

Upgrading ATC Device Software from V8 to V9

Last updated by | Fly, David C | Aug 30, 2024 at 9:48 AM CDT

GENERAL OVERVIEW

These instructions explain how to upgrade an ATC Device's software from V8 to V9. This procedure is not meant to repair any existing issues. Do not attempt this upgrade unless the device is functioning properly.

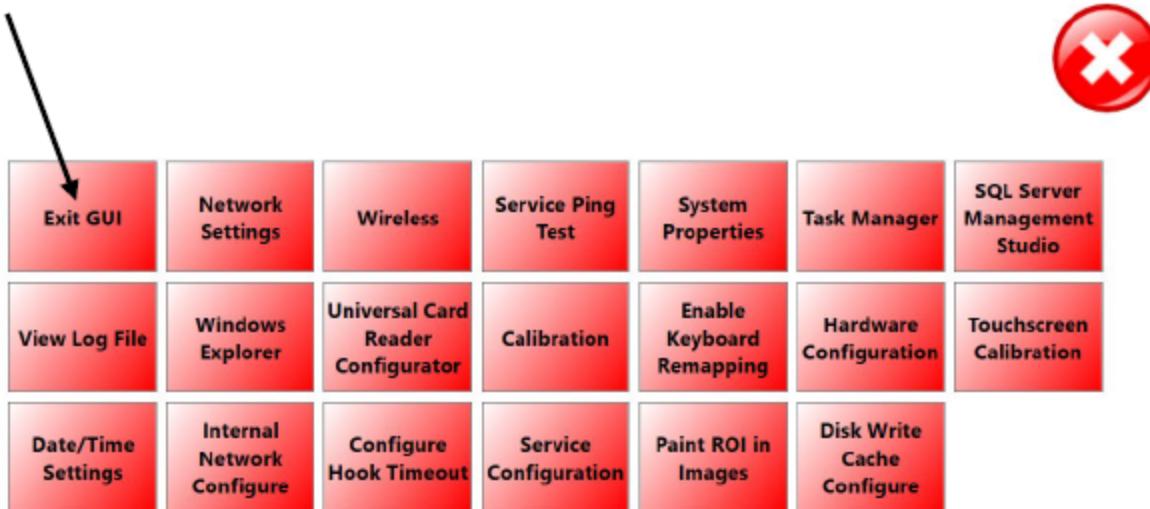
This procedure is only valid for ATC devices meeting the following criteria:

- Serial numbers begin with: Z3, Z4, Z5, Z6, Z7, Z8, or have a Gen3B/Gen4 Retrofit Kit previously installed
- Running Windows 10 Enterprise LTSC 2019 (Version 10.0.17763.5696)
 - This can be determined by inspecting this device's **L5 Connect Migration Readiness Info** in the History tab of the Admin Client.
- Has directory **E:\Config_Files\V8 to V9 Migration** or **E:\Config_Files\V8_to_V9_Migration**
- No issues with tool detection or drawer foam files
- Running v8.12.0.0 or newer

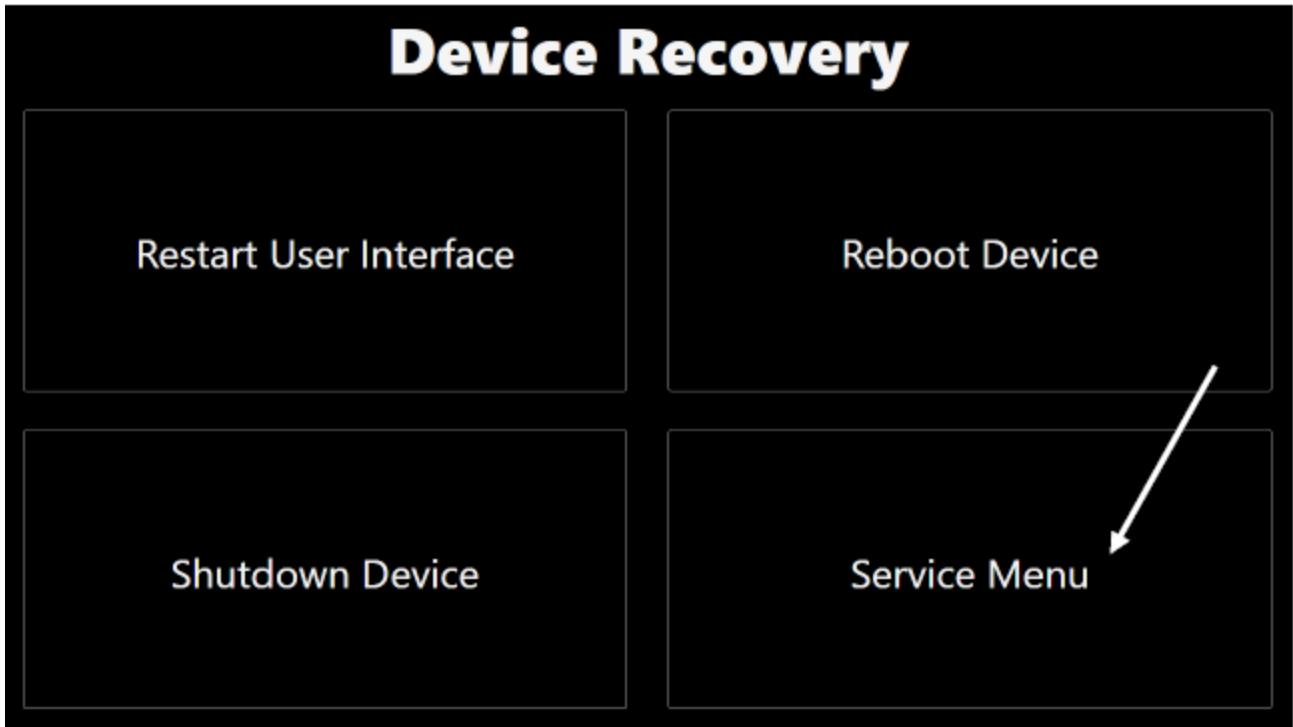
PROCEDURE

WARNING: Before you begin this process, verify that the ATC device meets the criteria listed above. Any unresolved issues could cause errors and/or a corrupted database during V9 import.

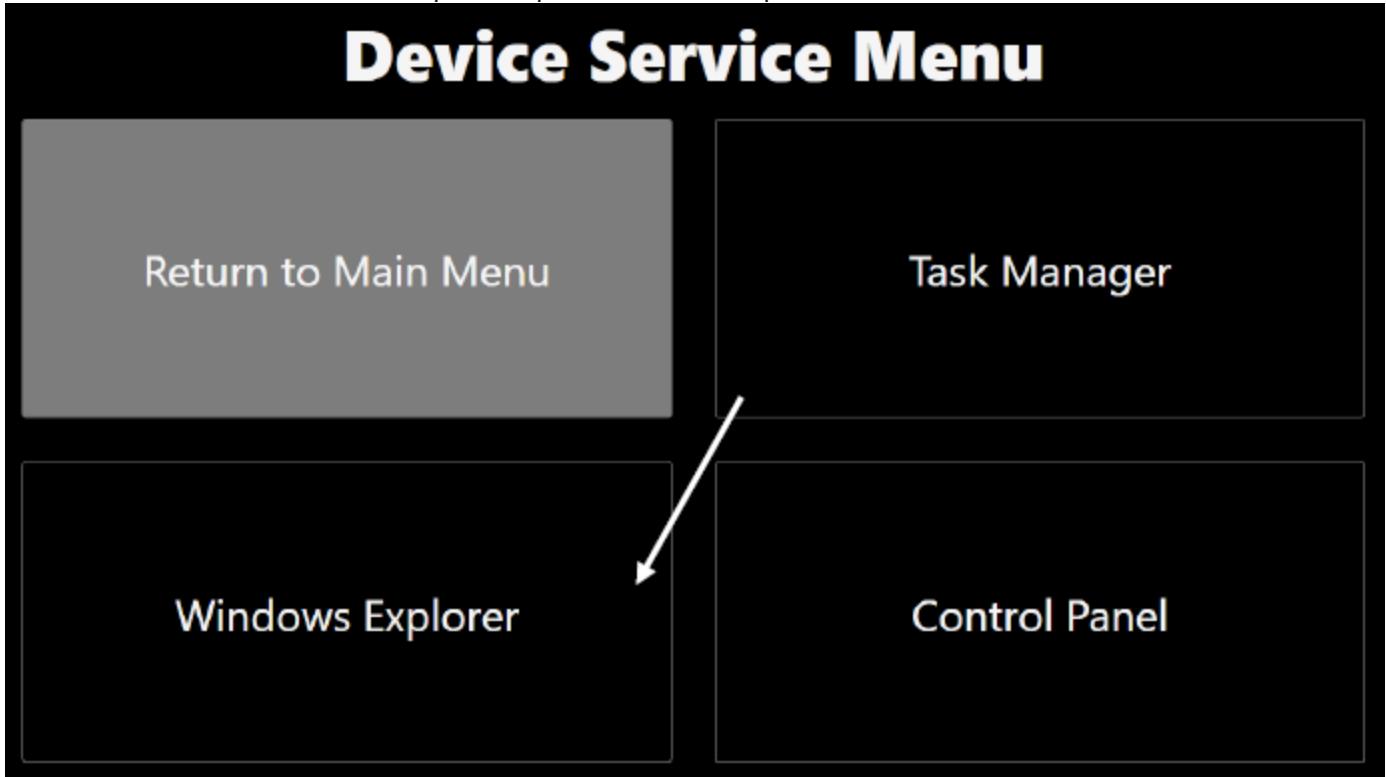
1. On the ATC Device, open the main menu, then open the service menu, input service code (default: 14231142) and click on Exit GUI.



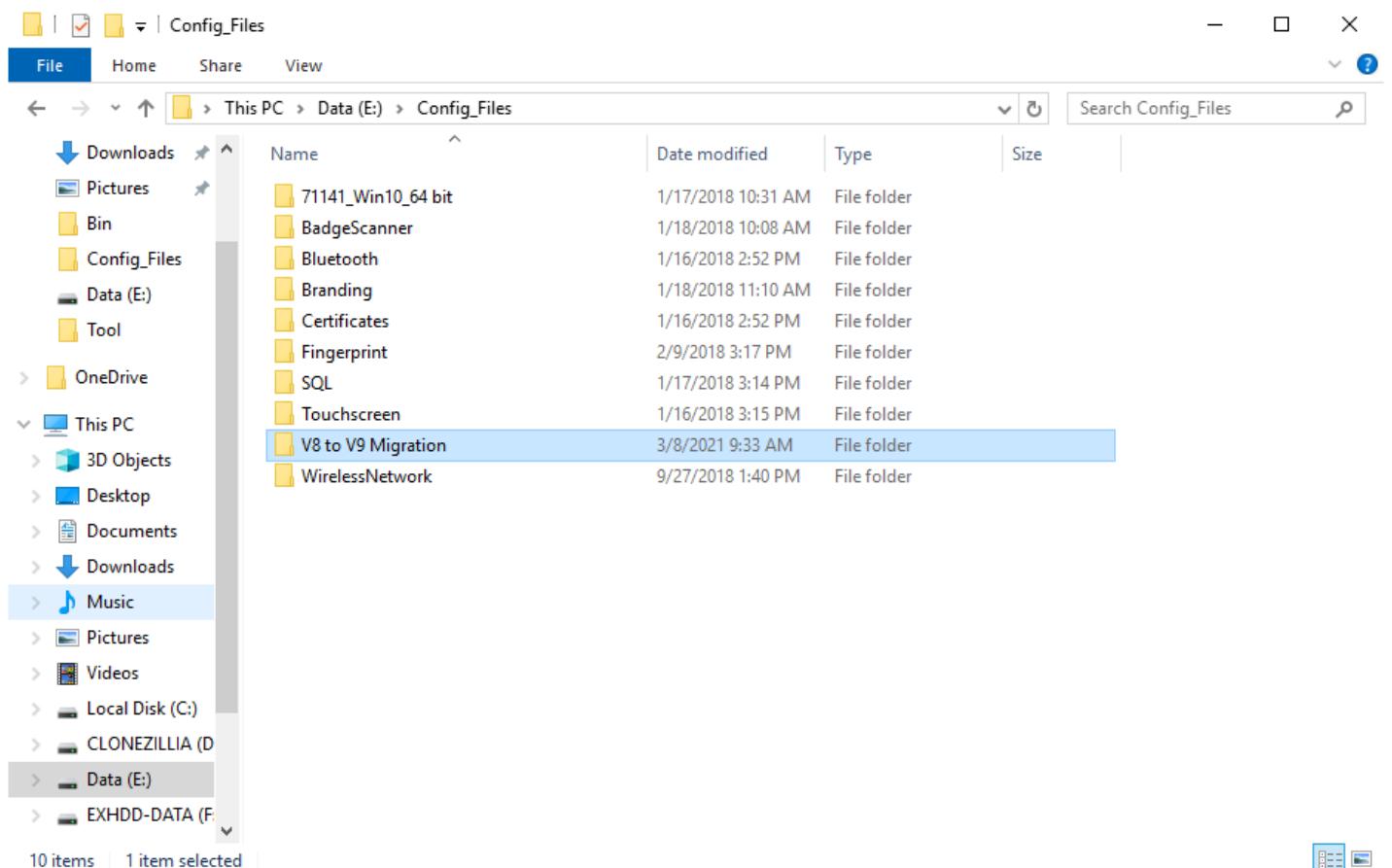
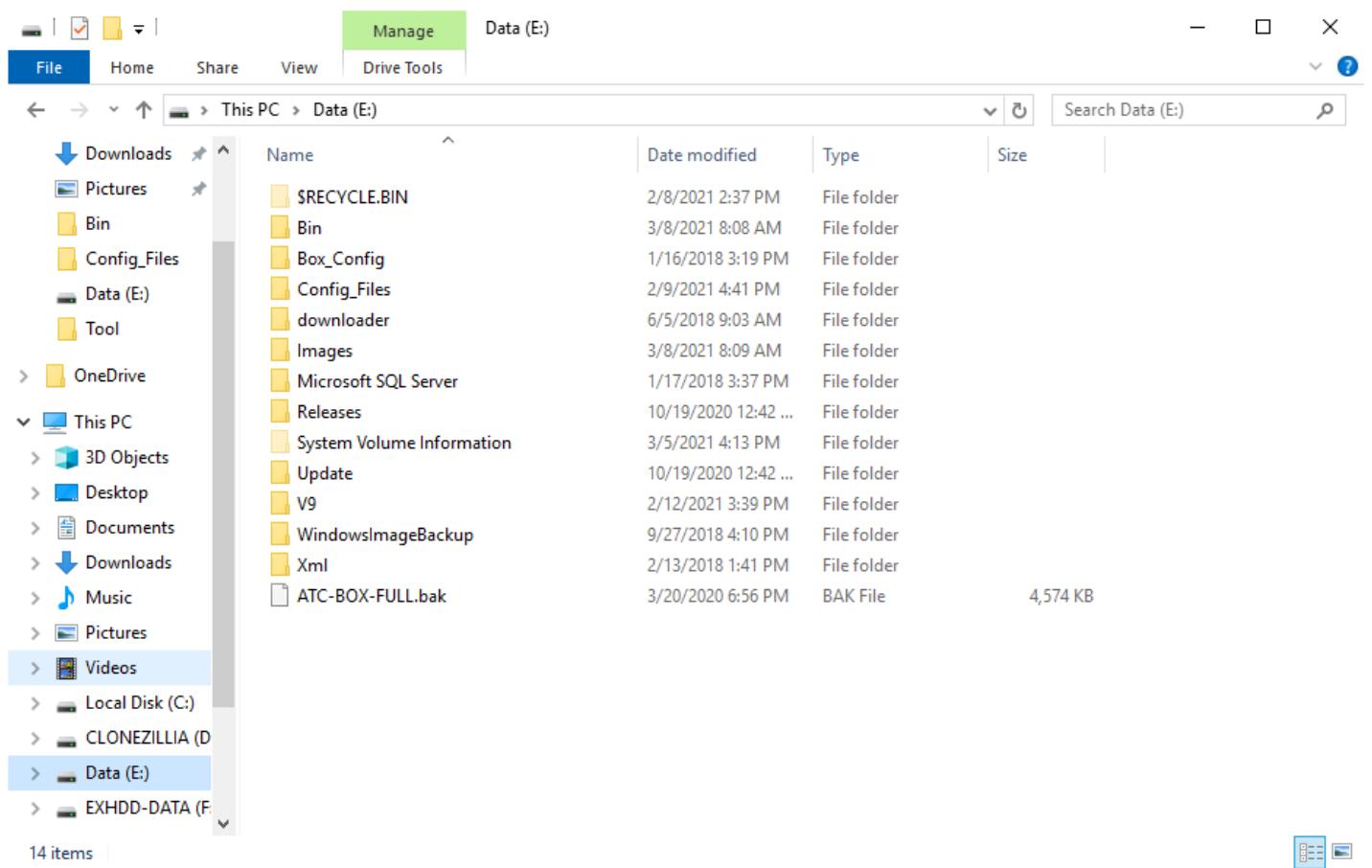
2. When you click on Exit GUI, the UI will close and you will be presented with the Device Recovery Screen. Click on Service Menu, input service code (default: 14231142).



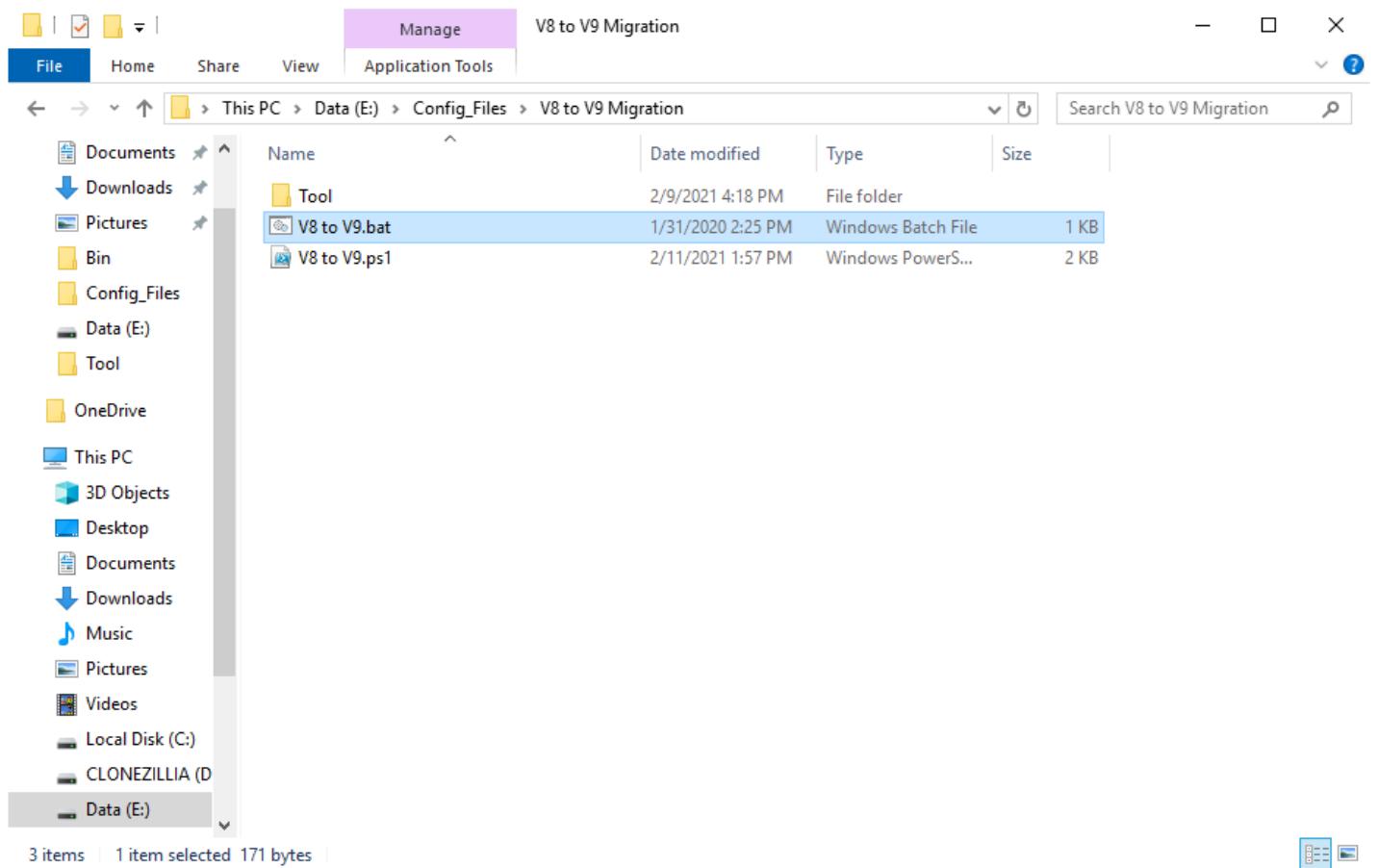
- Once the Device Service Menu opens, tap on Windows Explorer.



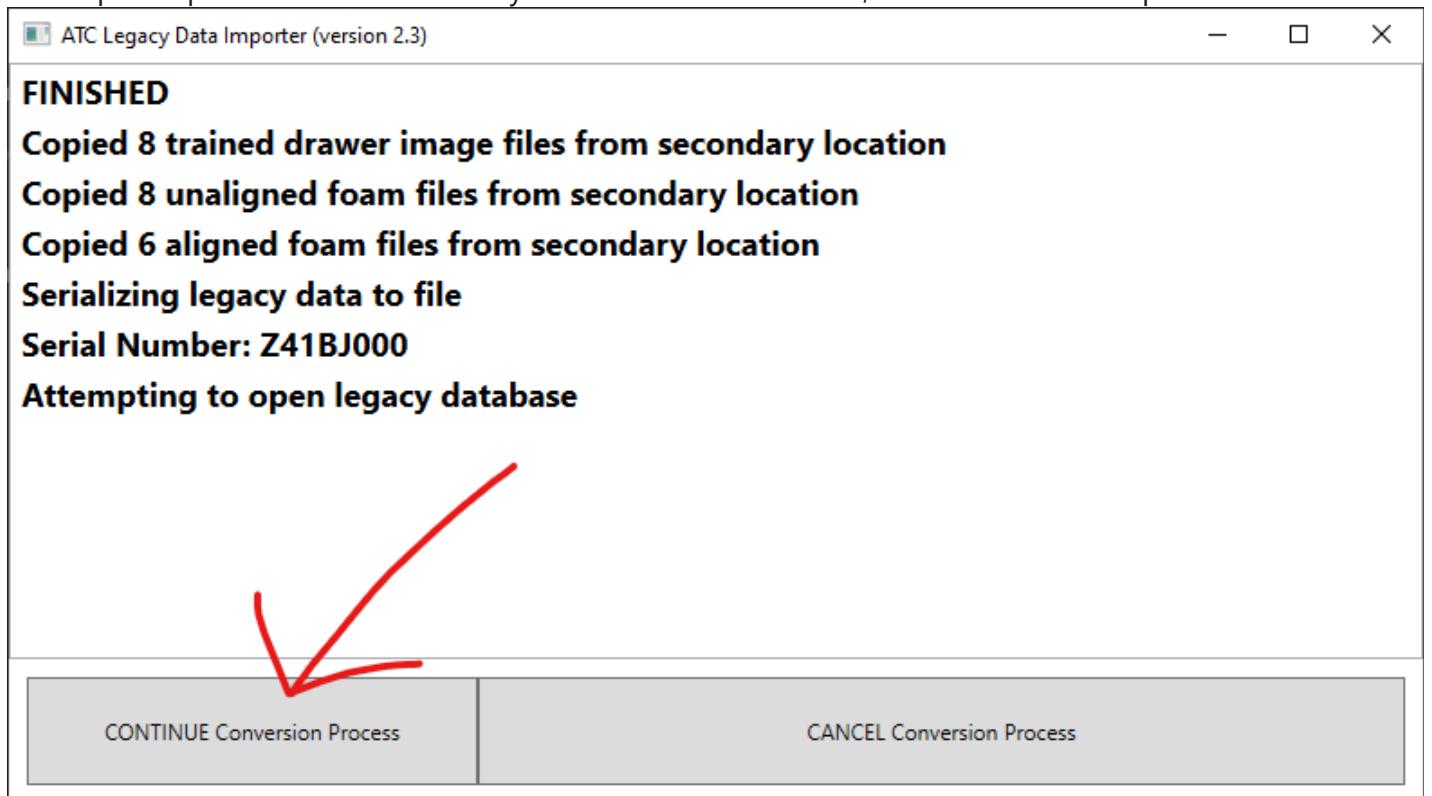
- In the Windows Explorer, navigate to E:\Config_Files\V8 to V9 Migration (Note: Some device versions use the E:\Config_Files\V8_to_V9_Migration directory in this and following steps.)



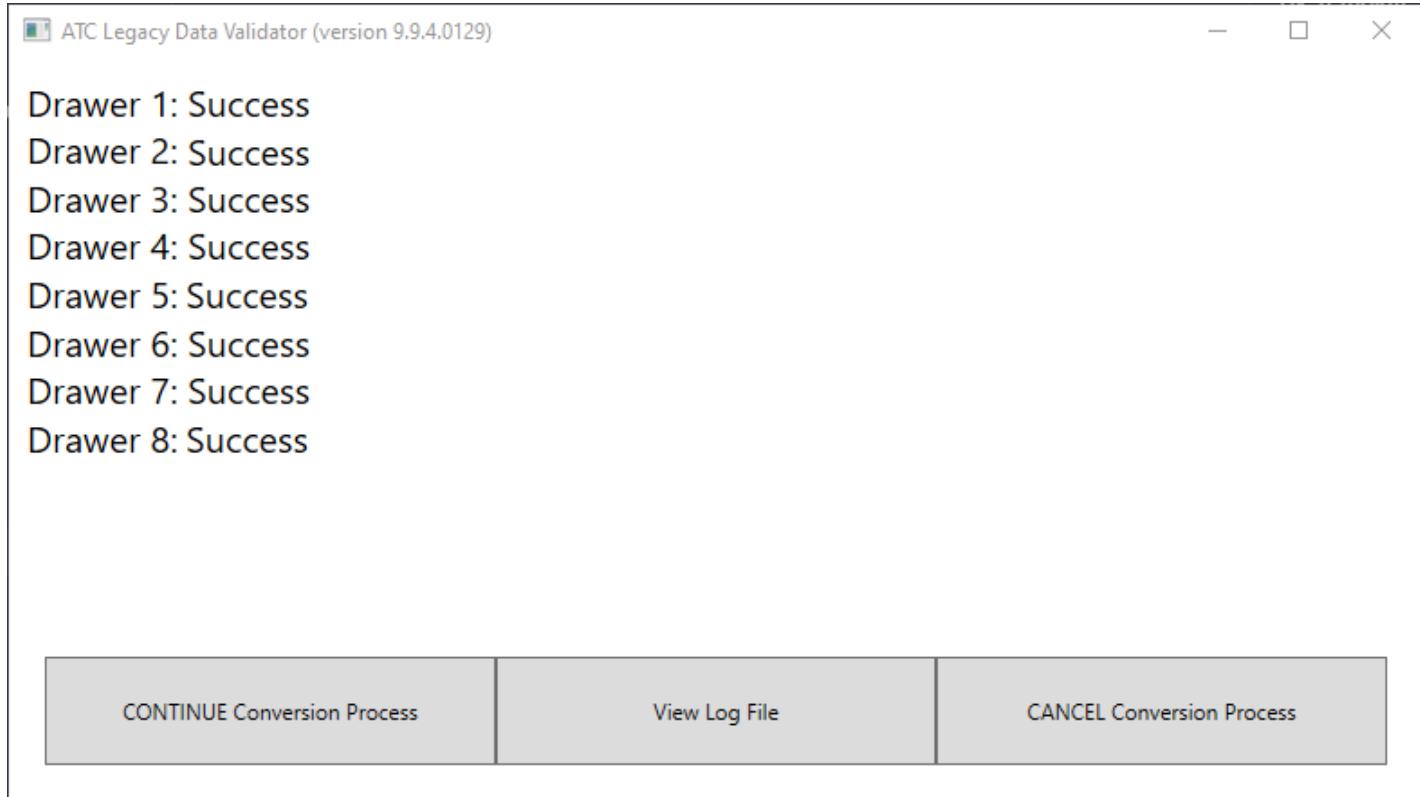
5. Next, double-click on V8 to V9.bat to begin the upgrade process. You will be prompted to input an administration password (default: F0urth@ndlInch3\$).



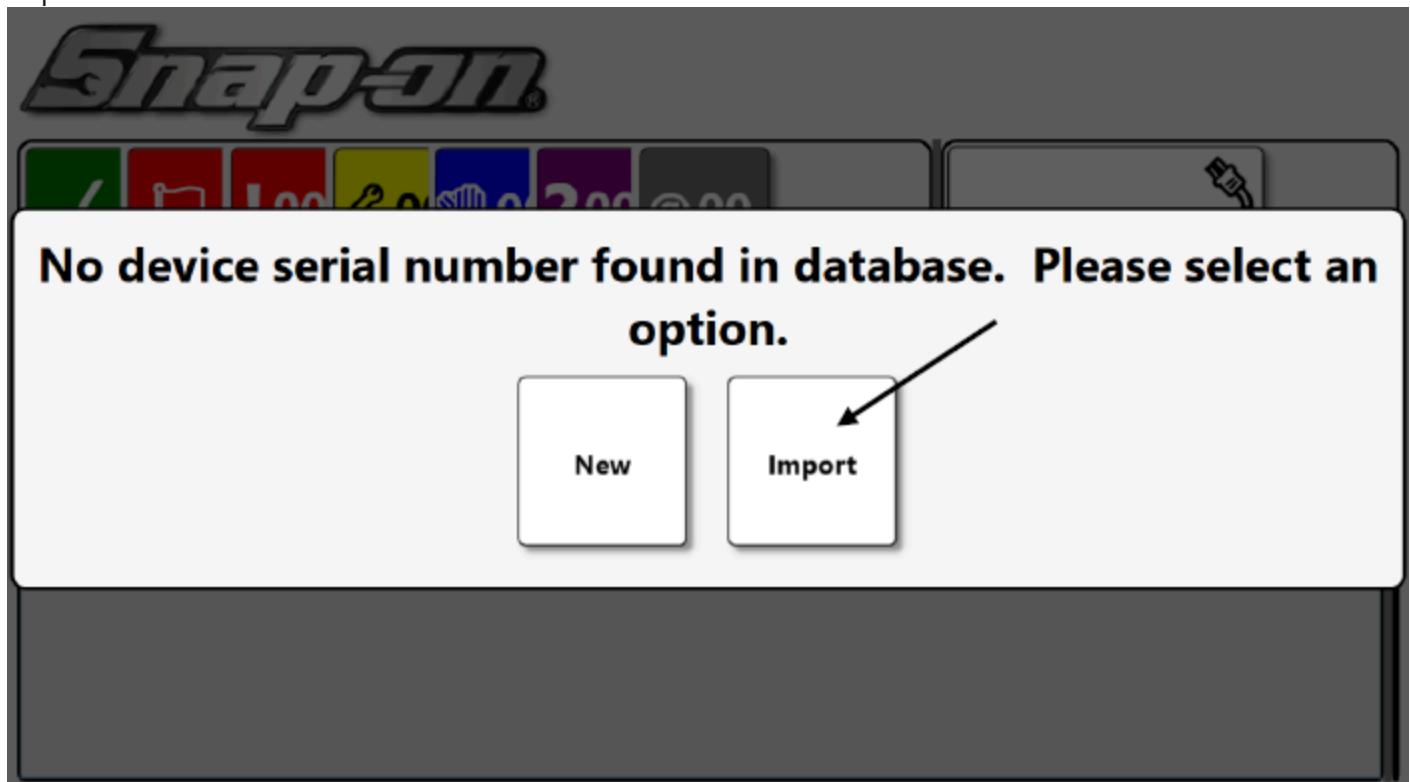
6. If you receive an Untrusted Publisher prompt, select **Run** to proceed.
7. The Importer process will automatically run. If there are no errors, click **CONTINUE** to proceed.



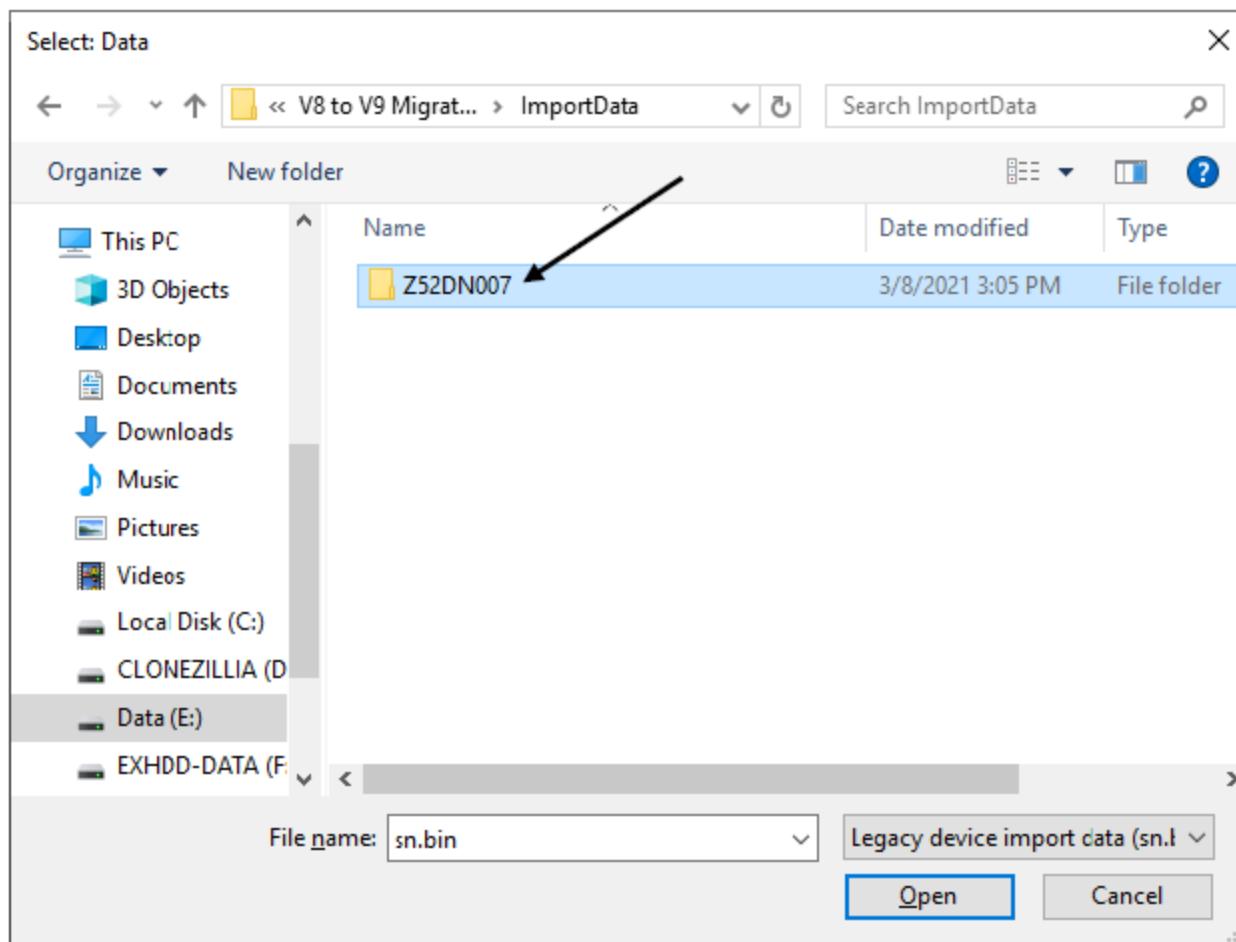
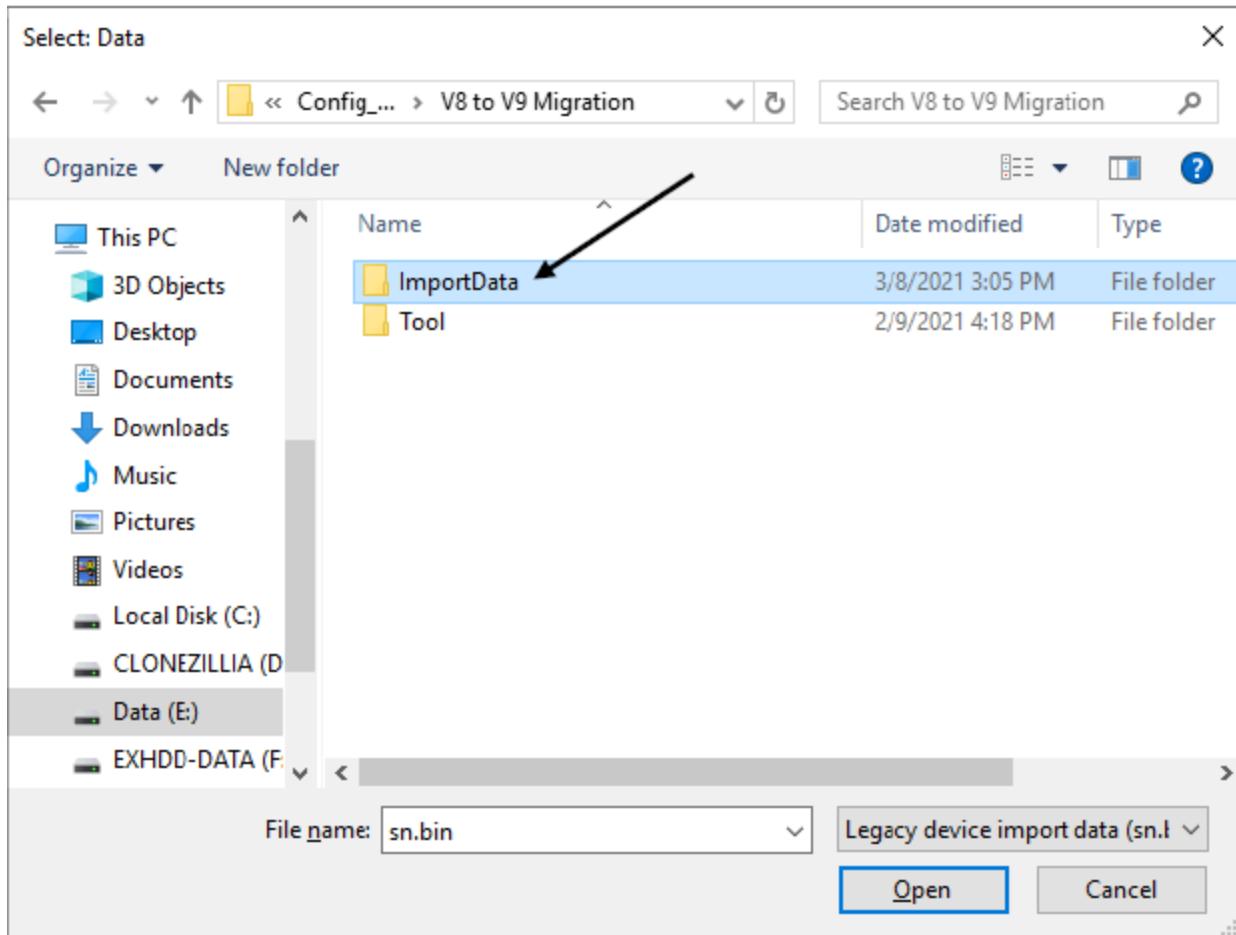
8. If you receive an Untrusted Publisher prompt, select **Run** to proceed.
9. The Data Validator will automatically run. Please address any reported errors. If no errors are reported, click **CONTINUE** to proceed.



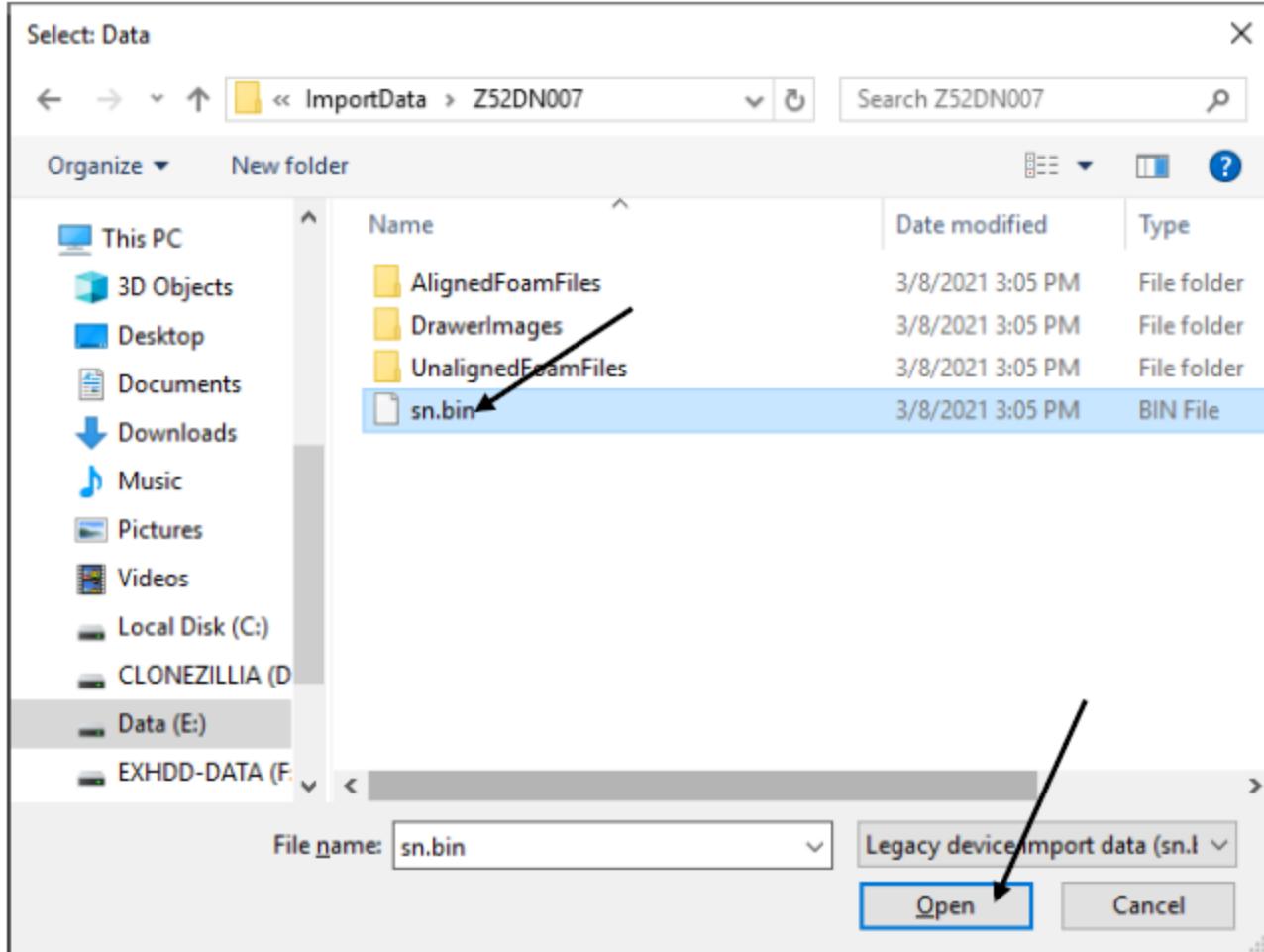
10. The system will automatically reboot.
11. After the reboot, the system will boot into the V9 software, you will be asked to select a setup method. Tap Import.



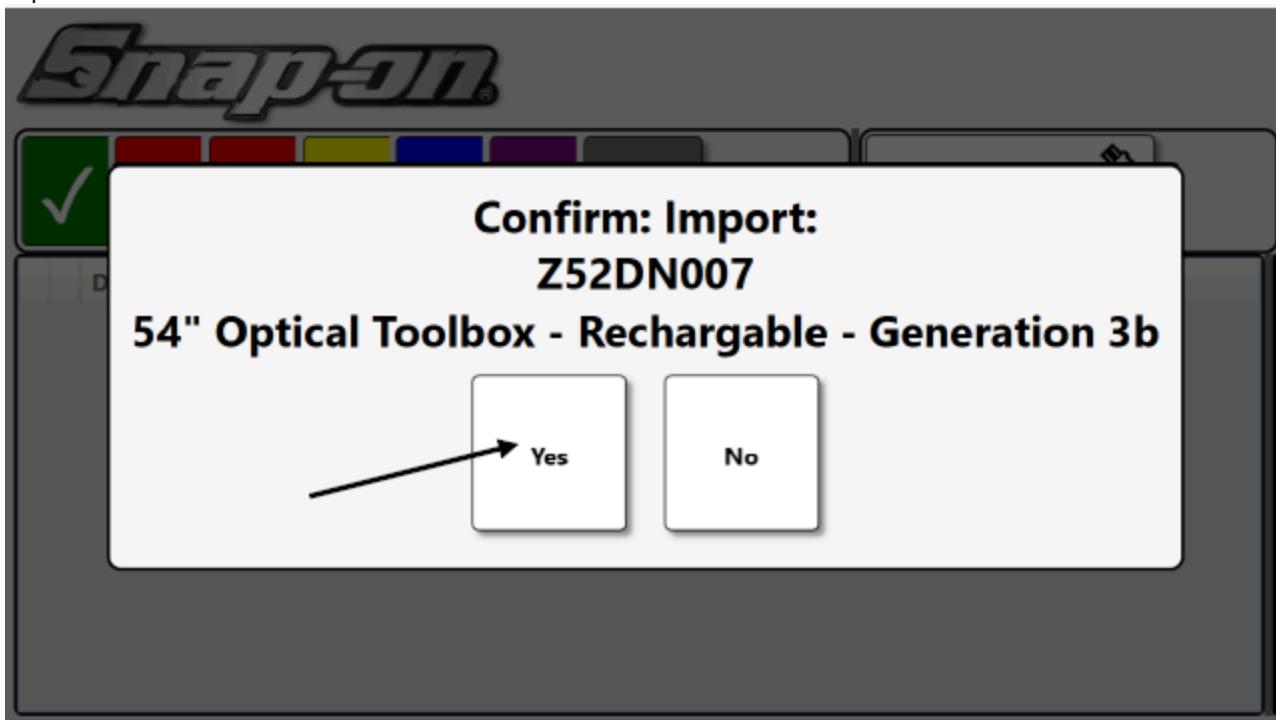
12. You will need to select the update file, which is located in E:\Config_Files\V8 to V9 Migration\ImportData\[SerialNumber of Box].



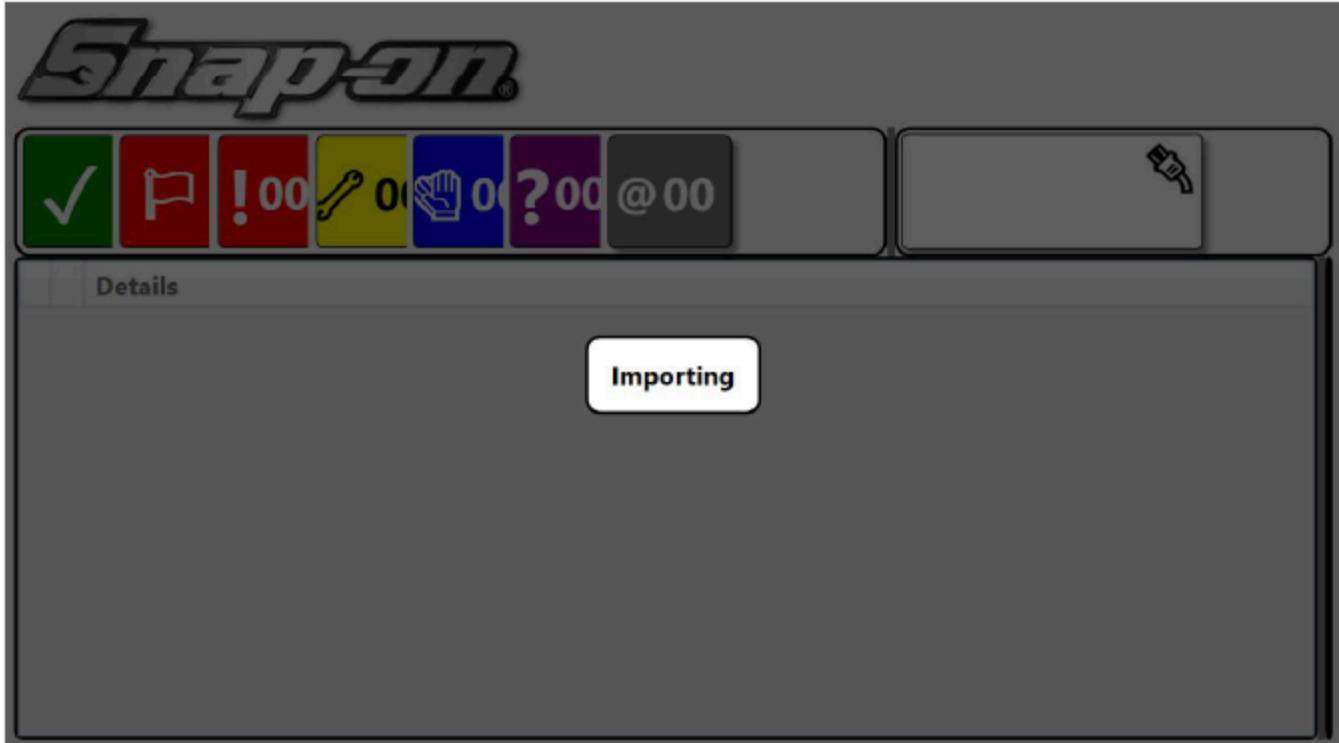
13. Select sn.bin and click Open.



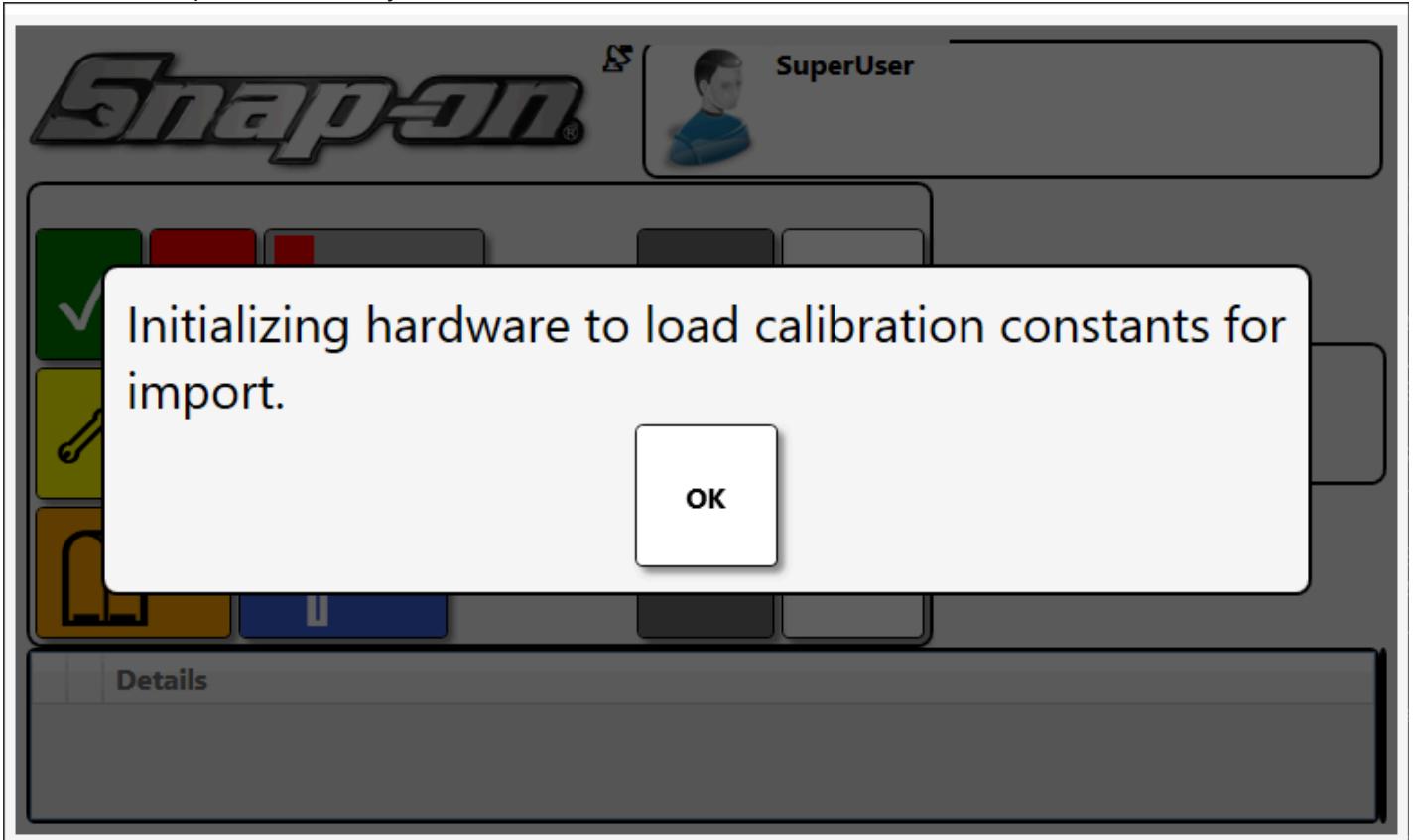
14. The system will ask you to confirm Hardware Type and Generation, if everything on the screen is correct, tap YES.



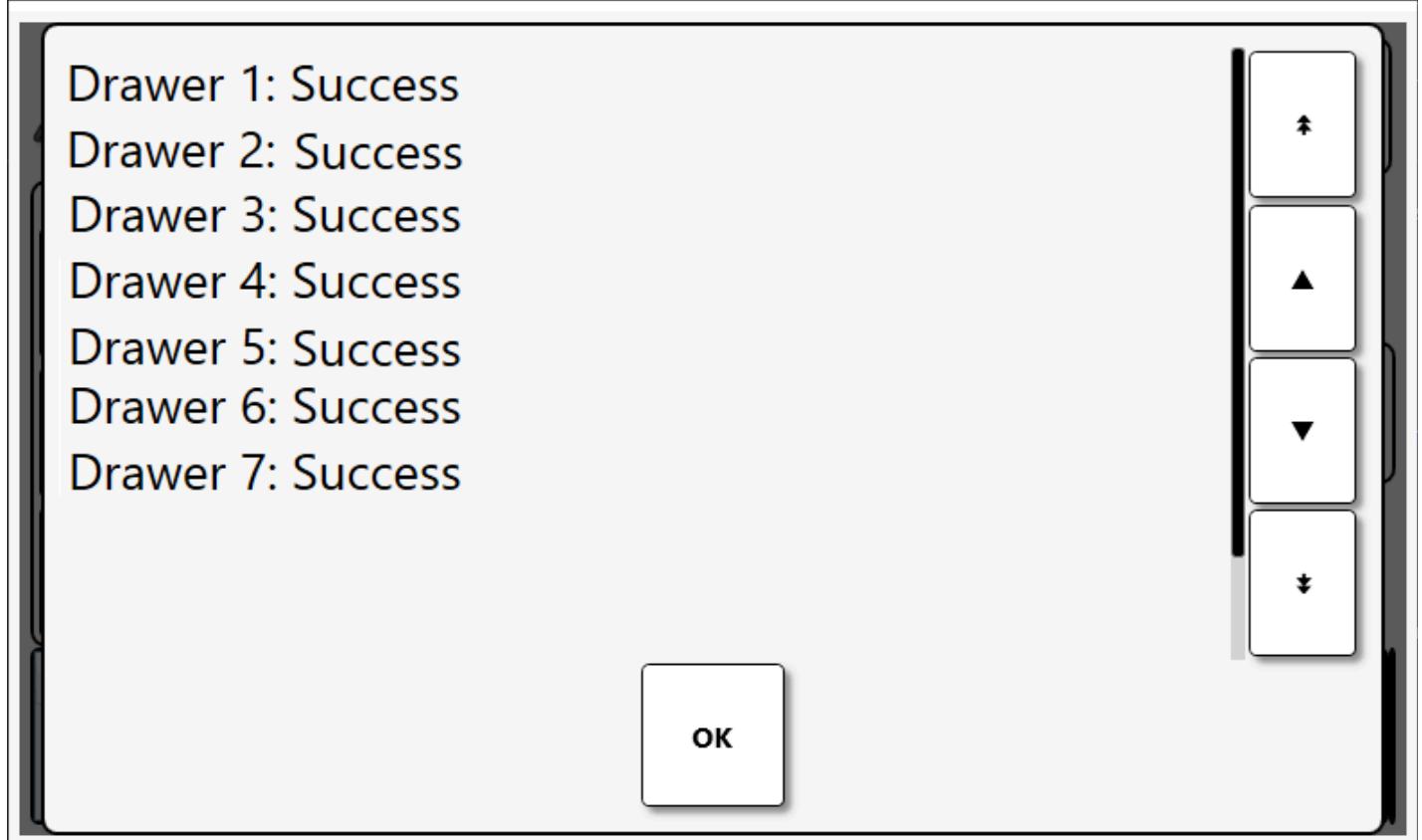
15. The system will then import the data that was extracted from V8.



16. If all data is imported correctly the hardware should reinitialize.

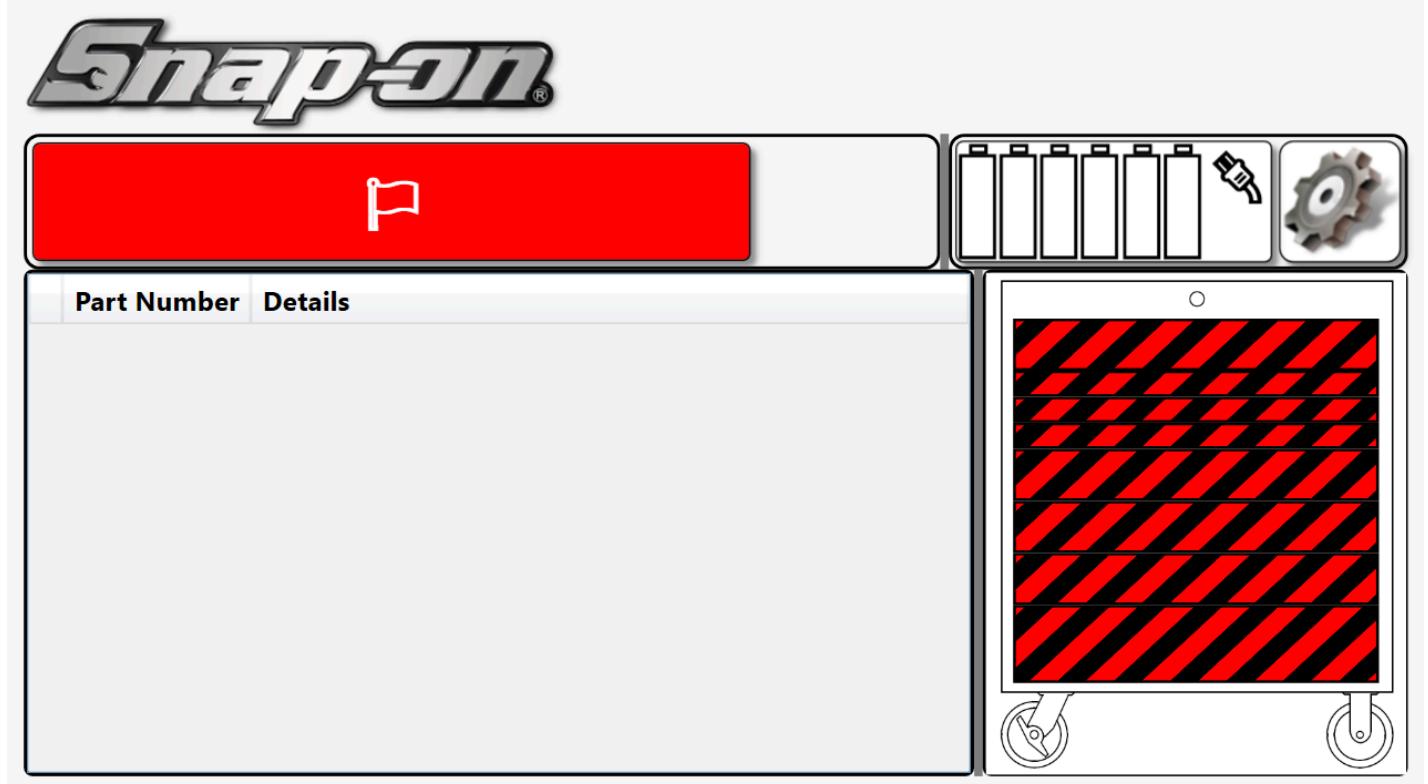


17. The system should now be converted to v9. Click **OK** to proceed.

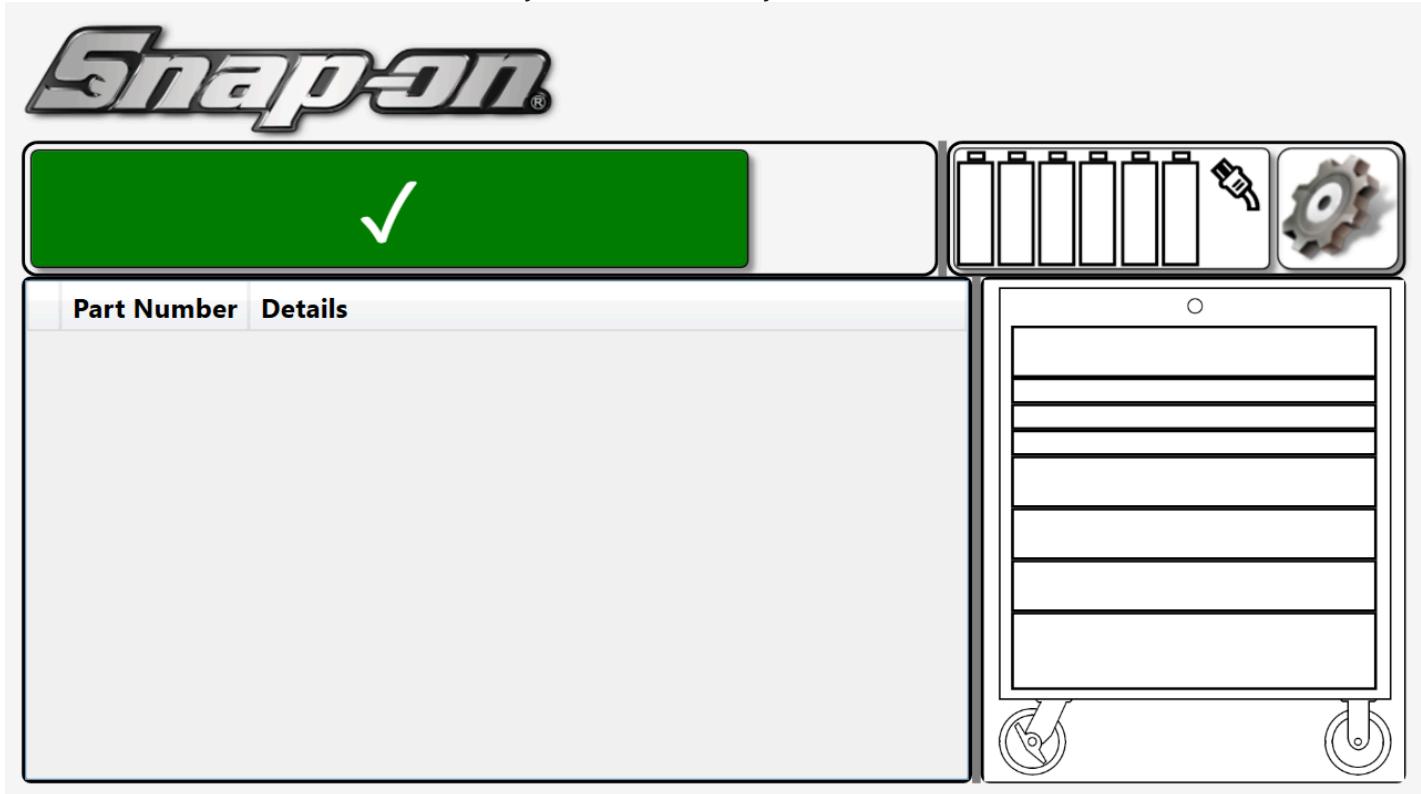


18. Follow the steps to connect a device in the **Connecting to a L5 Connect™ Service** document. [Connecting to a L5 Connect™ Service](#)

19. On the main screen, you will notice the drawers are in a faulted state. Completely open and close each drawer to get an initial drawer read for the system. If no issues are detected the drawer will go white. If there are any issues, the system will notify you.



20. Once all issues have been cleared, the system is now ready for use.



FINAL NOTES

- CALIBRATION IS NOT NECESSARY IF TOOL DETECTION WAS WORKING IN V8.
- IF IMPORT WAS SUCCESSFUL, TRAINING SHOULD ALREADY BE COMPLETE.
- IF ANY TOOLS WERE ISSUED OUT OR MISSING AT TIME OF CONVERSION, YOU NEED TO MARK THEIR STATUS IN THE V9 ADMIN CLIENT MANUALLY.