

Firmware Upgrade Procedure

SAT3510U3V
SATDOCK4U3E

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.

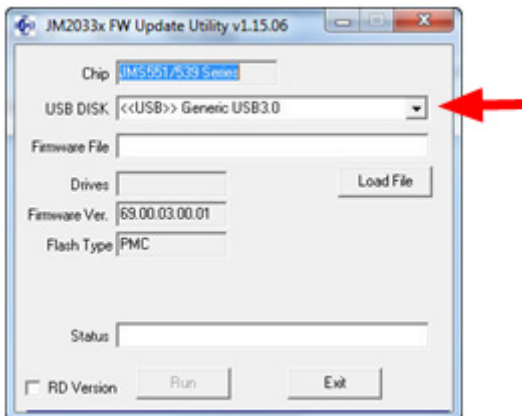
2. Install or connect a hard drive to the storage device and power it on.

3. 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.

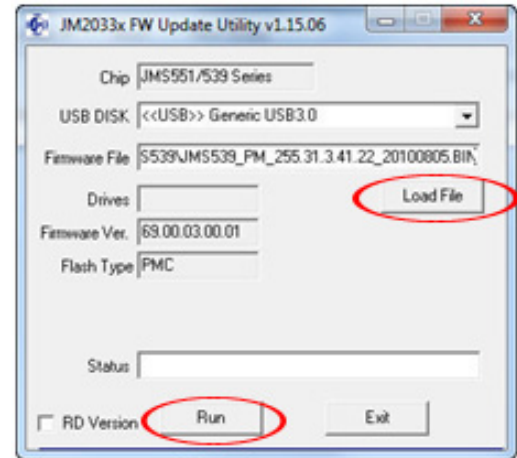
4. Open the directory where the software package was extracted in Step 1 and double-click on the "FwUpdateTool_v1_15_06_T2.exe" file. This will open the utility that will update the firmware.

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.

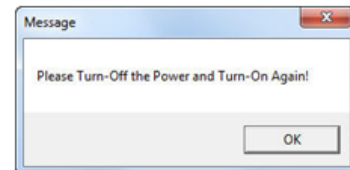


5. Click the "Load File" button and then select the file named "JMS539_PM_255.31.3.41.22_20100805.BIN", located with the extracted files, then click "OK".

6. Click the "Run" button to begin the upgrade.

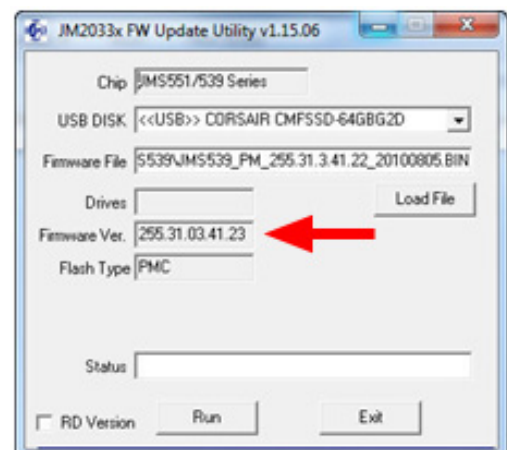


7. A pop up window should appear that says the device needs to be manually restarted. Click the "OK" button and then disconnect the power adapter from the back of the storage device.



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.



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