Service Bulletin

Revision Date: 03/20/2012

StarTechcom

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Firmware Upgrade Procedure

SAT3510U3V SATDOCK4U3E SAT3540U3ER

Symptoms

- The PC is unable to recognize or connect to the attached hard drives.
- The hard drives will randomly drop from the system then shortly after reappear.

Upgrade Steps

NOTE: The firmware update can only be done by a PC running Windows.

- 1. Download and extract the newest drivers/software package from the product's download page at **www.startech.com**.
- 2. Install or connect a hard drive to the storage device and power it on.
- Connect the storage device to a PC via USB. The storage device should be recognized by the PC as a "USB Mass Storage Device".
 NOTE: To update the firmware the device can be connected to either USB 2.0 or 3.0 ports.
- 4. Open the directory where the software package was extracted in Step 1 and double-click on the "FwUpdateTool_v1_15_06_T2.exe" file. This will open the utility that will update the firmware.

If the storage device is recognized by the system the "USB Disk" dropdown list will show an item named "<<**USB>> Generic USB3.0**". You may need to use the dropdown list to select this item.

Chip UMS0517533 See	LISR3.0	
Firmware File		
Drives		Load File
Firmware Ver. 69.00.03.00.01		
Flash Type PMC		
Status		
BD Version Bun	Ex	

- 5. Click the "Load File" button and then select the file named "JMS539_PM_255.31.3.41.22_20100805.BIN", located with the extracted files, then click "OK".
- 6. Click the "Run" button to being the upgrade.

LICE DICK	(USB)) Garais USB2	
USB DISK	COSE// Generic USB3.0	· -
Firmware File	\$539VJM\$539_PM_255.3	1.3.41.22_20100805.BIN
Drives		Load File
imware Ver.	69.00.03.00.01	
Flash Type	PMC	
Status		

7. A pop up window should appear that says the device needs to be manually restarted. Click the "OK" button and then disconnect the power adapter from the back of the storage device.

Message	×
Please Turn-Off the Power	r and Turn-On Again!
	ОК

- 8. The firmware update utility will indicate that the update was successful, so exit the update utility and after a several seconds reconnect the power adapter to the storage device and press the power button.
- 9. Reopen the firmware update utility and check the current firmware version. The software should now show a firmware version of 255.31.03.41.23.

Unp pMSSOL	539 Series	
USB DISK < <usb></usb>	CORSAIR CMFSS	D-64GBG2D
Firmware File 5539 JM	\$539_PM_255.31.	3.41.22_20100805.B
Drives	_	Load File
Firmware Ver. 255.31.0	3.41.23	_
Flash Type PMC		

10. Re-test the storage device and make sure the symptoms are resolved.