

L300 Firmware Update Process

The first L300 devices the NComputing produced included firmware version 0.1.011 (or 1011) and subsequently newer versions of the firmware have been released in vSpace. Most recently the 4.9.3 release includes firmware version 1.2.008. As reflected in the 4.9.2 release notes firmware updates from 0.1.011 require a simple two step process; updating to v1.0.000 and then to the latest version. The following guide provides step-by-step instructions on the fastest and simplest way to update these original L300 devices to the latest firmware available from a central location.

Once your L300 is updated to the latest firmware this two step process is not longer needed and you may choose any of four simple or automatic ways to manage future firmware updates:

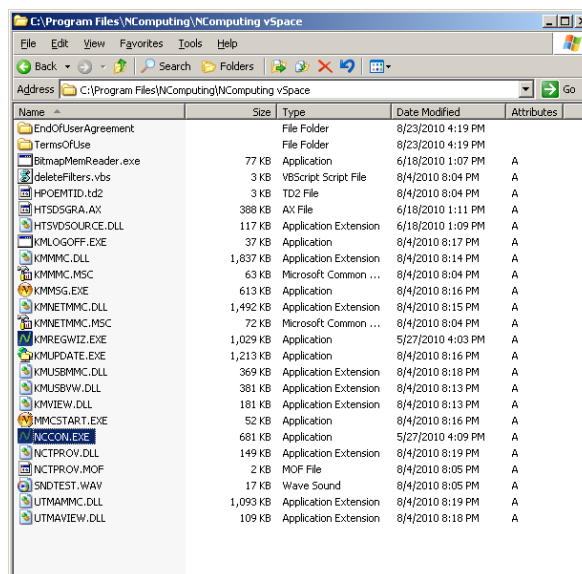
- 1) Manually dating directly from the device itself (an L300 GUI setting)
- 2) Push updates to devices from a central console on the same subnet
- 3) Automatically set devices to update firmware from a specific FTP location (an L300 GUI setting)

4) Automatically set the firmware to check for and then auto-update to the latest firmware from a vSpace host on the subnet every time the L300 boots (an L300 GUI setting)

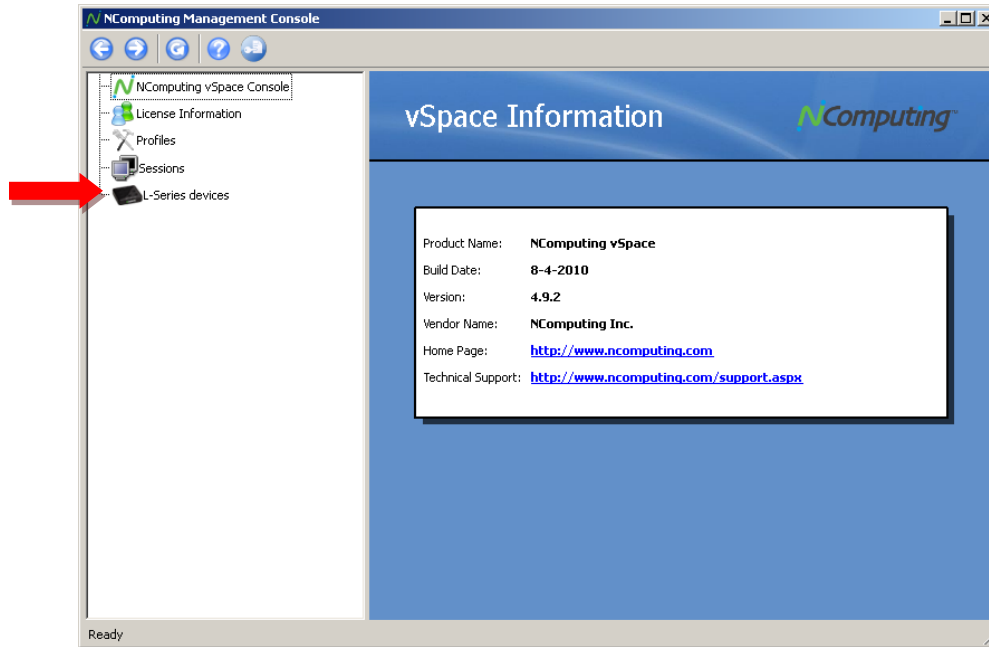
To update your L300 device firmware from version 0.1.011 to version 1.2.008 (shipped with vSpace 4.9.3) or to any later firmware versions, follow these steps:

1. Make sure your L300 devices and at least one vSpace host are connected together on the same Ethernet subnet.
2. Notify your users that you will be performing an update and they should log-out of their sessions (otherwise the update process will disconnect their existing sessions and they may lose any un-saved work in progress).
3. On the host system, update your vSpace installation to version 4.9.3 (or later).
4. On the vSpace host system, launch the NComputing Console by navigating to:

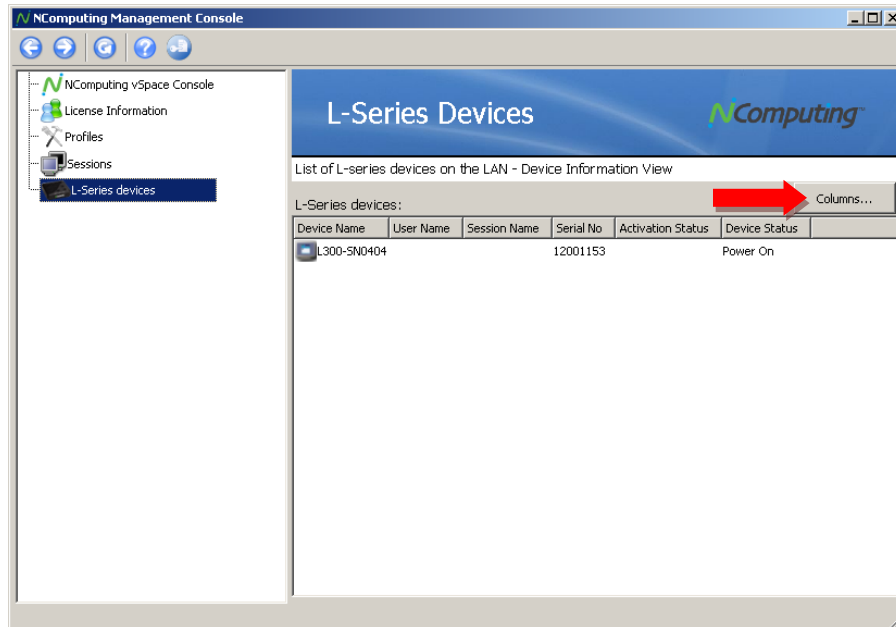
C:\Program Files\NComputing\NComputing vSpace\NCCON.exe



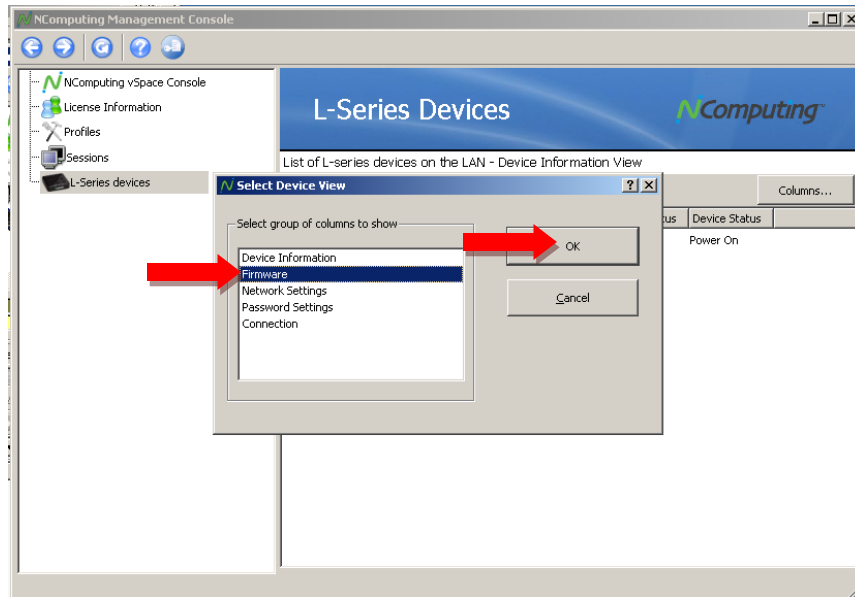
Click on “L-series devices” in the left pane



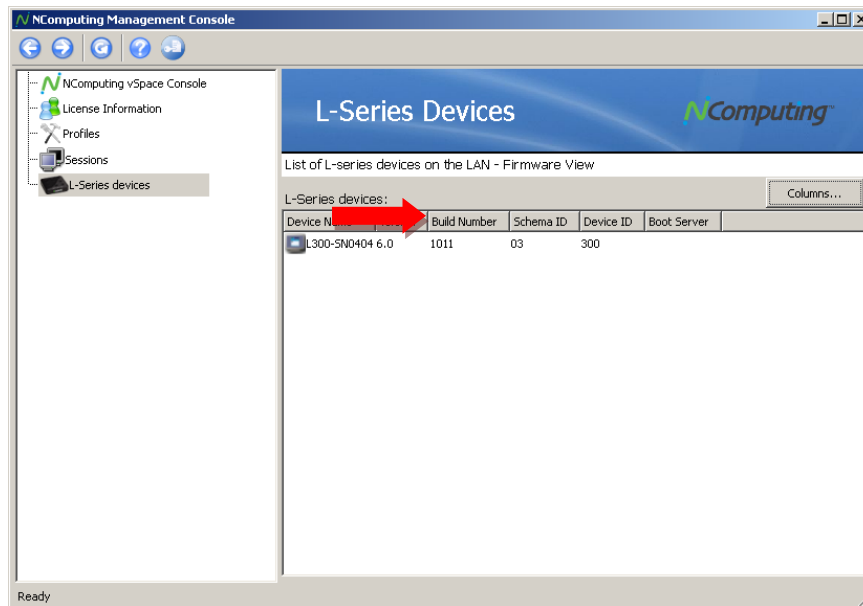
5. Then click on the “Columns” button on the top far right side of the right pane.



6. Select the “Firmware” device view and click “OK”

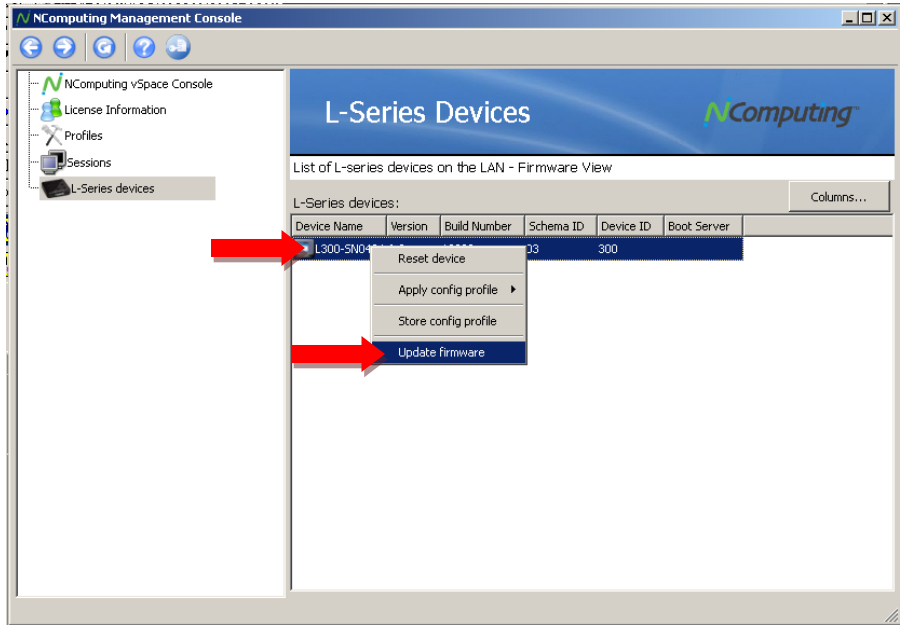


7. The “Build Number” column then shows the version of firmware for the devices listed (1011 = 0.1.011).

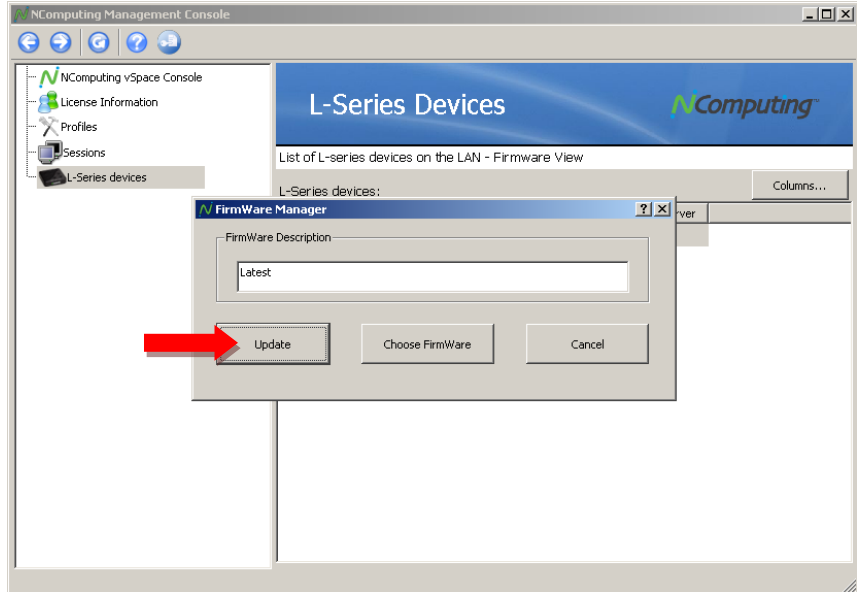


8. Select one or more devices:
- To select one device, simply click on the device to highlight the row.
 - To select a full list of devices, click on the first device, hold down the “SHIFT” key on your keyboard, and then select the last device in the list – all devices in between will then be highlighted and selected
 - To select only certain devices, click on the first device and then hold down the “CTRL” key on your keyboard while clicking on other devices you wish to update

9. With one or more devices selected, right click on any device and select “Update firmware”



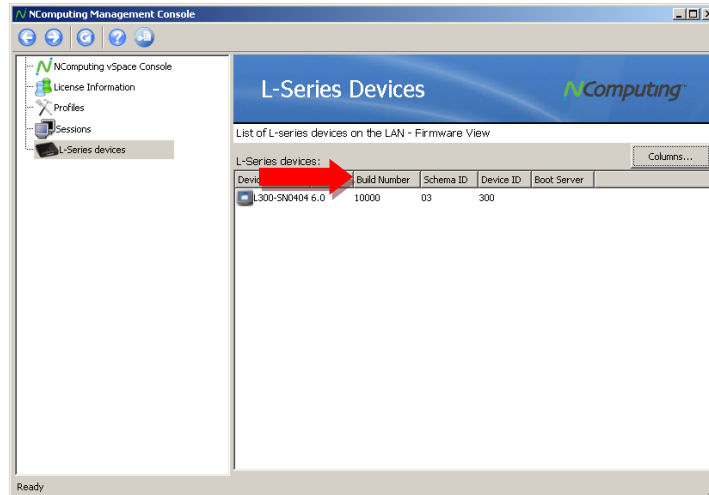
10. In the pop-up window, click on “Update” (do not modify the value of “Latest” that’s already populated in the window and do not click the “Choose Firmware” or “Cancel” buttons).



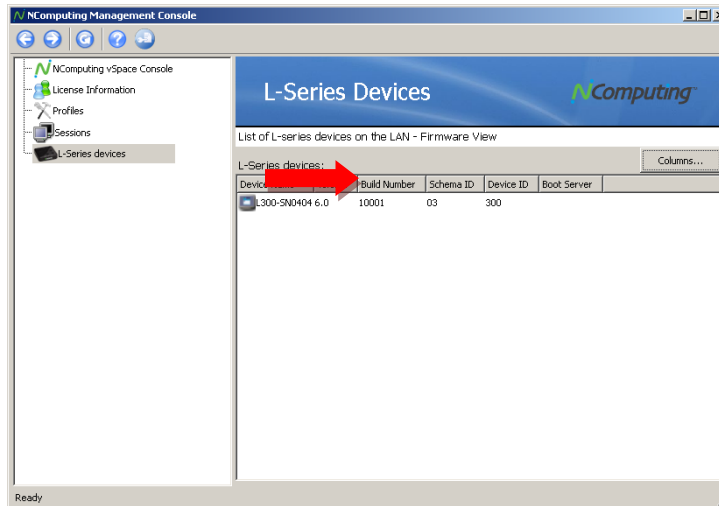
- 11. Close the NComputing console
- 12. The devices selected will now go through the update process – this will take about 1-2 minutes. You can track the progress by watching the screen connected to one of the L300 devices.
- 13. Once you see that the L300 device(s) has completed the process and re-started. Re-launch the NComputing console from:

C:\Program Files\NComputing\NComputing vSpace\NCCON.exe

- Click on “L-series devices” and then click the “Columns” button, select “Firmware” and “OK” to bring up the list of devices again. You should now see that the firmware in the device(s) shows the newer version under the “Build Number” column – the new version will be shown as “10000” – this version of firmware is an intermediate step. You will now need to perform the firmware update again to get to the latest version.



- Repeat steps 9 through 14. Make sure to close and re-launch the NComputing console after sending the update (this ensures that the firmware version number is reread by the console). Now when you review the firmware version for the devices, you should see that they have all been updated to “10001” (for vSpace 4.9.2) or a higher number (for later vSpace versions).



- Your firmware updates are now complete. Future updates will only require a single update without an intermediate firmware version. Please refer to the latest user manual for further information on other approaches to updating firmware including the new auto-update and FTP update capabilities that are enabled by this new firmware.