

INFORM

Update of Hard Disk - Firmware Seagate-HDDs in a SCALEO Home Server

Instructions for flash procedure

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Update of the hard disk firmware in SCALEO Home Servers

At first please check if the Seagate hard disk in your SCALEO Home Server belongs to these products, which are affected by the firmware problem. To do so, please follow the instructions.

1. Determination of the hard disk model and serial number

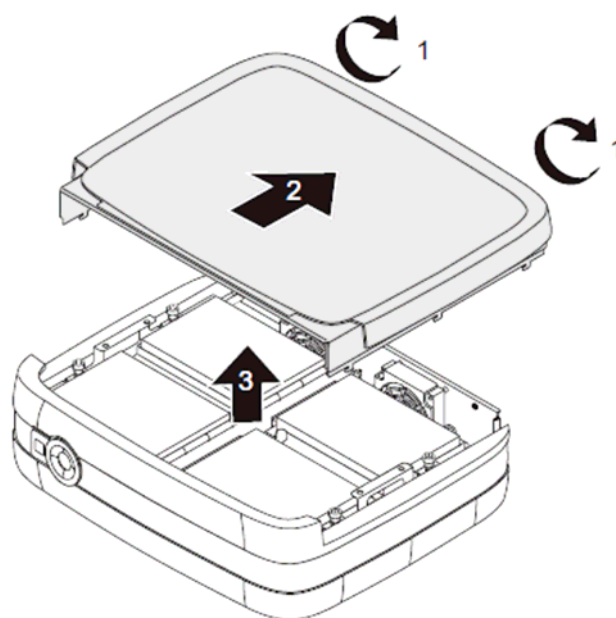
Remove the power cable from the device / electric socket. Do not connect the power cable again until the cabinet is closed.

- ▶ Remove any interfering plugged wires
- ▶ Loosen both screws on the rear of the device (1).
- ▶ Move the cover slightly to the rear (2).
- ▶ Lift the cover and remove it (3).

The following Seagate hard disk series can be affected:

- ST3500620AS
- ST3500820AS
- ST3750630AS
- ST31000333AS
- ST31500341AS

If your SCALEO Home Server contains an above listed hard disk model, please read the serial number from this hard disk (S/N) :



2. Verify of hard disk model(s) via serial number

Verify if the hard disk(s) belong(s) to the affected models with the online service program.

To run the tool, please

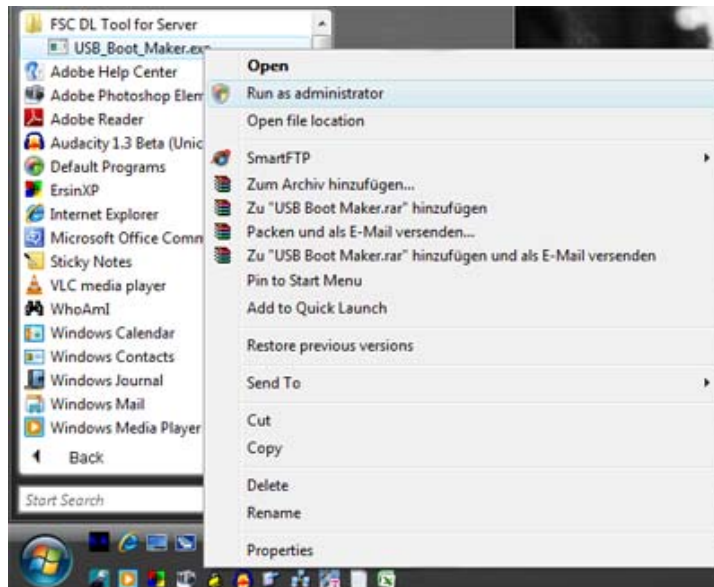
- ▶ Go to the FUJITSU Support web site: <http://support.ts.fujitsu.com/com/support/index.html>
- ▶ Click on the right hand site on **'Seagate firmware update'**
- ▶ Select option 3 **'Click here to use the serial number check utility'**
- ▶ Type in the serial number of the hard disk and follow the given instructions

If a firmware update is recommended, you are being forwarded to a web page, on which the download of the update is provided.

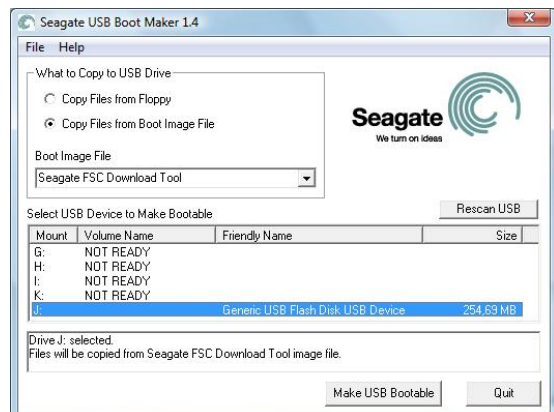
3. Preparing a flash memory (USB) stick with the firmware update

Download the firmware update for **SCALEO Home Sever**.

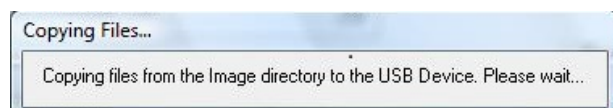
- ▶ Save the *.zip file on your computer and extract it
- ▶ Double click on the contained *.msi file to install it
- ▶ Open **'FSC DL Tool Server'** in the Windows start menu
- ▶ Right click on the **'USB_Boot_Maker.exe'** and select **'Run as Administrator'**



In the following window select the option **'Copy Files from Boot Image File'**, select the drive-letter of the flash memory (USB) stick and click on **'Make USB Bootable'**



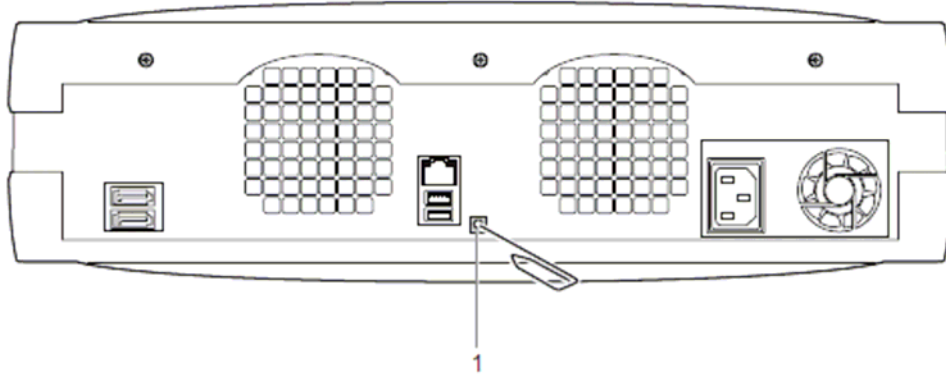
Remove the flash memory (USB) stick after the window with the message **'Copying Files'** has disappeared.



4. Running the firmware update

To run the firmware update, please follow the instructions.

- ▶ Shut down the SCALEO Home Server (not standby / sleep mode).
- ▶ Insert the flash memory (USB) stick into an USB port of the SCALEO Home Servers.
- ▶ Press the recovery button (1) on the rear of the SCALEO Home Server (for example with a paperclip) and hold it.



- ▶ Press the power button on the front of the device.

The SCALEO Home Server now starts from the flash memory (USB) stick and the operating LED of the power button shines orange. The SCALEO Home Server turns off when the firmware update is finished.

After the firmware update has been run successfully you can use your SCALEO Home Server again without any restriction.

If you have further questions, please contact our helpdesk. The phone number of the responsible Helpdesk can be determined on the following web page:

<http://support.ts.fujitsu.com/com/support/helpdesk.html>

If you have further questions regarding usage or restoration, please get into contact with our Helpdesk.

With kind regards,
Your FUJITSU Support Team