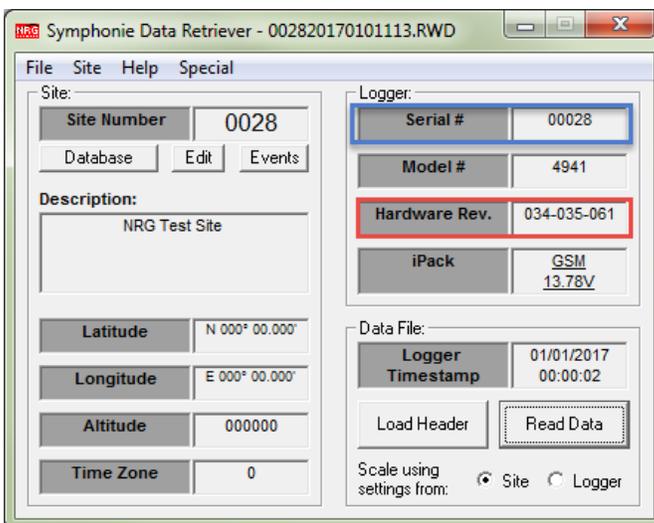## INTRODUCTION

It is possible to change the configuration of RNRG Symphonie iPacks and iPackGPS modules remotely using a Configuration Patch. The **SymphoniePLUS3 manual** includes instructions on how to create and send a Configuration Patch. The following is a step-by-step guide to this process.
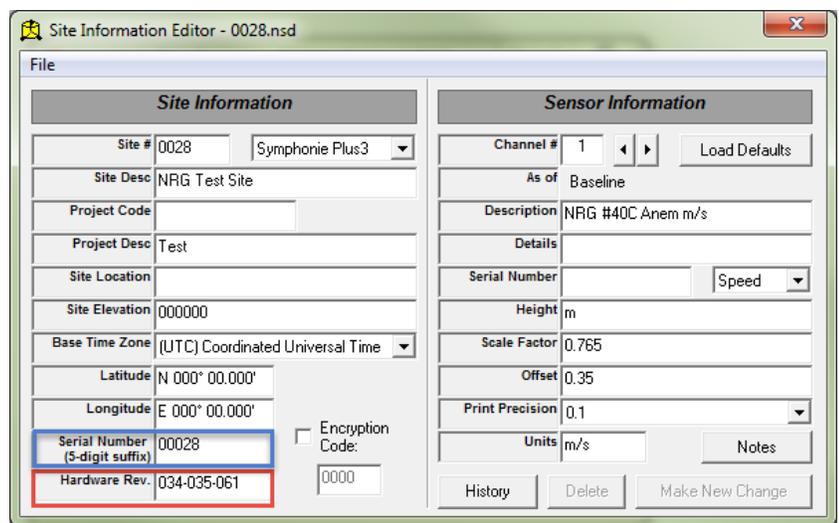
REQUIRED ITEMS

- Symphonie Data Retriever (SDR); check for the latest version here:
  https://www.renewablenrgsystems.com/services-support/resources/documentation-and-downloads/software-downloads/detail/symphonie-data-retriever-software
- The original *.IPK file
- A recent *.RWD file from the site

PROCEDURE

1. Locate your most recent RWD file and double-click on it to load it in SDR.

2. Click the "Edit" button to open the Site Information Editor (below right screen).
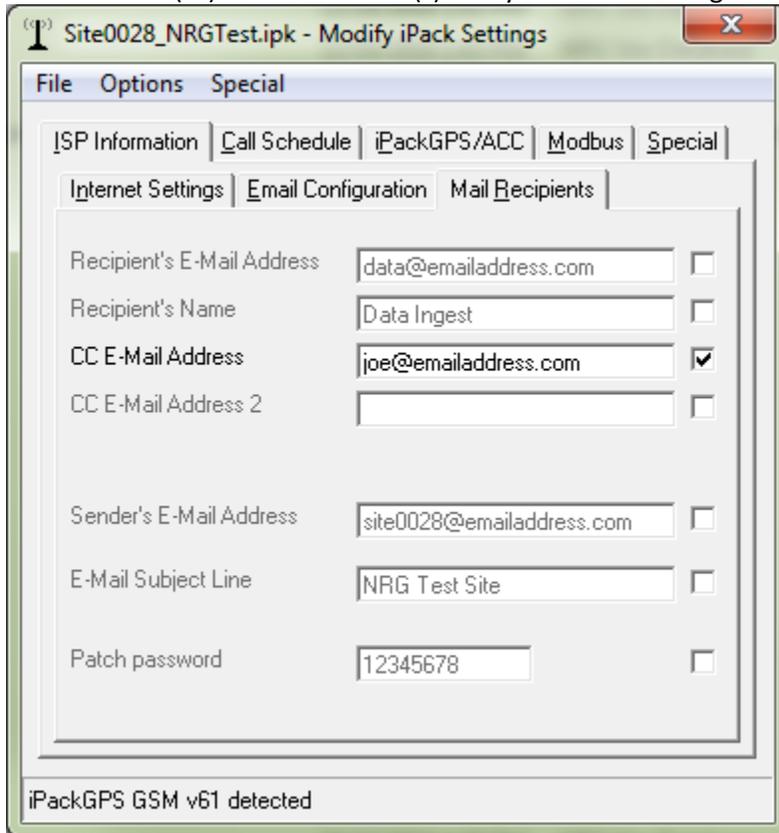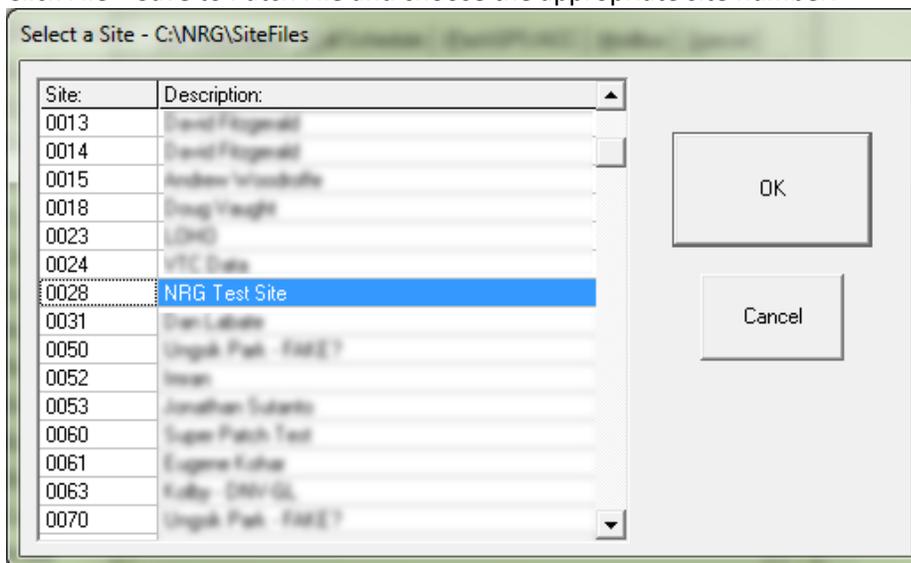

3. **IMPORTANT**: Check to make sure that the highlighted fields in the two screen captures above match:
   a. Serial Number
   b. Hardware Rev.

4. If the fields don't match, edit the site file (in the Site Information Editor) to match the data file, and save the site file (File > Save).

5. Open the original *.IPK file by double clicking on it.

6. Click Options > Check None

7. Check the box(es) next to the field(s) that you want to change and then make the desired changes:

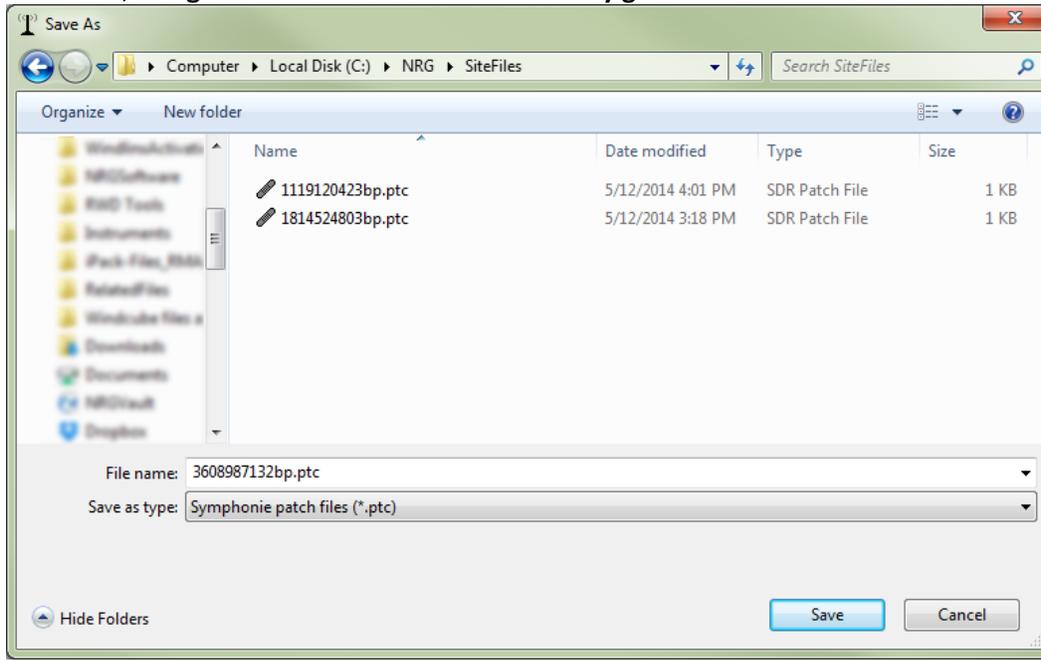8. Click File > Save iPack File to save this new configuration. The default location to save *.ipk files is C:\NRG\SiteFiles.
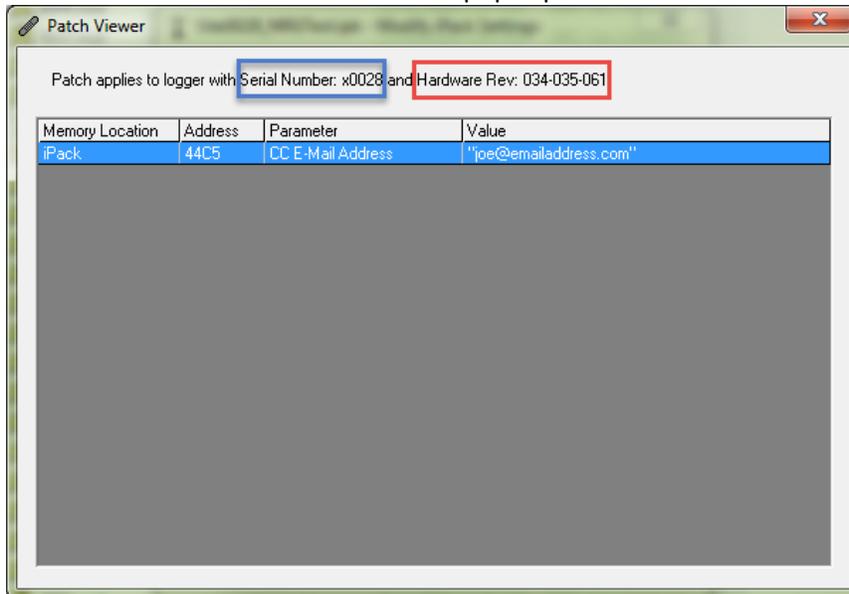
9. Click File > Save to Patch File and choose the appropriate site number.
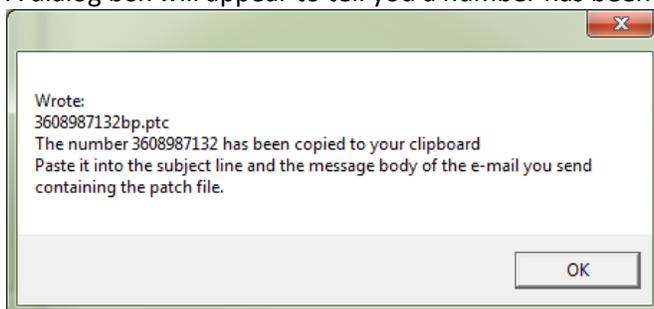
10. Click Save, **using the filename that is automatically generated.**

11. Review and close this window when it pops up:

12. A dialog box will appear to tell you a number has been copied to your clipboard:

13. Log into the iPack's POP3 email account*. If you have a packet-mail account, you can log in here: https://packet-mail.net/webmail/src/login.php. If you don't know how to directly log onto the email server, you can use a generic web-based email checking service, such as http://myemail.com/.

    Log in using the Mailbox Name and Mailbox Password found in the *.ipk file's Email Configuration tab.

    *Sending the Patch File from the iPack's POP3 account, rather than an email account on a different server, reduces the size of the Patch File and increases the likelihood of it being picked up.

14. **Compose** a new email to send the Patch File:
    a.   Enter the iPack's POP3 email address in the **To:** field.
    b.   Paste the patch number in the **subject** and **body** fields.
    c.   **Attach** the patch file you created (automatically saved to C:\NRG\SiteFiles\).
    d.   **Send** the email with attachment.

Current Folder: **INBOX**
Compose Addresses Folders Options Search Help

a   To: site0028@emailaddress.com
     Cc:
     Bcc:

b Subject: 360897132
     Priority Normal ▾ Receipt: ☐ On Read ☐ On Delivery
     [Signature] [Addresses] [Save Draft] [Send]

b 360897132

d [Send]

c Attach: [Browse...] 3608987132bp.ptc   [Add] (max. 2 M)

16. Go back to the Inbox. Refresh the page a couple times until you see the email waiting in the inbox.

17. Log back into the email account in 24 to 48 hours to see if the email has been picked up by the iPack and deleted. Note: it may take several days, if the iPack has a less frequent call schedule (common for satellite iPacks).

Please contact Renewable NRG Systems Technical Support at support@rnrgsystems.com with questions.