RDX QuikStation Firmware Update Procedure

February 2020

Problem

Due to website IP address changes, the auto-check for updates feature does not work with firmware versions prior to 2.005.02.

Description

The FTP website is at a new address and older firmware does not know how to locate it. Changes in the firmware kernel code require multiple updates to enable the current firmware to work with the revised auto-check feature. At a minimum, you must be running version 01.003.03. Once you are running 02.005.02 or later, auto-check enables you to easily find and install the latest firmware.

Solution

Process to update to the latest RDX firmware using QuikStation Remote Management Interface:

1. Reboot and log into your **QuikStation** Remote Management Interface.

2. Verify that, at a minimum, version **01.003.03** is installed.

   If your firmware is older than 01.003.03, contact Technical Support.

3. Download the necessary **firmware update files**:
   - If your RDX firmware is 01.003.03 or later but prior to 02.xxx.xx, download 02.000.00, 02.005.02, and the latest version.
   - If your RDX firmware is 02.xxx.xx or later but prior to 02.005.02, download 02.005.02 and the latest version.
   - If your current firmware is later than 02.005.02 but not at the latest released version, download the latest version.

   The firmware downloads are located in the Firmware folder on our website at:

   ftp://ftp1.overlandtandberg.com/rdx/

Notes on file types use for the updates:

- The 02.000.00 and 02.005.02 are .fw files:
  - QuikStation 4:
    - vtx1u-02.000.00.000.fw
    - vtx1u-02.005.02.000.fw
  - QuikStation 8:
    - vtx2u-02.000.00.000.fw
    - vtx2u-02.005.02.000.fw
- The upgrade files beyond 02.005.02 are .swu files:

  For example, "quikstation_02.006.01.000.swu". The same file is used for both QuikStation 4 and QuikStation 8.

Install the Firmware

1. Go to **System Maintenance** > **Update Firmware**.

2. Depending on the current level of your firmware, proceed as follows:
   - If you are running at a minimum firmware 02.005.02, skip to Step 7.
   - Otherwise, continue with Step 3.

3. Flash the appropriate 02.000.00 file for your system:
   - For QuikStation 4, use `vtx1u-02.000.00.000.fw`.
   - For QuikStation 8, use `vtx2u-02.000.00.000.fw`.

   This removes the upload file size limit. Wait four minutes (240 seconds) for the QuikStation to automatically reboot.

4. Log back in to the Remote Management Interface and go to **System Maintenance** > **Update Firmware**.

   The firmware level does not change with this update.

5. Flash the appropriate 02.005.02 file for your system:
   - For QuikStation 4, use `vtx1u-02.005.02.000.fw`.
   - For QuikStation 8, use `vtx2u-02.005.02.000.fw`.

   This revises the QuikStation to activate the feature where it automatically checks for updates. Wait four minutes (240 seconds) for the QuikStation to finish rebooting.

   > ⚠ **CAUTION:** After the QuikStation restarts this time, **do not turn off or reboot again** as that will corrupt the system and make it unusable. This update can take up to **10 minutes**. Your browser may timeout and indicate that the website is no longer available which is normal.

6. Log back in to the Remote Management Interface and go to **System Maintenance** > **Update Firmware**.

   The firmware level now is shown as 02.005.02.0 and the auto-check for updates feature is available.

7. Flash the **latest** firmware update file.

   Wait four minutes (240 seconds) for the QuikStation to automatically reboot.

   > **NOTE:** This will be an .swu file. The same file is used on QuikStation 4 and QuikStation 8 (for example, "`quikstation_02.006.01.000.swu`").

8. To verify that your firmware loaded correctly, log back in to the Remote Management Interface, accept the EULA agreement, and go to **System Maintenance** > **Update Firmware**.

   The firmware level now is shown as the current release (for example, `02.006.01.0`).

For information on RDX and other Overland-Tandberg products, visit our Knowledge Base at:

https://www.overlandtandberg.com/knowledgebase/

Alternate Firmware Update Method (USB)

1. Create a blank USB flash drive that is formatted with a VFAT32 or NTFS file system.

2. Depending on the current level of your firmware, proceed as follows:
    *   If you are running at a minimum firmware 02.005.02, skip to Step 5.
    *   Otherwise, continue with Step 3.

3. Copy the appropriate 02.005.02 file for your system onto the USB:
    *   For QuikStation 4, use `vtx1u-02.005.02.000.fw`.
    *   For QuikStation 8, use `vtx2u-02.005.02.000.fw`.

4. Rename the file to "`vtx1u.fw`".
    The file name *must* be renamed to "`vtx1u.fw`" regardless of the type of QuikStation system.

5. Copy the .swu upgrade file for the latest firmware to the USB.
    For example, "`quikstation_02.006.01.000.swu`".

6. Rename the .swu file on the USB to "`quikstation.swu`".

7. Boot the QuikStation.

8. Insert the USB into the front panel USB port on the running QuikStation.
    Be patient as these next steps may take some time.

    a. If you are running firmware prior to 02.005.02, the QuikStation loads the 02.005.02 firmware and reboots.
        This takes around four (4) minutes.

    b. The QuikStation then proceeds to load the latest firmware (the .swu file) and reboots again.
        This also takes around four (4) minutes.

9. When the reboots are complete, to verify that your firmware has loaded correctly, log back in to the Remote Management Interface, accept the EULA agreement, and go to **System Maintenance** > **Update Firmware**.
    The firmware level now is shown as the current release (for example, `02.006.01.0`).