



Terminal Professional Firmware Update

July 30, 2014

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DOCUMENT DESCRIPTION

At a Glance

- Terminal Professional models – firmware compatibility
- Downloading new firmware
- Scheduled firmware update via SafeQ Web Interface
- Firmware update via fwupdate.conf
- Emergency firmware update via fwupdate.conf
- Firmware update via Termtool utility

1 TERMINAL PROFESSIONAL MODELS – FIRMWARE COMPATIBILITY

Hardware / Firmware	2.x.x	3.0.x – 3.4.x	3.5.x – 3.7.x	3.8.x – 3.13.x (or newer)
2.x.x	Yes	No	No	No
3.3.x	No	Yes	Yes	Yes
3.4.x	No	Yes	Yes	Yes
3.5.x (Display type 1)	No	No	Yes	Yes
3.5.x (Display type 2)	No	No	No	Yes

2 DOWNLOADING NEW FIRMWARE

For any type of firmware update on Terminal Professional, new firmware files must be downloaded first.

1	Download the new firmware files from the Y Soft Partners' Portal (http://partners.ysoft.com).
2	Copy downloaded files into the "update" folder on SafeQ server - typically C:/<SafeQHOME>/server/update .

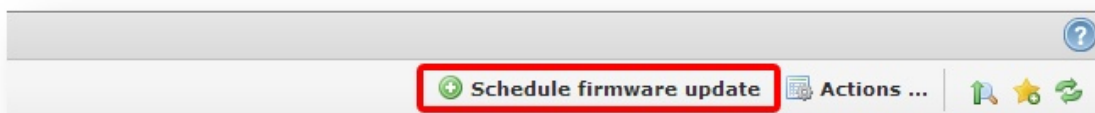
3 SCHEDULED FIRMWARE UPDATE VIA SAFEQ WEB INTERFACE

- 1 Log in to the SafeQ Web Interface with sufficient rights to administer printers (for example, "admin")


Go to **Devices > Terminals** selection



- 2 Select terminal(s) which you want to update and click **Schedule firmware update**.



- 3 Set Date and time, firmware version and click **Schedule update**. Your update will be saved and performed at given time.

 **NOTE:** Update time can be late for few minutes, depending on the workload of SafeQ servers and terminal availability.


Schedule update [X]


Date and time of update [?] 1.11.2012 [?] 12:00

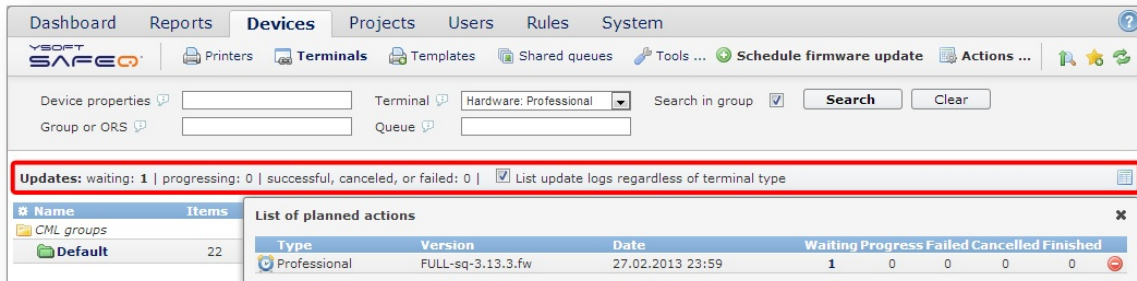
Update firmware to version [?] full update 3.13.3 [v]

Only lower versions [?] ☒

Schedule update

- 4 You can see bar with updates status as displayed here. Click  icon to see details of scheduled updates.

If you want to delete scheduled update click  icon.



- 5 Firmware version is periodically checked every five minutes. See `terminal-update-checker-interval` in SafeQ System settings if any change is needed.


Example of firmware update logged in `cml.log`:

```
2012-01-23 16:34:27,253 DEBUG TermUpdChecker| Terminal3Protocol|
Sending update request for terminal with IP 10.0.5.130
2012-01-23 16:34:27,254 DEBUG TermUpdChecker| Terminal3Protocol|
Sending command Mv3[21,41] to 10.0.5.130
2012-01-23 16:34:27,269 DEBUG TermUpdChecker| Terminal3Protocol|
>>s[10.0.5.130]>> Mv3[21,41]
2012-01-23 16:34:27,310 DEBUG TermUpdChecker| Terminal3Protocol|
<<r[10.0.5.130]<< Mv3[-56,0]
```


4 FIRMWARE UPDATE VIA FWUPDATE.CONF

- 1 Edit the configuration file (**safeQ.fwupdate.conf** or **fwupdate.conf**), which is located in the SafeQ home directory in the folder **...\conf\modules** (or **...\conf**), as described in the following example. (The configuration file includes parameters for different versions of terminals and for the recharging station.)

In the Terminal v3 firmware area, look at the highlighted. As a general rule, on the left side of the equal sign (=) is the definition of the current firmware, and on the right is the new firmware. In the example shown here, the last time the firmware was updated, **version 3.12.[0-9]** was updated to **version 3.13.3**.

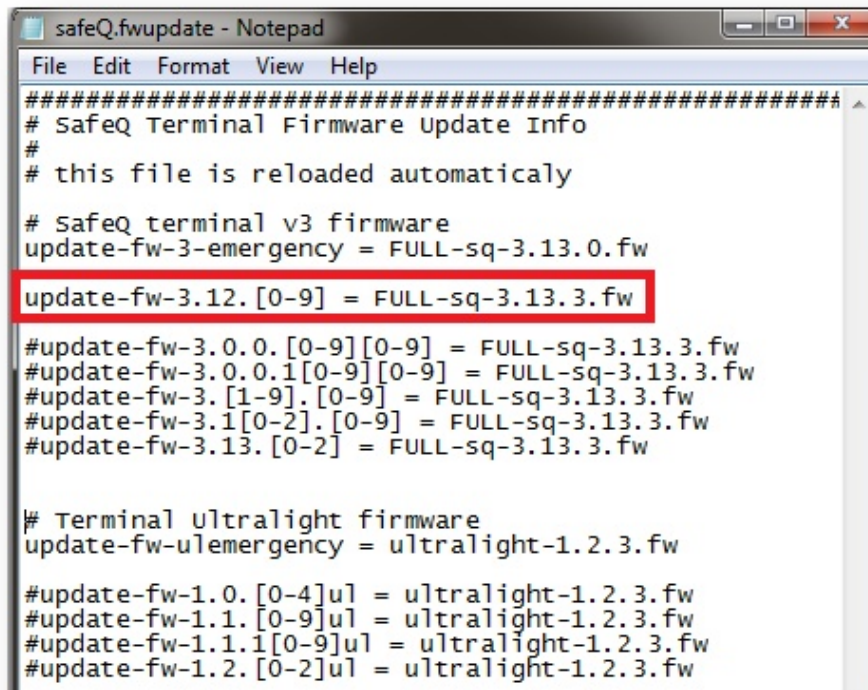
 **NOTE:** Brackets indicate a range of firmware. For example, 3.12.[0-9] means any firmware version from 3.12.0 to 3.12.9

To perform the update, you can use either a *full update* file or a *differential update* file. Differential files are smaller and therefore the update is faster, but can be used only when the third-level version of the firmware changes. For example, if you're updating from 3.12.0 to 3.12.5, you can perform a differential update. But if you're updating from 3.12.0 to 3.13.0, you must perform a full update. If you are not sure, perform a full update.

2 Open the configuration file on the server.

- Add a line as shown on the image.
- Save the file; then close it.

💡 **NOTE:** Lines which stated with # symbol are not taken into account.




```
safeQ.fwupdate - Notepad
File Edit Format View Help
#####
# SafeQ Terminal Firmware Update Info
#
# this file is reloaded automatically
#
# SafeQ terminal v3 firmware
update-fw-3-emergency = FULL-sq-3.13.0.fw
update-fw-3.12.[0-9] = FULL-sq-3.13.3.fw
#update-fw-3.0.0.[0-9][0-9] = FULL-sq-3.13.3.fw
#update-fw-3.0.0.1[0-9][0-9] = FULL-sq-3.13.3.fw
#update-fw-3.[1-9].[0-9] = FULL-sq-3.13.3.fw
#update-fw-3.1[0-2].[0-9] = FULL-sq-3.13.3.fw
#update-fw-3.13.[0-2] = FULL-sq-3.13.3.fw
#
# Terminal ultralight firmware
update-fw-ulemergency = ultralight-1.2.3.fw
#update-fw-1.0.[0-4]ul = ultralight-1.2.3.fw
#update-fw-1.1.[0-9]ul = ultralight-1.2.3.fw
#update-fw-1.1.1[0-9]ul = ultralight-1.2.3.fw
#update-fw-1.2.[0-2]ul = ultralight-1.2.3.fw
```

3 Authenticate at the terminal. The update process begins. The update process can take several minutes, depending on the connection. The terminal service menu indicates when the update is complete.

4 Try to authenticate on the terminal.

If you are able to authenticate, you have now successfully upgraded the terminal firmware.

5 EMERGENCY FIRMWARE UPDATE VIA FWUPDATE.CONF


 **NOTE:** Emergency updates are always full updates – not differential updates.

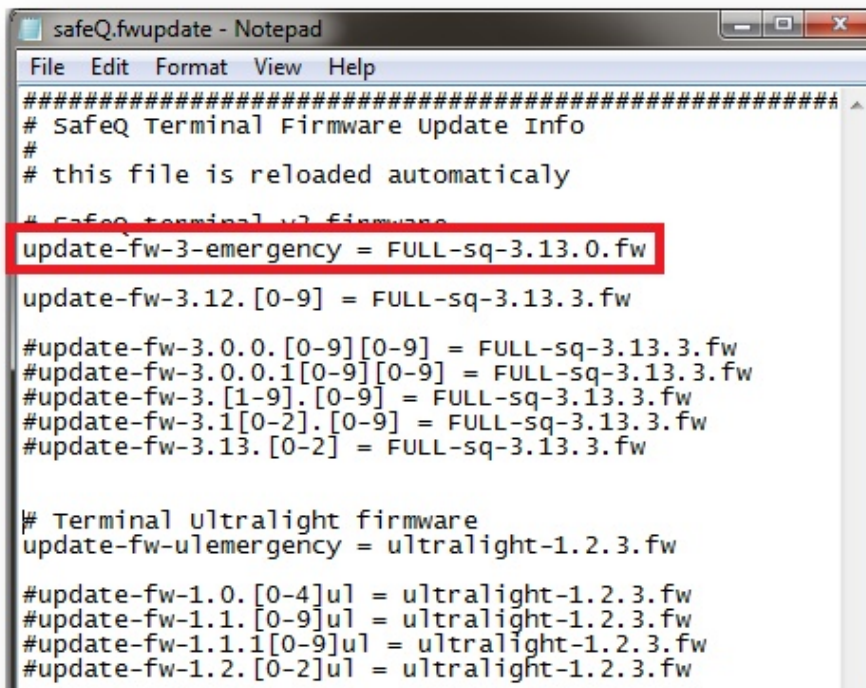
- 1 Edit the configuration file (**safeQ.fwupdate.conf** or **fwupdate.conf**), which is located in the SafeQ home directory in the folder **confmodules** (or **conf**), as described in the following example. (The configuration file includes parameters for different versions of terminals and for the recharging station.)

In the **Terminal v3 firmware** area, look at the line that includes “emergency”. On the left side of the equal sign (=) is the version of the terminal and on the right is the new firmware. In the example shown here, the last time an emergency update was performed, **Terminal Professional version 3** was updated with firmware version 3.13.3.

- 2 Open the configuration file on the server.

- Add a line as shown on the image.
- Save the file; then close it.

 **NOTE:** Lines which stated with # symbol are not taken into account.



```
safeQ.fwupdate - Notepad
File Edit Format View Help
#####
# SafeQ Terminal Firmware Update Info
#
# this file is reloaded automatically
# SafeQ terminal v3 firmware
update-fw-3-emergency = FULL-sq-3.13.0.fw
update-fw-3.12.[0-9] = FULL-sq-3.13.3.fw
#update-fw-3.0.0.[0-9][0-9] = FULL-sq-3.13.3.fw
#update-fw-3.0.0.1[0-9][0-9] = FULL-sq-3.13.3.fw
#update-fw-3.[1-9].[0-9] = FULL-sq-3.13.3.fw
#update-fw-3.1[0-2].[0-9] = FULL-sq-3.13.3.fw
#update-fw-3.13.[0-2] = FULL-sq-3.13.3.fw

# Terminal Ultralight firmware
update-fw-ulemergency = ultralight-1.2.3.fw
#update-fw-1.0.[0-4]ul = ultralight-1.2.3.fw
#update-fw-1.1.[0-9]ul = ultralight-1.2.3.fw
#update-fw-1.1.1[0-9]ul = ultralight-1.2.3.fw
#update-fw-1.2.[0-2]ul = ultralight-1.2.3.fw
```

- 3 Use either of these methods to invoke the emergency firmware update:

Method 1: Invoking the firmware update from the Service menu

1. Display the Y Soft partners Service menu.
2. Touch **Service**.
3. Touch **Emergency update**.
4. The terminal reboots.

Method 2: Invoking the firmware update during power up

1. Power off the terminal.
2. Power on the terminal.
3. Immediately touch and hold your finger on the lower left corner of the terminal screen.
4. Continue to hold your finger there until the terminal asks you to confirm the emergency update.

The update process can take several minutes, depending on the connection. The terminal Service menu indicates when the update is complete.

You have now successfully upgraded the terminal firmware.

6 FIRMWARE UPDATE VIA TERMTITLE UTILITY

Termtool utility is standard part of YSoft SafeQ installation package. You can find it in Support folder of installation package in Remote Configuration Tool folder.

With Termtool utility you can perform many types of updates (regular, emergency, push,...).

- | | |
|---|---|
| 1 | Edit fwupdate.conf file as described in Firmware update via fwupdate.conf or Emergency firmware update via fwupdate.conf in steps 1 and 2, depends on type of update which you want to perform. |
| 2 | Run termtool.exe from command line with appropriate parameters (depends on type of update)

You can find all parameters and Termtool documentation in the remote_configuration_tool.zip package. |