

TS0166 How to upgrade and downgrade 1.x and 2.x firmware

APPLIES TO: EntryUpgrade 1.1.3 version and above

You can downgrade devices with 2.x firmware to 1.x firmware work with BioStar 1 and you can upgrade devices with 1.x firmware to 2.x firmware to work with BioStar 2. The devices that are compatible to be used in both BioStars are shown in the link below:

<https://www.supremainc.com/en/AccessControl-TimeandAttendance/Biometric-Devices/Devices-Comparison>

Compatibility ³	BioStar 1.x	Yes	-	Yes	-
	BioStar 2	-	Yes	-	Yes

You can download the most recent entry upgrade tool (v1.1.3) from the link below. Let us know if the link does not work for you.

<http://webhard.suprema.co.kr//ExFd/12643/8900.msi>

In order to enable the EntryUpgrade tool, you will need a file called **fw.ini** provided by Suprema TS team. If you don't have this file yet, please contact us first to request one.

When requesting the ini file, please include the information (1) the purpose of upgrade/downgrade, (2) how many devices to upgrade/downgrade.

Please read the cautions first before proceeding with the upgrade/downgrade. Failing to follow instructions may lead to device malfunction.

Cautions

- Please remove the devices from Biostar before attempting to upgrade/downgrade the device.
- You will have to use an Ethernet connection to upgrade/downgrade the device.
- Note that devices with 2.x firmware will only be visible when searched in BioStar 2 and devices with 1.x firmware will not be visible when searched in BioStar 2
 - o BioStar 1.91 (to be released in Q3 of 2016) will be able to search BioStar 2 devices with 2.x firmware (A2, BS2) but if it is a device that was originally designed to be compatible with BioStar 1, the device will have to be a 1.x firmware to be visible on the search device list. In example, BioLite Net with 2.x firmware will not be searched in BioStar 1. It would have to be in 1.x firmware to be used.

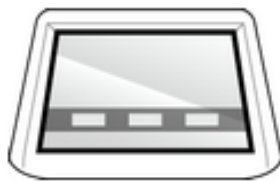
[Upgrade Warning]

If you are upgrading a device with a fingerprint scanner from 1.x to 2.x firmware you will have to check if it has the OC-4 sensor.

In order to see if your device has 'OC-2' or 'OC-4' sensor, refer to the image below.



OC-2 Sensor



OC-4 Sensor

The difference is the number of the white spot, which glows in red when you put the power on. If it has two spots it'll be the OC-2 sensor. The one with three of them is the OC-4 sensor.

If you attempt to upgrade a device with OC-2 sensor it will fail and may cause device malfunction. In such case you will have to proceed the device with RMA.

[Downgrade Warning]

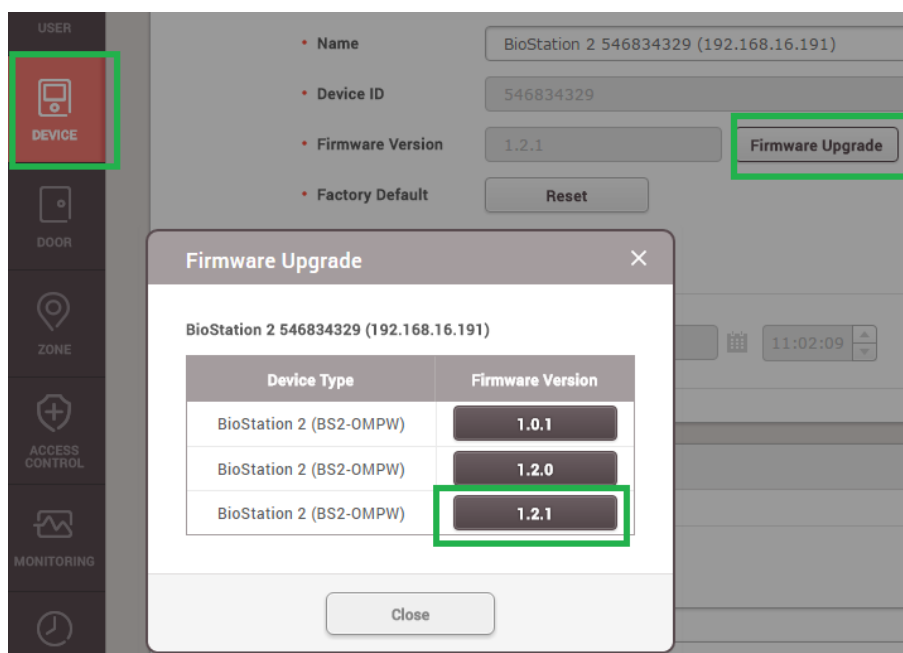
Please upgrade the device to the latest firmware before downgrading the device. Some devices may fail to downgrade mid-process if you do not upgrade to the latest firmware. In such case you will have to proceed the device with RMA.

Every BioStar installation has the latest firmware that comes with the installation. If you have BioStar version that is below 2.2.1 please download the most recent firmware from our download center.

<https://www.supremainc.com/en/resource-category/downloads>

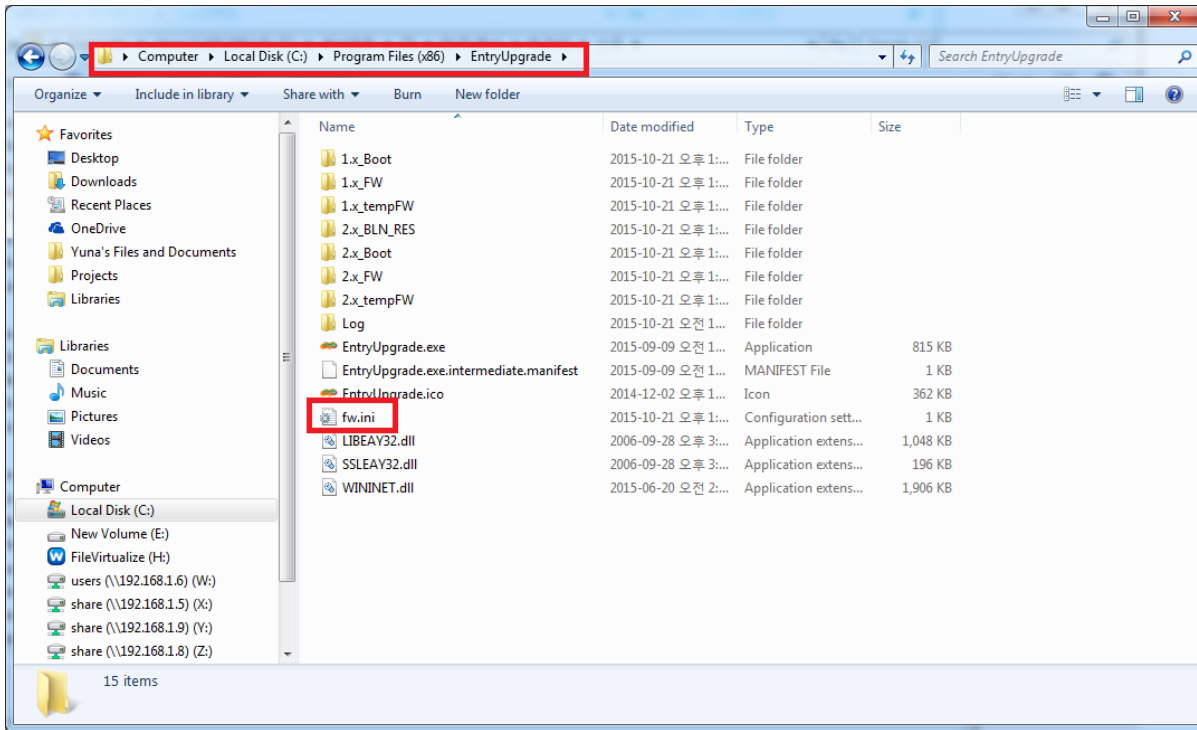
If you have BioStar 2.2.1 or above, you can upgrade the device firmware by following the procedure below

1. Click on the DEVICE menu.
2. Select the device you want to upgrade.
3. Click Firmware Upgrade
4. Click on the latest firmware version.

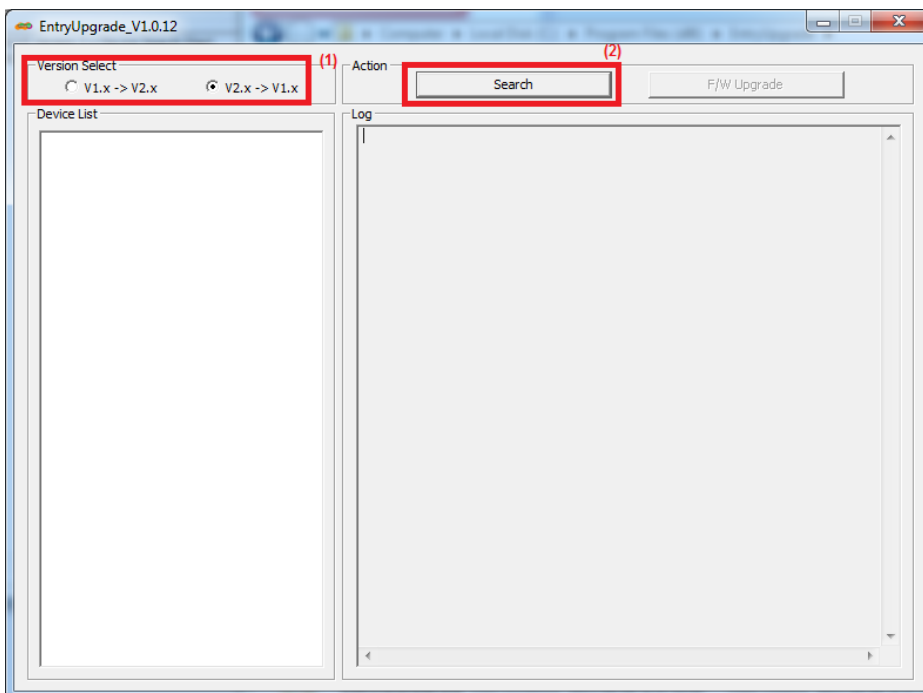


Upgrading/Downgrading the firmware

1. Install EntryUpgrade
2. Remove and disconnect the device from BioStar
3. Place the **fw.ini** file provided in the EntryUpgrade install folder (C:\Program Files (x86)\EntryUpgrade)

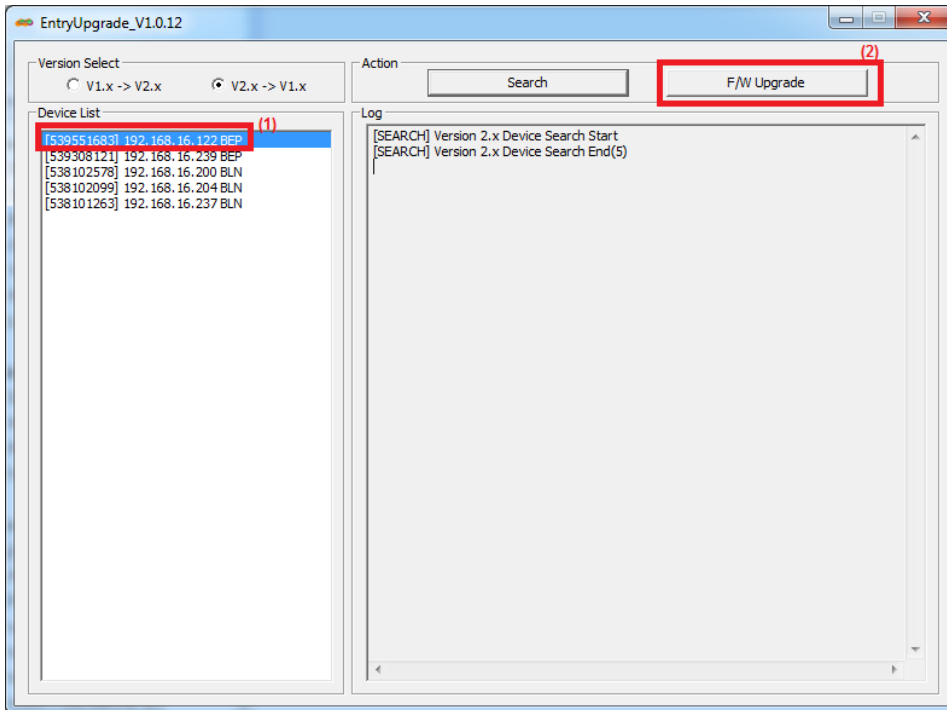


4. Open the EntryUpgrade tool. Now it is enabled. Firstly, please select whether you want to upgrade (V1.x ->V2.x) or to downgrade(V2.x -> V1.x) and press **Search** button. Then it will start searching devices.

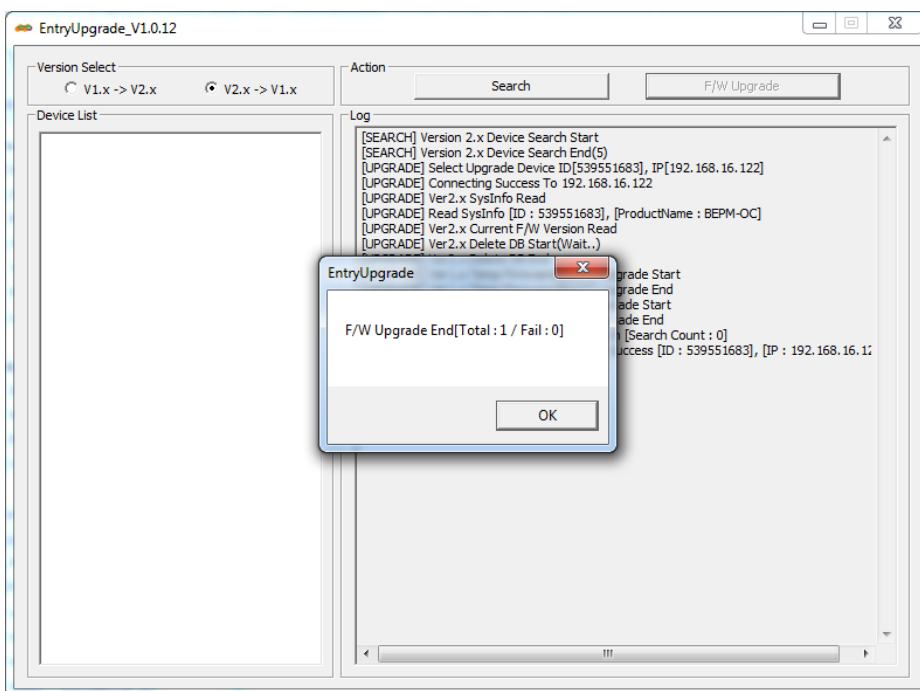


5. When searching is done, select a device you wish to upgrade/downgrade from the Device List and press **F/W Upgrade** button. Then the upgrade/downgrade process will start. This may take a while to complete.

- It is recommended to upgrade one device at a time.



6. You will see the log of the upgrading process on the 'Log' screen. Wait for an alert message that shows the total devices you have attempted to upgrade and the number that has failed. It does not display the number of successions. Check the 'Fail' number. It has to be zero and also check the log and compare if it has appeared same as the screenshot below.



7. Please try adding the device in BioStar1.x or BioStar2 to check whether the upgrade/downgrade has been successfully applied. Alternatively, try rebooting the device. If it boots with yellow LED, it means the device has 1.x-supporting firmware. If red, it's 2-x supporting firmware.

If the process fails, please take a screenshot of the fail message and send it to us. In some cases we might be able to restore the device through a remote session. Else the device will have to be proceeded with RMA.