



# Firmware update procedure

May 2018

Revision 1.0

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# 1 Firmware Update

## 1.1 Summary

This article describes how you can update the firmware in either the Amulet Hotkey Tera 2 zero clients or Tera 2 host cards (models listed below), from a suitably configured PC using the Administrative Web Interface (AWI). Latest update packages can be obtained from the Amulet Hotkey resources website, <https://resources.amulethotkey.com/> or from Amulet Hotkey Technical Support.

Zero client models: DXZ4 (all variants), DXZC (all variants)

Host card models: DXH4 (all variants), DXL2 (all variants)

**Note:** You cannot update firmware while a PCoIP link is in session. Terminate existing sessions before updating the firmware. Any session requests during the update will be denied.

## 1.2 Zero Client

- 1 Log in to the AWI. (To access the web interface, browse to the IP address of the zero client from a browser and log in.)
- 2 Browse to **Upload > Firmware**.
- 3 Click **Choose File**.



- 4 Browse to the folder and select the firmware file having the ".all" extension (e.g. tera2-zero-client-6-5-1-awi-upgrade.all).

- 5 Click **Open** to select the file so its name appears in the Firmware Build filename field.
- 6 Click **Upload**.
- 7 Click the OK button on the popup dialogue window that reads **Are you sure?** This will upload a new firmware image. This operation may take a few minutes". (When completed, the AWI page displays two buttons Reset and Continue).
- 8 Click **Reset**.
- 9 Click **OK**.
- 10 Log out of the AWI and power cycle the zero client.

You can verify the selected firmware has been applied by logging onto the AWI once the zero client has powered back on.

Browse to **Info > Version** and confirming the correct version is shown next to the Firmware Version parameter.

### 1.3 Host card

1. Ensure the host PC or workstation is in an idle state (close all applications).
2. Log in to the AWI. (To access the web interface, browse to the IP address of the host card from a browser and log in.)
3. Browse to **Upload > Firmware**.
4. Click **Choose File**.
5. Browse to the folder and select the firmware file having the ".all" extension (e.g. tera2-remote-workstation-card-5.1.0-awi-upgrade.all).
6. Click **Open** to select the file so its name appears in the Firmware Build filename field.
7. Click **Upload**.
8. Click the **OK** button on the popup dialogue window that reads **Are you sure?** This will upload a new firmware image. This operation may take a few minutes". (When completed, the AWI page displays two buttons **Reset** and **Continue**).
9. Click **Reset**.
10. Click **OK**
11. Power off and then power on the host PC or workstation. It is necessary to power off (not just restart) the PC or workstation in order for the changes to take effect on the host card.

You can verify the selected firmware has been applied by logging onto the AWI once the zero client has powered back on.

Browse to **Info > Version** and confirming the correct version is shown next to the Firmware Version parameter.

## 2 Contact Us

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### 2.1 Resources

Visit our Resources page, <https://resources.amulethotkey.com/resources>.