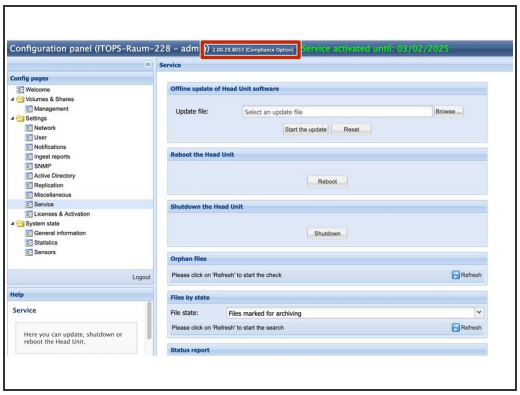
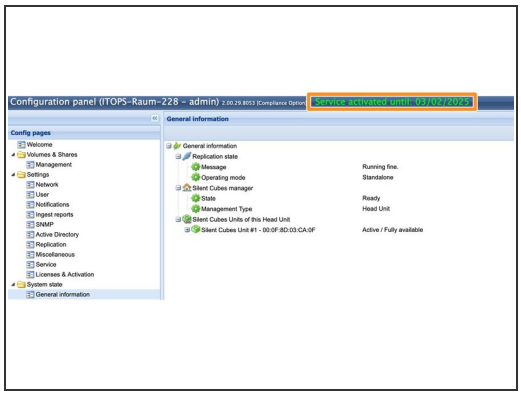
SVHT - Silent Cube Software Update 2.9X

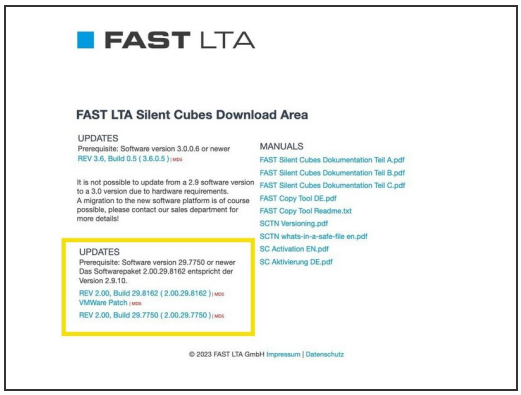
Written By: Thomas Kunath



Step 1 — Preparation Software Update







ⓘ **The system will be unavailable during the update.**

ⓘ The user interface of the Head Units can be reached via WebBrowser at **https://<System IP>**

- Check which software version is currently installed on the system.

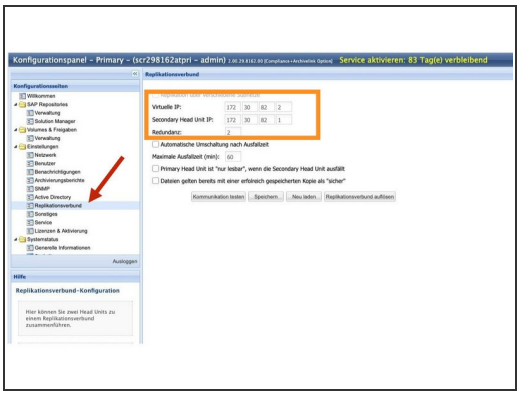
⚠ **Systems with software starting with 2.00 cannot be updated to a 3.00 version.** From software version 2.00.29.7750 or higher, it is possible to update directly to all current 2.00 software versions.

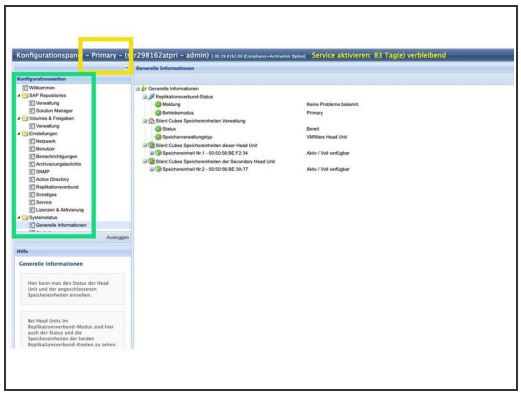
⚠ **Intermediate steps are required for all older software versions then 2.00.29.7750. In this case please contact FAST Support**

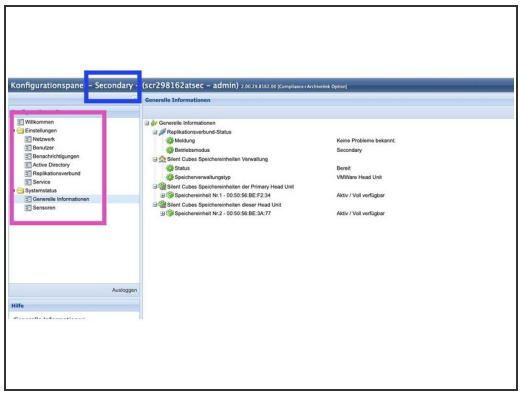
- **Check if the system still has service. If the system has no more service, you can not update the system !**
- Download the needed software version from FAST Update Server. http://swupdate.fast-lta.net **user: evb password: getUpdate**

ⓘ **Do not unpack or rename the .tar file. The file is automatically unpacked and checked by the system.**

Step 2 — Replicated System or Single system?



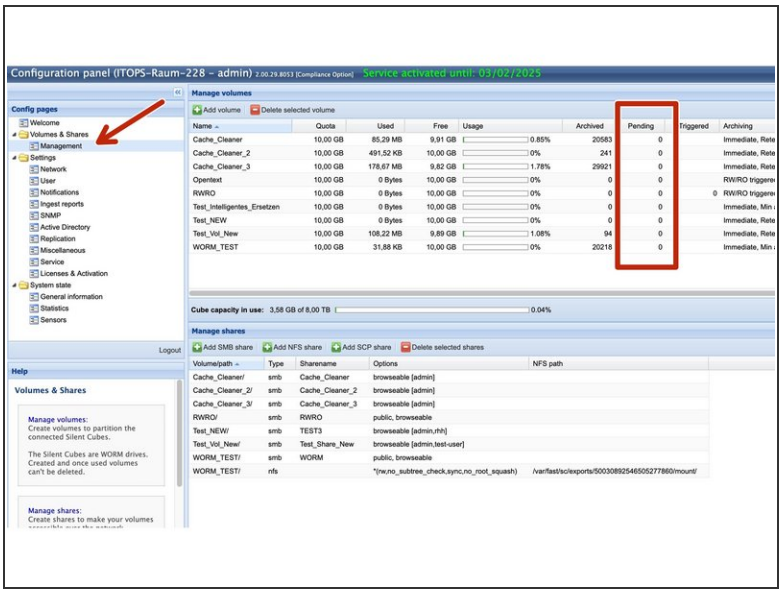


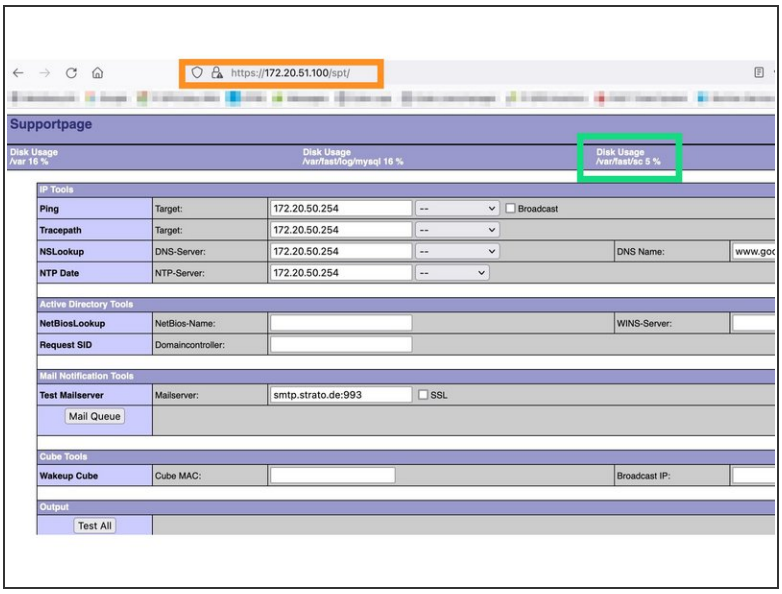


- If you are unsure whether you have a replicated or a single system, you can check this under Replication.
- If the fields for the virtual IP and secondary head unit IP are filled in and grayed out, you have a replicated system.
  - If the fields are empty, then you have a single system.
- The primary system can be identified in the header by the entry “Primary” or, in older software versions, “Master.”
  - In addition, the primary systems have a very detailed menu bar.
- For secondary systems, the header will say “Secondary” or, for older systems, “Slave.”
  - In addition, the menu bar is significantly shorter.

ⓘ For single systems, there is no entry in the header.

Step 3 — Preparation Software Update



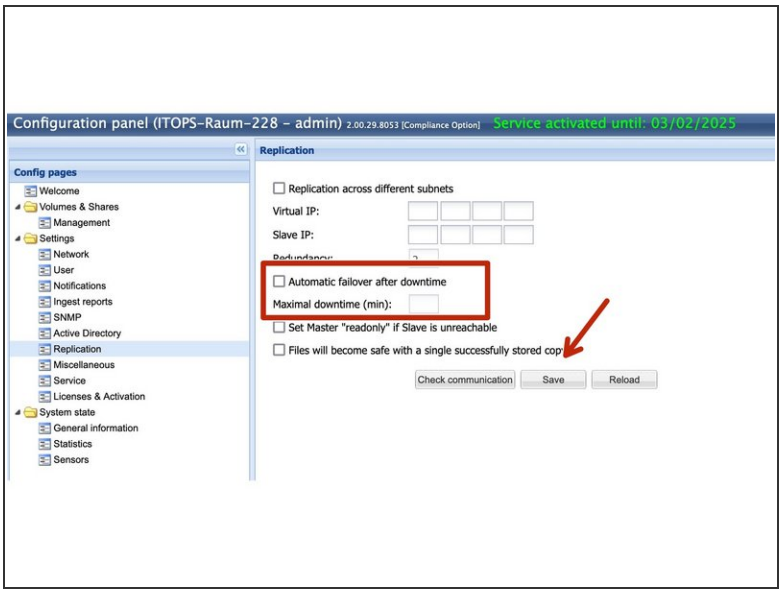


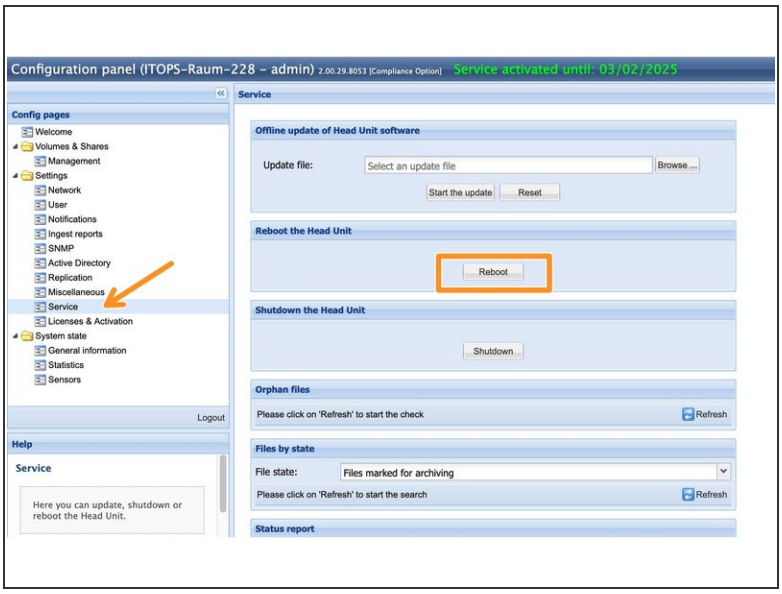
⚠ Stop the data storing to the system before the update

⚠ It is not possible to downgrade the system to an older version.

- Before the update, the pending files should be at 0. These files are only located in the cache of the Master Head Unit. **The update can be performed with pending files, but you run the risk that these files may be lost if there's a problem during the update.**
- Check if there is enough space on the hard disk of the Head Unit, for the update. Logon to the system. Type /**spt** at the end of the browser line to get to the support page.
- Test the storage under Disk Usage /var/fast/sc.
  - The occupied memory is displayed here. **There must be at least 50% free disk space available**

Step 4 — Preparation Software Update

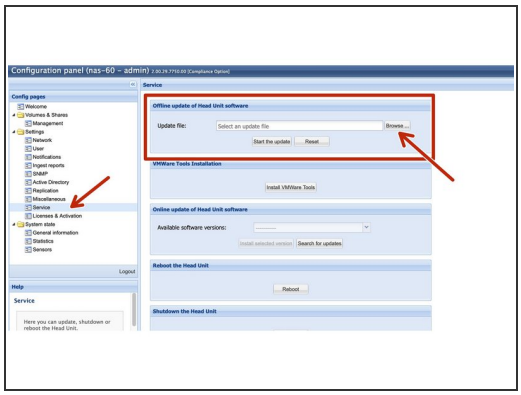


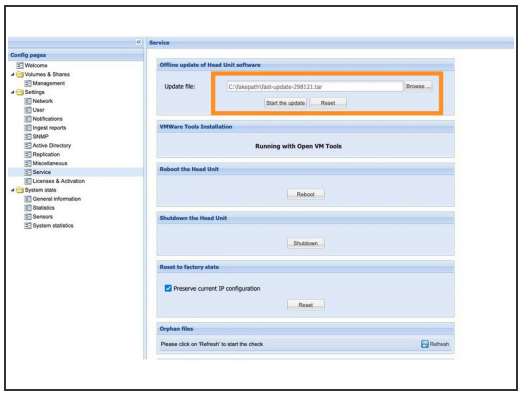


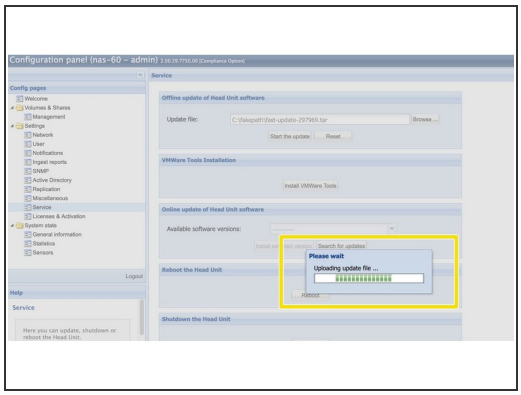
- For replicated systems the following must be checked. If the checkbox Automatic failover is set, please remove it and save this with -> Save.
- **Reboot the Primary and Secondary Head Unit before the update.**

ⓘ In a replicated system, with Primary and Secondary Head Unit you have to update the Secondary system first. When the Secondary system is ready, you can start with the Primary system.

Step 5 — Start Update

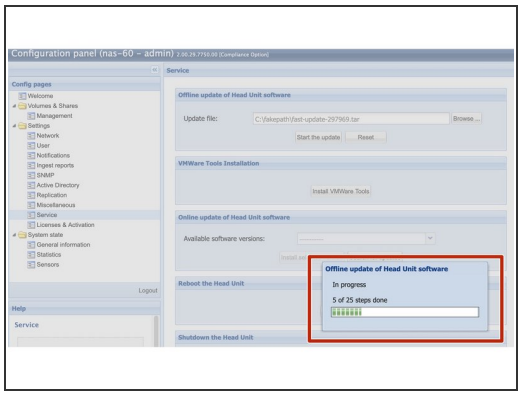


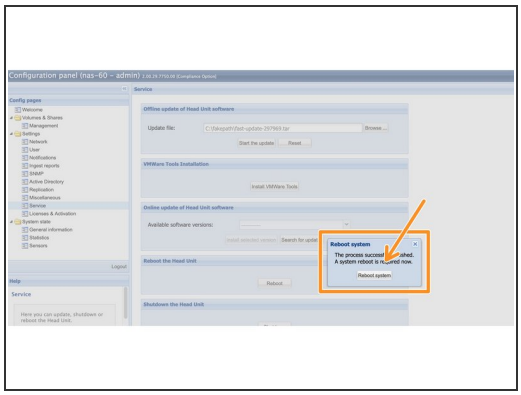


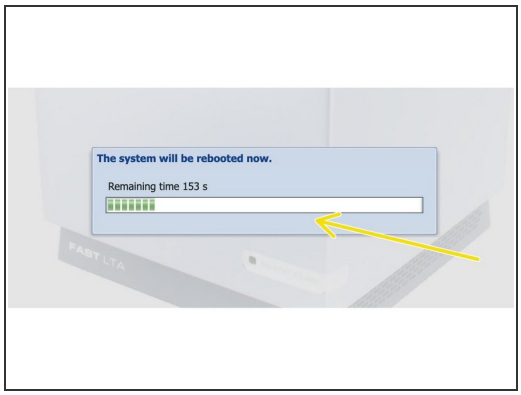


- ⓘ With a single system you can start with your Head Unit directly. In a replicated system, start now with the Secundary Head Unit.
- ⓘ Go via https://<System IP> to the GUI of the respective system.
- Now go to Service -> Offline Update of Head Unit Software. Click on Browse and select the relevant update file.
- When you have selected the correct file, click -> Start the Update.
- The update file will now be upoaded to the Head Unit. This can take a few minutes.

Step 6 — Update System







- Depending on software version, used hardware and the number of stored files, the update will normally take about 30 - 60 minutes per Head Unit.

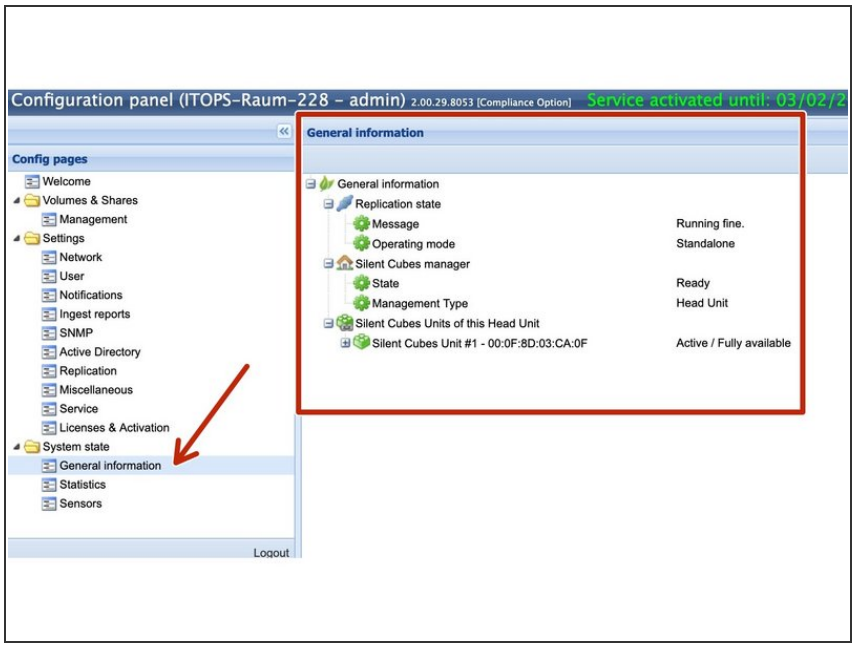
⚠ **During the update, the system must not be restarted or disconnected from power supply.**

- When the update is finished, you will be prompted to restart the machine. Please click here -> System reboot
- Wait until the system has rebooted.

ⓘ If you have a single system, the update is now complete. Check the system under general information. Everything should now be green again here.

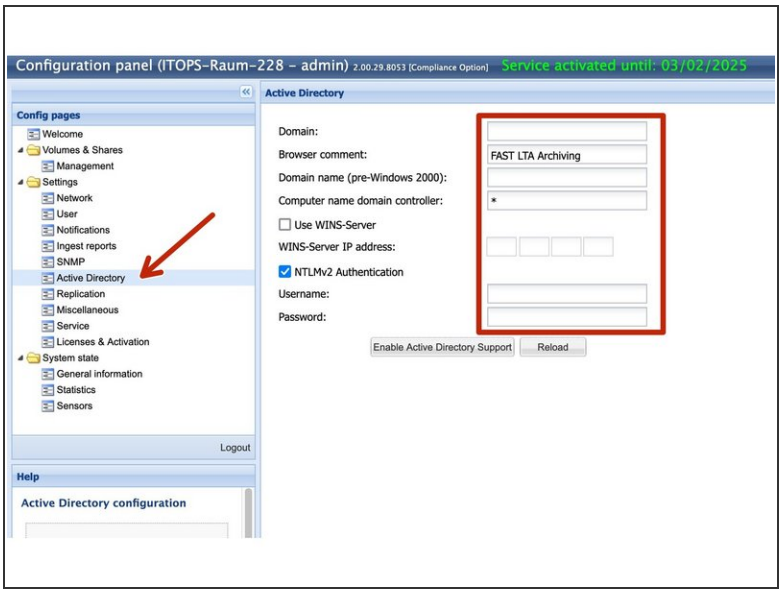
ⓘ If you have a Single System which was in Active Diretory proceed with Step 7

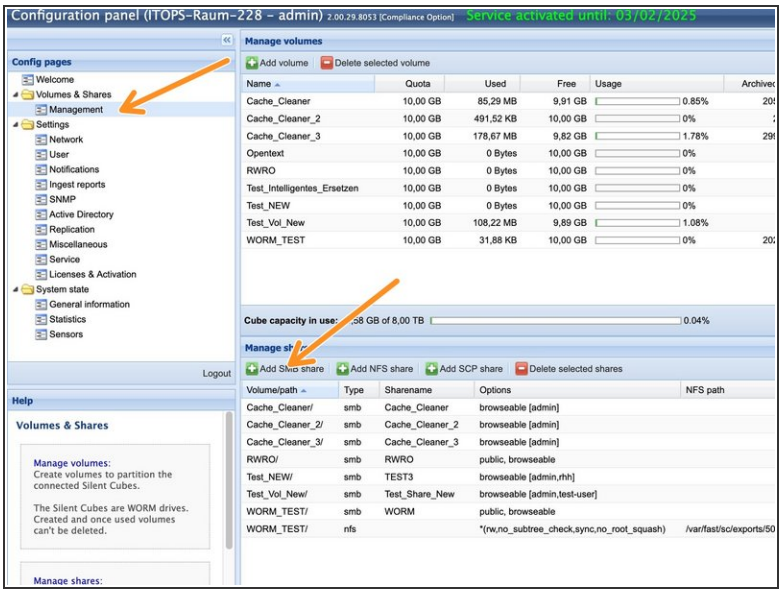
Step 7 — Additional Steps for a Replicated System



- When the Update of the Secondary Head Unit is finished, start with the Primary Head Unit.
- ⓘ Execute the steps of Step 4 & Step 5 now also for the Master machine
- When the update is finished, wait a few minutes for the system to reboot and sync again.
- Check the system under General Information. Everything should now be green again here.
- The Update of both Head Units is now complete.

Step 8 — Additional Steps if the System is in Active Directory

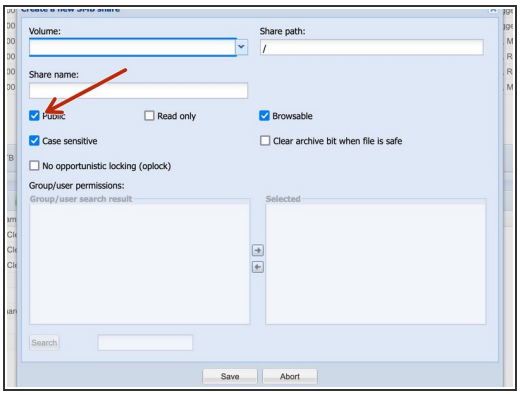


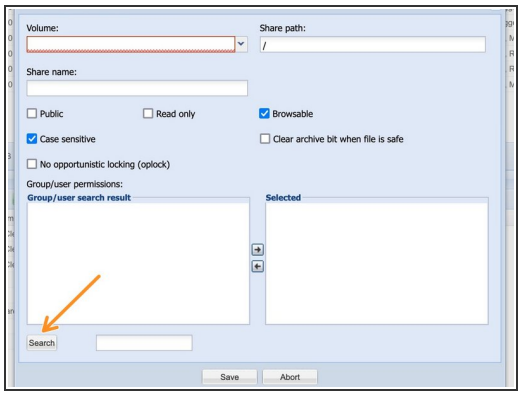


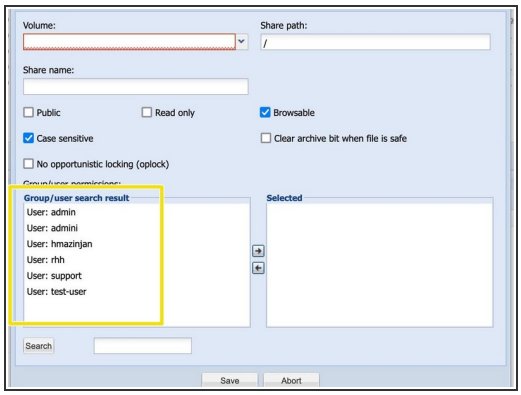
ⓘ Check if the system is in the Active Directory. Go to Active Directory. If all fields are empty here, then the system was not in AD and you can end here.

- If the fields are filled and grayed out, the system was in Active Directory. Since we have updated the Samba software of the system in newer software versions, a new login may be necessary here.
- Now check if the system still has access to Active Directory. Go to Management and click on Add SMB Share.

Step 9 — Additional Steps if the System is in Active Directory

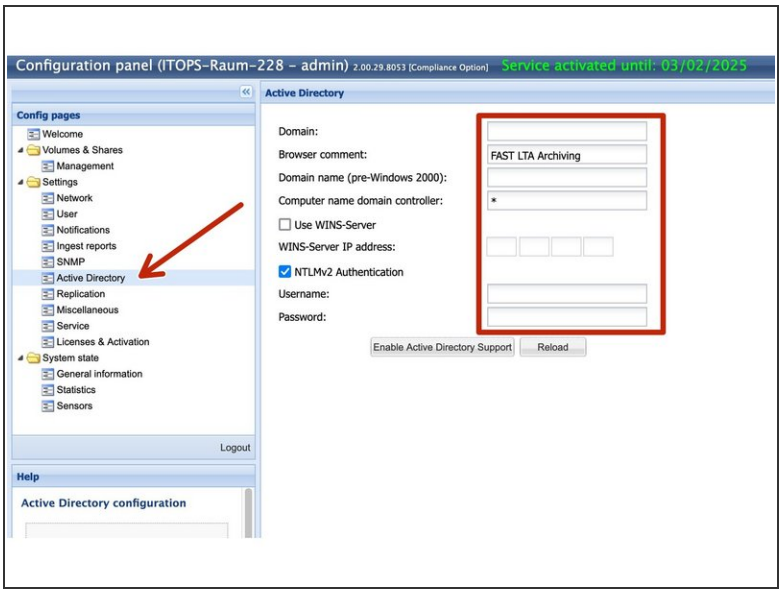


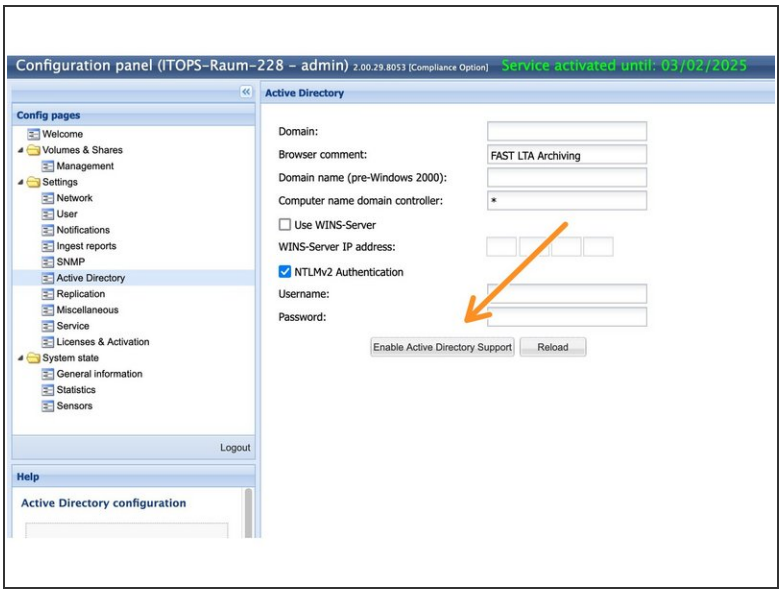




- The SMB window appears. Uncheck the Public checkbox
- Now click on Search to start a user search.
- All AD groups and all local users will be listed. The AD groups have the prefix AD-Group. If you don't see any AD groups although the machine should be in the AD, you have to add the machine to the AD.

Step 10 — Additional Steps if the System is in Active Directory





ⓘ Bring System back to Active Directory.

⚠ Here it is necessary that the employee at the customer site has admin rights in the Active Directory and can create machine accounts.

- Check the old settings in the Active Directory fields and change them if necessary.
- If all fields are filled in correctly, click Enable Active Directory Support to add the machines to the Active Directory again. For a replicated system, both machines are automatically included here.

⚠ If the machines cannot be added to AD, it often helps to manually remove the old machine accounts and create new ones.