

RDX QuikStor® USB 3.0 Firmware Version 0283 Release Announcement

December 2019

Preface

This Product Information Bulletin announces the release of RDX QuikStor firmware version 0283 for USB 3.0 drives.

Models Affected

- RDX QuikStor Internal Drive, USB 3.0
- RDX QuikStor External Drive, USB3+
- RDX QuikStor External Drive, USB 3.0

Firmware Version 0283

Changes and Enhancements

- Added firmware support for a Password Protection feature. These changes support future host software encryption capabilities. This feature works in both Removable-Disk Mode and Fixed-Disk Mode.
- Reduced power-saving inactivity mode activation time from 10 minutes to 5 minutes.
- Resolved issue when START STOP UNIT command is sent to eject the cartridge in Fixed-Disk Mode.
- Fixed both host software and push button eject issues when running in Fixed-Disk Mode.
- WRITE (FUA) support added to handle host command issued after 0278 release. 0278 reports write-cache-enabled via MODE SENSE. Host issues WRITE with (FUA) in certain cases when firmware reports write-cache-enabled. Lack of support causes a DISK warning message in Windows application log.

Previous Firmware Version 0278

Changes and Enhancements

- Security enhancement: Implemented digitally-signed firmware binaries to ensure that the code file has not been altered or corrupted.

NOTE: Once upgraded to digitally-signed firmware, previous versions of the firmware can no longer be used.

- Added support for software encryption of RDX media. This new software encryption feature will be enabled in RDX USB 3.0 drive models in a future RDX Manager software utility release.
- Allow RDX cartridge eject when USB interface disconnects from Mac host system.
- Allow RDX cartridge eject after the USB interface is disconnected from a Windows host system with USB device removal policy set to Optimize for Performance (or Better Performance).
- Fixed issue where the RDX media load counter does not increment with each media load.

- Improved cache synchronization to prevent data loss during host system shutdown.
 - This fix will result in slower write/read performance for some Windows host systems where small (<10MB) files are being processed on the RDX media.
 - To improve performance:
 - Go to the host computer Windows Device Manager and select the RDX device.
 - Open the Policies tab in the RDX USB Device Properties.
 - Change policy selected to Optimize for Performance (or Better Performance), instead of Optimize for Quick Removal.
- Addressed issue where fixed disk mode could reset to removable mode after the RDX drive was power cycled.

Previous Firmware Version 0227

Changes and Enhancements

- Implemented 100% duty cycle ejects for all eject attempts.
- Fixed issue where an RDX cartridge emergency eject results in amber LED on the next cartridge insertion when the dock is in fixed disk mode and power adapter is not connected.
- Fixed issue where an RDX cartridge amber LED is illuminated when USB cable is disconnected during cartridge load.
- Fixed issue where an RDX cartridge may not eject after USB cable is disconnected during host access.
- Fan is now turned off after an RDX cartridge is emergency ejected.
- Fixed issue where some RDX cartridge SSD models display amber LED when RDX QuikStor USB 3.0 + dock is connected to the host with cartridge inserted.
- Ensure RDX cartridge hard drive does not spin-up on cartridge insertion into RDX QuikStor USB 3.0 + dock with power adapter present and USB cable not connected.
- Fixed issue where RDX cartridge can be ejected from RDX QuikStor dock in fixed disk mode when host disk access is occurring.
- Changed RDX cartridge insert reset timing to account for longer spin-up times with some HDDs.
- Fixed issue where RDX cartridge is not detected after a firmware upgrade error.