

HARRIS Technical Support Bulletin #1052

BROADCAST COMMUNICATIONS DIVISION

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Designs by Pacific Research & Engineering – PR&E®

SUBJECT: OASIS CONSOLE FIRMWARE UPDATES

PRODUCT: Oasis Radio Broadcast Consoles

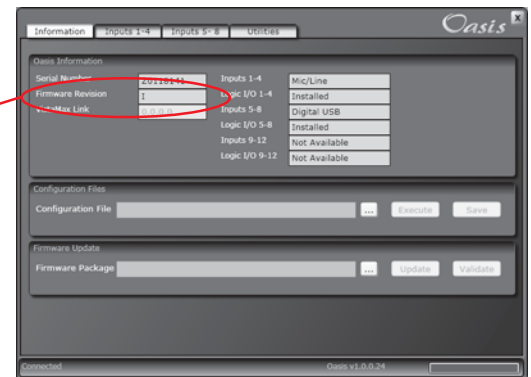
URGENCY: AS REQUIRED



RELEASE DATE: 3/2012

PAGES: 1

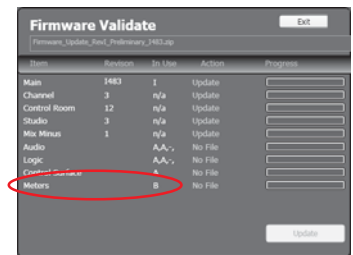
REASON FOR BULLETIN: Oasis console firmware is updated using the Oasis Control Center App, but field experience has shown that the update process with Oasis consoles running rev G or earlier firmware is susceptible to failure. If the update fails, the console will be out of commission until the Main Monitor & Output board is physically replaced since there is no way to recover from this type of failure in the field.

ACTION: To identify the firmware running on the console's Main board, open up the OCC App and view the Information tab. If the Firmware revision is G or earlier, DO NOT ATTEMPT a firmware update. Instead, call or email Harris technical support to obtain a replacement plug-in Main Monitor & Output board with the current release of code (rev H or later). You will be issued an RMA to return your existing Monitor & Output board in exchange for the advanced replacement board.



If the Firmware Revision is H, or later, then it is safe to update the Oasis firmware using the OCC App. The Oasis Firmware Update is always delivered in a zipped folder containing the current firmware for all of the Oasis cards and boards. The Firmware Update can be downloaded from any Harris BCD support site. Once downloaded, click the search button  to open the download folder with the zipped Updated folder. Click Validate  to show the current revision for each board and card in the console and the new releases in the update.

Note that if the Meter board has revision A (as shown in the Firmware Validate window), it is not field updateable to the current release of firmware. Only revision B or later Meter boards can be updated. To obtain a replacement Meter board containing the current firmware, contact Harris technical support.



The current Oasis firmware, the OCC App, the Oasis Install & User guide, and all of the Oasis Quick Guides can be downloaded from <ftp.pre.com> (username: customer; password: pacific) or from the main Harris BCD support site (<http://ecustomer.broadcast.harris.com>). Note that you must preregister to use the main Harris support site.

To obtain a replacement Main Monitor & Output board, a Meter board, or for questions or concerns about your Harris PR&E radio studio products, contact Harris Radio Studio Product support via email (tsupport@harris.com) or by phone (217.222.8200). Service is provided out of the Harris manufacturing facility in Quincy, Illinois.

Oasis Broadcast Console