Disk Healthcheck Patch: Release Notes

1. Introduction

Spectracom has released a **Disk Healthcheck** software patch for the SecureSync 1200 and NetClock 9400 Series Products. This patch will provide an assessment of the remaining life that is present on your disk. Customers can download this software hotpatch at no charge from the Spectracom website.

Some software versions (starting with Version 5.2.0 and up to and including Version 5.8.1) are now known to reduce disk life. In some extreme cases, a software upgrade or reboot could wear out a compromised compact flash card to the point where the unit will reach a non-functioning condition.

To prevent this, it is recommended to apply the Disk Healthcheck patch to assess the approximate health of your disk **before upgrading**. This Disk Healthcheck is recommended for ALL customers.

When using the Disk Healthcheck software patch:

- The Disk Healthcheck will be applied to your current software.
- The patch will be applied live (your unit will not reboot after the patch is applied).
- Your unit software must currently be running Version 5.1.2 through 5.8.4. (This patch will not function and is not necessary if your unit is running an earlier software version).
- This Disk Healthcheck is recommended for ALL customers with units that have run software between 5.1.2 and 5.8.4
- If you apply an upgrade after installing the Disk Healthcheck, it will be necessary to reapply the patch.
- The Disk Healthcheck functionality will be included in our next official software release (following 5.8.4) and this patch will not be needed at that point.

2. Instructions

2.1. Installation

The Disk Healthcheck software patch is installed like other Spectracom software upgrades.

- After downloading the software patch, log in to the Web UI.
- Navigate to TOOLS > SYSTEM > Upgrade/Backup
- In the Actions panel, select Update System Software

- In the Upload File window, choose the Disk Healthcheck software patch and select **Upload.**
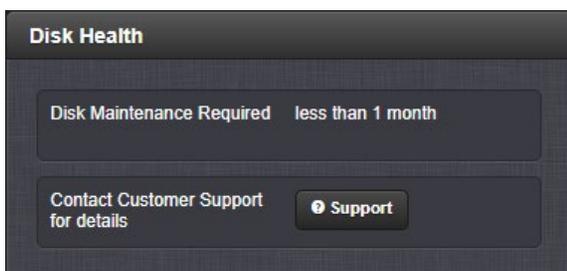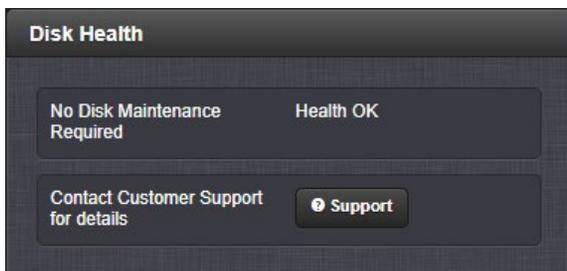
- Check the Perform Upgrade box and click **Submit**.

  Note: It is NOT necessary to select Force Upgrade or Clean Upgrade during this step.

- An Upgrade Status window will display, containing information about your patch application process. You may close this window once the status is marked "completed" for all packages.

2.2. Results

To view your Disk Healthcheck results:

- After installing the software patch, refresh the Upgrade/Backup page.

- A new Disk Health panel will display (below Disk Status). This information will update daily.

- Your Disk Status will either be **Disk Maintenance Required** or **No Disk Maintenance Required**. A status of Disk Maintenance Required will include an approximate length of life in months.

- If your Disk Health is **more than approximately three months**, your unit will have enough disk life to upgrade to the latest version of the software. (Upgrade is strongly recommended to preserve your disk).

- If your Disk Healthcheck estimates **less than three months**, do not upgrade your unit. Contact Customer Support.

- See contact information below for additional information on your projected disk life.

3. Contact Spectracom Technical Support

Should you have any questions or comments regarding any of the above-mentioned information or instructions, or require assistance after conducting your Disk Healthcheck, please contact Spectracom Technical Support.

Visit the Spectracom Support page of the Orolia website, where you can submit a support request.

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