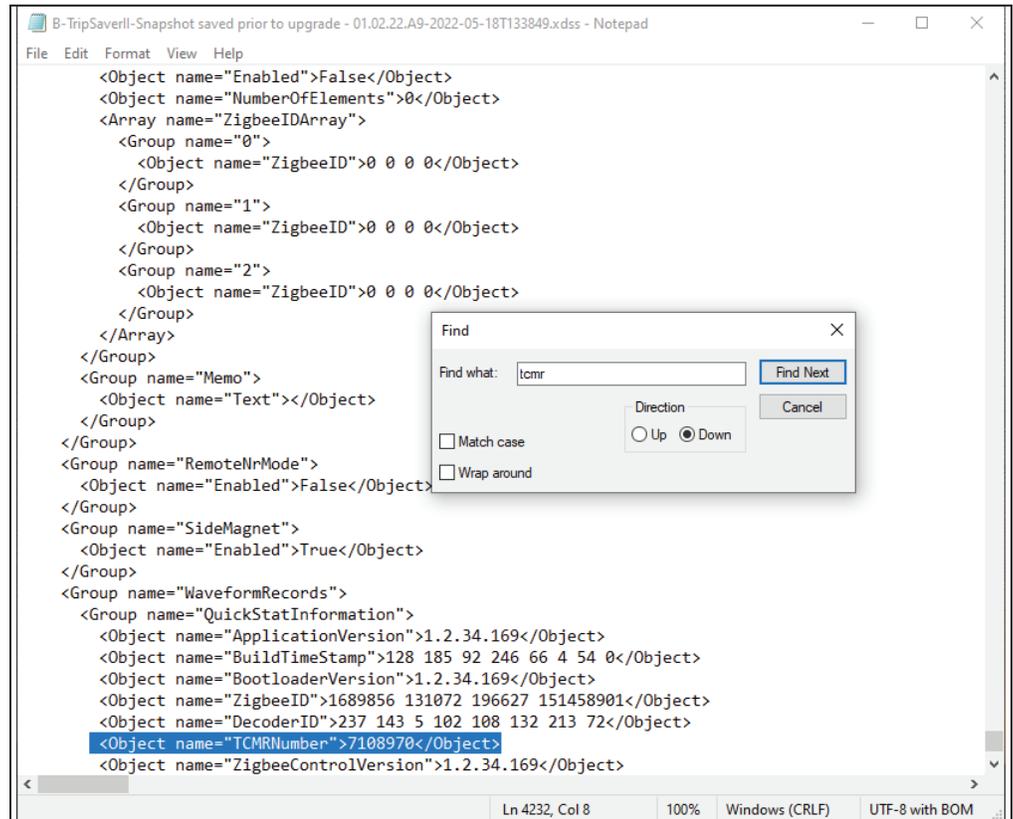


Figure 22. The Snapshot file opened with Notepad.

If your company uses OneDrive, the location will follow the format:

C:\Users\<USER>\OneDrive – (users company name)\Documents\S&C Electric\Products\TripSaverII file path.

To check the snapshot file using Notepad: Navigate to the *Documents>S&C Electric>Products>TripSaver II* folder. If several TripSaver II reclosers have been updated, more than one snapshot file could be in this folder. Open the snapshot file using Microsoft Notepad. From the **Edit** menu, select the **Find** menu item and search for “TCMR.” Match this to the TripSaver II recloser to which the profile data is to be restored. See Figure 22. Close the snapshot file without saving any changes.

STEP 5. After selecting the snapshot file, the Restoring Profile dialog box will open. Click on the **OK** button. A **Success** message will appear when the profile restoration is complete. See Figure 23.

Note: If the correct snapshot file cannot be found, have whoever tried to perform the firmware upgrade log in to the laptop with their credentials. The snapshot file may not be showing up in the file directory under the user's profile credentials. It may be in that user's file directory.



Figure 23. The Restoring Profile dialog box.

STEP 6. Check the *Status* screen to make sure the profile information has been successfully restored. See Figure 24.

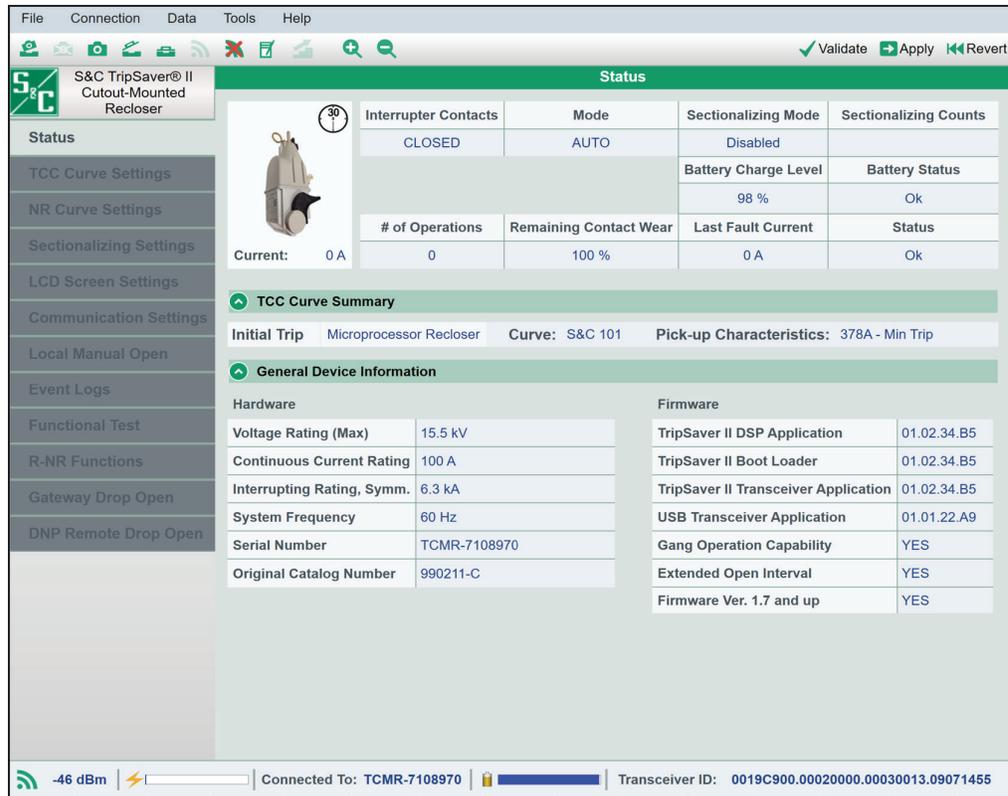


Figure 24. The Status screen after a successful profile restoration.