

ROSS

pro-xi[®] Workstation Integrator, series 100

SERVICE BULLETIN



Firmware or Software Update Procedure

Version: 1.1.0

2020.10.07_0

Record of Changes			
Version	Date	Author	Notes
1.0.0	28 June 2017	Jim Bertrand	Original Document Creation.
1.0.1	25 Sept. 2017	Jim Bertrand	Correct Formatting.
1.0.2	18 Dec. 2017	Jim Bertrand	Add a section describing the update procedure using a Rescue USB.
1.0.3	09 March 2019	Jim Bertrand	Update CTC OS revision.
1.0.4	11 April 2019	Jim Bertrand	Convert to Ross document and correct some errors.
1.0.5	7 May 2019	db	Revised slightly; confirmed Ross branded
1.1.0	7 Oct. 2020	Jim Bertrand	Update installer version, BPA, ISC, and VOC version information.

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Precautions

When performing a firmware or software update, ensure you first supply good, reliable power to the system. If you lose power during the update process the system may be rendered inoperative and require being returned to the factory for recovery.

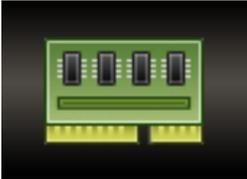
For more detailed and complete instructions reference the following sections in the pro-xi User Guide:

- Upgrade menu
- Installing the proxi-app utility
- Exporting a configuration via a USB
- Exporting a configuration across the network
- System upgrades via a USB
- System upgrades via a network

Current Versions

You can view the current version of firmware and software in one of two ways depending on the version from which you are upgrading.

1. By pressing the GUI (Windows or Option) key and the S key together.
2. By pressing the escape key and then selecting the status icon.



Current Firmware Version		
Board	Dev A	Dev B
BPA	2014-08-06_0	N/A
CTC	2014-08-06_0	N/A
ISC	2014-08-06_0	2014-09-25_0
VOC	2014-08-06_0	2014-08-06_0

Current Software Version	
Board	Version
BPA	2020-09-30_3121
CTC	2019-01-30_3268
ISC	2020-09-30_3121
VOC	2020-09-30_3121

Requirements

The latest version of the pro-xi[®] configuration tool is:

1.86.0 (Build 3369)

You may confirm this version by selecting the “about” button in the configuration tool. To obtain the latest version contact Ross technical support.

The installer for the latest pro-xi setup tool is:

proxi-setup-20200930_0.exe

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You need to install the file on a Windows computer connected either to the same network as the pro-xi system or directly to the pro-xi chassis with a cross-over Cat5 cable. Be sure to un install any previous version before installing a new installer version.

Procedure

1. [] Connect the computer to the pro-xi chassis in the same manner that you would to transfer a new configuration to the pro-xi system.
2. [] Launch the configuration tool.
3. [] Select the pro-xi unit with the connection button.
4. [] Load the configuration. If you do not have a configuration file saved for the pro-xi unit to be updated, you may import the configuration from the system in question by pressing the Import button and selecting "Import configuration from remote system..." from the menu.
5. [] Export the configuration to the pro-xi box¹.
6. [] Select Export Fileset to Remote System. A Remote Export Options Dialog will appear.

7. [] Select:

- Export Configuration Files
- Export FPGA Files
- Export OS Files
- Export System Files



8. [] Click OK
This process will require about an hour, sip some tea, eat some lunch, or call and talk to your mother.
9. [] Then, on the pro-xi unit press "Esc" to show the launcher.
10. [] Select the gear icon².

Check the boxes

- OS on BPA, ISC, and VOC

1 For more detail see the section "Exporting a Configuration across the Network" from the pro-xi User Guide. You might find additional value in the section "Exporting a Configuration vis USB."
 2 The gear icon selects the upgrade utility. Reference the section on "Upgrade Menu" from the User Guide.

- OS on CTC
- Verify After Burn

In most cases you will not need to update the FPGAs.

11. [] Press the Start button.

Take great care to avoid a power interruption during this process. This is a very *tenuous* procedure. If power is interrupted, during this process, you will likely need to return the system to the factory for recovery.

12. [] When the upgrade process is completed reboot the system.

This completes the upgrade procedure.

Alternate Update Procedure Using a Recovery USB

You might review the very detailed description of this process, including screen shots, in the section “System upgrades via a USB” of the pro-xi User Guide.

1. [] Install the latest pro-xi Configuration Utility on a Windows computer. See page 4 above to identify the latest Configuration Utility.
2. [] Launch the Configuration Utility.
3. [] Open the saved configuration file of choice or create a new configuration³. Ensure your configuration syncs with your desired setup, as the configuration will be transferred to the pro-xi system during this operation. You can change this configuration later, if necessary, by separately configuring the pro-xi system.
4. [] Export the configuration to the USB drive. Press the “Export” button in the Configurations group at the bottom of the pro-xi Configuration dialog and select “Create rescue USB drive”.
5. [] The USB Rescue Option dialog will appear. Select all of the dialog options.
 - Copy Options
 - Check the Copy Files to System box
 - Burn Operations check
 - Update BPA, ISC, and VOC Operating Systems
 - Update CTC Operating System
 - Update Boot Loader
 - Update FPGA 'A' Devices

³ For additional detail, see the section “Creating a new configuration” in the pro-xi User Guide.

- Update FPGA 'B' Devices
 - Verify After Burn
6. [] Click OK.
 7. [] Select the USB drive in the Browse for Folder Dialog.
 8. [] Click OK.
 9. [] When completed a message will be displayed indicating “the rescue USB drive has been created”.
 10. [] Eject the rescue USB drive from the Windows computer.
 11. [] Insert the rescue USB drive into the bottom USB port on the CTC board.
 12. [] Reboot the system. The update process will take an hour or more as quite a lot of data has to be copied to the pro-xi internal drive and then across the system to each of the boards before the updating process can begin.

Very Important Note: Remember to maintain power during this entire process. If power is interrupted, you may need to return the pro-xi system to the factory for recovery.

Well done. You have completed another tricky procedure. Take a deep breath before moving on to the next project.