



# Avid NEXIS | PRO Firmware Update Version 4.1.16c

## About the Firmware Update

If an Avid NEXIS | PRO experiences a sudden loss of power or a brown-out, all the media drives go offline and the system becomes unresponsive.

This firmware update, called **AvidNEXISSetup\_Pro\_Firmware\_r4.1.16c.bin**, updates the subsystem and GEM firmware on the Controllers to fix that issue.

### Avid strongly recommends installing this patch.

You can apply this patch to any Avid NEXIS | PRO running v6.1 and higher. If you have an ISIS | 1000, you must upgrade it to v5.0.2, then to v6.1 or higher, before applying this patch.

**Note:** Plan to install this firmware update during a maintenance window. The installation will take approximately 40-60 minutes per Engine to complete. Do not shut down or reboot the system – it will automatically reboot when the update is complete.

## Applying the Update

In a multi-Engine configuration, apply this update to each Engine in turn, starting with the Engine running the System Director.

1. Log in to your Avid Master Account: <http://account.avid.com/>
2. Go to My Products and Subscriptions.
3. Click Show next to Product Details and Download Links.
4. Download the firmware file, named **AvidNEXISSetup\_Pro\_Firmware\_r4.1.16c.bin** to a computer that is connected to or can be moved to the network with the AVID NEXIS | PRO.
5. Connect the computer to the same network as the AVID NEXIS | PRO system.
6. In the Management Console, identify the Engine running the System Director.
7. Double-click its name to open the Details panel, then select the Hostname in the Storage Controllers area and click Info to open the Agent.
8. In the Agent, click Install under the Configuration heading.
9. Click Choose File and navigate to the location where you downloaded the patch file. Select the file and click Open.
10. In the Agent page, click Submit.  
When prompted for confirmation, click OK. The firmware installer (the bin file) installs the update. The update can take 40-60 minutes to complete. When the update is installed, the installer restarts the system. **Do not manually restart the system during the upgrade.**
11. Verify that the patch installation completed and passed before updating the other Engines. See *Verifying the Update*.
12. If there are additional Engines in the configuration, update them in turn through the Agent.

## Verifying the Update

To make sure the firmware update has been installed, do the following *on each Engine*, starting with the one running the System Director:

1. Open the Agent page and click the ADVANCED tab.
2. Under System Tools, click Issue shell command.
3. In the shell command field, enter: `/scratch/tools/AvidNEXISPRO_firmware_verification.bash`, then click Run.

If the update **passed**, the screen output looks like the following:

**Important:** Advanced functions are reserved for use by Avid personnel. This functionality should only be invoked by Avid personnel. This functionality may be altered or removed from the product without notice.

Output for command: `/scratch/tools/AvidNEXISPRO_firmware_verification.bash`

A51-NEXIS-PRO-SBB Firmware Verification Results Date: Fri Nov 4 15:46:36 EDT 2016

Firmware Component	Current Version	Expected Version	Result
BMC Boot Image	2.0.0002	2.0.0002	PASS
BMC Root Image	2.0.001A	2.0.001A	PASS
CPLD Image	17.0.000b	17.0.000b	PASS
BIOS Image	0.47.0001	0.47.0001	PASS
Canister Firmware	4.0.0.114	4.0.0.114	PASS
Canister Bootloader	5.07	5.07	PASS
Canister config CRC	0x9134777A	0x9134777A	PASS
Canister VPD structure	0x06	0x06	PASS
Canister VPD CRC	0x142F7DC2	0x142F7DC2	PASS
Canister CPLD	0x19	0x19	PASS
Midplane VPD structure	0x0C	0x0C	PASS
Midplane VPD CRC	0x0323FD6D	0x0323FD6D	PASS
Midplane CPLD	0x14	0x14	PASS
PCM 1 firmware	2.01 1.07	2.01 1.07	PASS
PCM 2 firmware	2.01 1.07	2.01 1.07	PASS
PCM 1 VPD structure	0x05	0x05	PASS
PCM 2 VPD structure	0x05	0x05	PASS
PCM 1 VPD CRC	0xB672A592	0xB672A592	PASS
PCM 2 VPD CRC	0xB672A592	0xB672A592	PASS

Firmware status: PASS  
NEXIS | PRO system firmware is successfully updated to latest version

If the update **failed**, the screen output looks like the following:

**Important:** Advanced functions are reserved for use by Avid personnel. This functionality should only be invoked by Avid personnel. This functionality may be altered or removed from the product without notice.

**Output for command: /scratch/tools/AvidNEXISPRO\_firmware\_verification.bash**

A51-NEXIS-PRO-SBB Firmware Verification Results Date: Fri Nov 4 16:01:12 EDT 2016

Firmware Component	Current Version	Expected Version	Result
BMC Boot Image	2.00.0001	2.0.0002	FAIL
BMC Root Image	2.0.001A	2.0.001A	PASS
CPLD Image	17.0.000b	17.0.000b	PASS
BIOS Image	0.47.0001	0.47.0001	PASS
Canister Firmware	4.0.0.90	4.0.0.114	FAIL
Canister Bootloader	5.07	5.07	PASS
Canister config CRC	0x9134777A	0x9134777A	PASS
Canister VPD structure	0x06	0x06	PASS
Canister VPD CRC	0x142F7DC2	0x142F7DC2	PASS
Canister CPLD	0x19	0x19	PASS
Midplane VPD structure	0x0C	0x0C	PASS
Midplane VPD CRC	0x0323FD6D	0x0323FD6D	PASS
Midplane CPLD	0x14	0x14	PASS
PCM 1 firmware	2.01 1.07	2.01 1.07	PASS
PCM 2 firmware	2.01 1.07	2.01 1.07	PASS
PCM 1 VPD structure	0x05	0x05	PASS
PCM 2 VPD structure	0x05	0x05	PASS
PCM 1 VPD CRC	0xB672A592	0xB672A592	PASS
PCM 2 VPD CRC	0xB672A592	0xB672A592	PASS

Firmware status: FAIL  
Please run firmware update (AvidNEXISSetup\_Pro\_Firmware\_r4.1.16c.bin) again.

Try installing the patch again. It might take two to three times for the update to pass.

If it fails after the third attempt, call Avid Advantage Support.

**Note:** This patch must be installed on any spare or replacement Avid NEXIS | PRO Controllers (P/N 9900-65610-00). Keep these instructions for future reference.