

TECHNICAL NOTE

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QUANTUM 225 and 338 worksurface code Downgrading Q225 and Q338 worksurface firmware after installation of v1742 software

Digico recently released a new software version, v1742. This release included new worksurface firmware for Quantum 2 (firmware version v1.9) and Quantum 3 (v3.14).

It has come to our attention that Quantum 338 worksurfaces running on version v3.14 and Quantum 225 worksurfaces running on v1.9 can encounter worksurface communication errors in some cases.

For this reason, we recommend users downgrade the worksurface firmware to the previous versions v1.5 for Q225 and v3.11 for Q338.

The current firmware can be checked by going to the 'System' menu and opening the 'Diagnostics' panel. Choose the 'Console' tab, if not already selected. The current firmware for the surfaces will be displayed in the 'Code' column.

If this is v1.9 for Q2 and v3.14 for Q3 then please roll back the firmware as described below:

NOTE: There is no need to roll back the console software

See the next page for steps to roll back the worksurface on Q225 and Q338 consoles:

The current installer packages of v1742 for Q225 and Q338 available on the website have been updated with the previous worksurface firmware code. These installer packages can be identified by the 'x' in the file name:

Quantum2_V1742x_Update_Package

Quantum3_V1742x_Update_Package

If these packages are available, you can run the installer again, which will replace the v1.9 or v.3.14 firmware files. Once the update is complete, the Upgrade Hardware program will show the previous versions in the 'available' column. Update each worksurface in turn and check that each update is successful.

Steps to Perform Roll back for Quantum 225

Quit to windows.

Click setting > File Browser

The previous software install can be found in the D:\Backup folder. (Check the date for reference. The newest date will be the most recent version.)

Copy the file called Q2Worksurface.bin from this most recent installation. (The same file Q2Worksurface.bin is used for the left- and right-hand sections on a Q225). The version to be installed should be V1.5.

In the currently active D:\Quantum2 folder overwrite the existing Q2Worksurface.bin file (this will be the V1.9 file)

When done, open the QuantumUpgrade.exe application inside this folder.

Check that the 'available' version of the worksurface is v1.5.

Click update for both worksurfaces.

Steps to Perform Roll back for Quantum 338

Quit to windows.

Click setting > File Browser

The previous software install can be found in the D:\Backup folder. (Check the date for reference. The newest date will be the most recent version.)

On Q338 there are two files that must be copied because there is a dedicated file for the master section.

The two files are called Q3Worksurface.bin and Q3WorksurfaceMaster.bin. This will be the v3.11 files.

In the currently active D:\Quantum3 folder overwrite the existing Q3Worksurface.bin and Q3WorksurfaceMaster.bin (this will be the v3.14 files)

When done, open the QuantumUpgrade.exe application inside this folder.

Check that the 'available' version of the worksurface is v3.11.

Click update for all worksurfaces and the master surface.