

Firmware Issue Notification and Solution

exacqVision Dealer,

You are receiving this email because we believe you may manage an exacqVision server affected by the issue below.

Exacq has been made aware of a firmware issue affecting 2TB Western Digital drives. This issue manifests itself on our exacqVision servers as a drive in the RAID Array going to 'Unconfigured Bad.' While this is a recoverable error, due to the nature of the firmware issue with Western Digital, it will occur again. The scope of when these drives were used is fairly narrow within Exacq.

[How do I know if my system has the faulty RR02 firmware?](#)

The only systems Exacq built using drives with this firmware were the A, Z, and S-Series servers with RAID and 2TB drives. Browse to your 'Configuration' page and select 'Storage' from the tree. Then select the 'Hardware' tab on the right. As you select 'disks' listed, you will see a firmware version listed. If this is RR02, proceed to the firmware upgrade process below. If not, **no action is needed**.

[What do I do if I have RR02 firmware?](#)

- Download the OS-appropriate compressed file (Windows or Linux) to the desktop from below.
 - [WD_Linux](#)
 - [WD_Windows](#)
- Uncompress the file using the appropriate method below:
 - Windows: Right click WD_Windows.zip and choose "Extract All..." and put it on the desktop
 - Linux: Open Terminal and type the following in order
 - `cd ~/Desktop`
 - `sudo tar -xvf WD_Linux.tar.gz`
- Stop the exacqVision Server service.
- Open a Command Prompt or Terminal and navigate to the WD folder you unzipped in step 1. As per below:
 - In the terminal or Command Prompt type the following in order Case sensitive

- cd desktop [for Linux cd ~/Desktop]
- cd WD
- Then hit the TAB key on the keyboard and it should fill in the rest. If not, type the entire folder name.
- Next Type:
 - **Windows:**
 - WD_download.exe RR04.pkg
 - **Linux:**
 - sudo chmod 775 WD_download.sh
 - sudo ./WD_download.sh RR04.pkg
- Type all and then press enter to apply the firmware to all drives
 - When the process completes, type the following depending on OS
 - Windows: WD_download.exe -list and confirm the firmware is now RR04.
 - Linux: sudo ./WD_download.sh -list and confirm the firmware is now RR04.
- Start the exacqVision Service. See instruction links in step 3.

Caution: Do not attempt to use this firmware on other drive families or capacities as it will not resolve the issue and may cause drive failure.

Note: In some instances, there may be a mix of drives that do not have the RR02 firmware. In these cases, you can select the individual drive ports in the command line, i.e. 1,5,17 instead of all.

If you have any problems with these instructions, contact our support team at +1-317-813-3717, or via a web form at www.exacq.com/support/form.