

Forensic Falcon® -NEO Software Update Instructions



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1.0 Important Notes

Before starting the software update process:

- Wait at least 5 minutes after turning the Falcon-NEO on or connecting/disconnecting a network cable before starting the software update.
- Make sure all drives and drive adapters are disconnected (except for the USB flash drive that contains the software update).
- Do not connect or disconnect any network cable during the update process.

2.0 Introduction

The latest Falcon-NEO software, manual, and readme file (which contains the software release notes) can always be found on the Falcon-NEO support page at: <https://www.logicube.com/knowledge/forensic-falcon-neo>. The Falcon-NEO software release may contain both a software and firmware update. This document details how to update/re-install the software and firmware.

3.0 Requirements

To perform the software update/re-install, one of the following is required:

- The Falcon-NEO connected to a network with Internet access (for updating “FROM NETWORK”), or
- The Falcon-NEO with your own USB flash drive. The USB flash drive should be formatted FAT32 or NTFS (for updating “FROM USB DRIVE”)

4.0 Updating the software

There are two methods available to update/re-install the Falcon-NEO software:

- A. **FROM NETWORK** – Over the internet through a network connection.
- B. **FROM USB DRIVE** – Through a software file download onto a USB drive flash.

4.1 From Network (Over the internet)

The Falcon-NEO software can be updated/re-installed by connecting the Falcon-NEO to a network with internet access.

1. Connect the Falcon-NEO to a network with internet access and turn the Falcon-NEO on.
2. From the main menu on the Falcon-NEO, locate and tap the **Software Updates** icon on the left side.
3. Select **From Network**. The Falcon will check for software on Logicube’s server. After a few seconds, one of the following messages will appear:
 - **Newer version available** – This message will appear if there is a newer software version found. Tap the **OK** icon to continue.
 - **Up to date** – This message will appear if the software version found is the same as the version currently installed. Tap the **OK** icon to continue.
 - **No new version found** – This message will appear if the Falcon-NEO does not have any internet access. Tap the **OK** icon to continue. If this message is seen, make sure the Falcon-NEO is connected to a network with internet access and try step 3 again or try updating the software from a USB drive.
4. Tap the **Update** icon to begin the update. The Falcon-NEO should begin the update process. Do not interrupt the update process. It may take several minutes. Once completed, a screen will appear stating the update is complete and will prompt you to turn the unit off then back on.
5. Turn the Falcon-NEO off. Wait at least 5 seconds then turn the Falcon-NEO back on.
6. Verify the software version is correct by going to the **Software Updates** screen.

4.2 From USB Drive (Through a software file download)

Aside from the network option, the latest software can also be downloaded from Logicube's website and be placed onto a USB flash drive to perform the update/re-install. It is recommended to use an empty USB flash drive.

1. Download the latest software from the Falcon-NEO product support page at <https://www.logicube.com/knowledge/forensic-falcon-neo>.
2. Extract the contents of the downloaded zip file to the root of the USB flash drive.
3. Turn the Falcon-NEO on. When the main software screen appears, connect the USB flash drive (that has the extracted software from step 2) to the USB_S1 port (the USB port on the left side).
4. From the main menu on the Falcon-NEO, locate and tap the **Software Updates** icon on the left side.
5. Select **From USB Drive**. The Falcon will-NEO then check for the version of the software on the USB drive. After a few seconds, one of the following messages should appear:
 - **Software found** – A software version is found on the USB flash drive. Tap the **OK** icon to continue.
 - **No new version found** – The Falcon-NEO did not find any software on the USB flash drive. Double-check that the correct software was downloaded and that the files were extracted to the root of the USB flash drives (steps 1 and 2). Tap the **OK** icon to continue and try step 5 again or try updating the software using the "From Network" option.
6. Tap the **Update** icon to begin the update. The Falcon-NEO should begin the update process. Do not interrupt the update process. It may take several minutes. Once completed, a screen will appear stating the update is complete and will prompt you to turn the unit off then back on.
7. Turn the Falcon-NEO off. Wait at least 5 seconds then turn the Falcon back on.
8. Verify the software version is correct by going to the **Software Updates** screen.

5.0 Firmware Update

Falcon-NEO software releases may contain a firmware update. This section provides instructions on how to check if a firmware update is available, and how to perform the firmware update.

1. After the software is updated (and after restarting the Falcon-NEO), from the main menu, locate and tap the **Software Updates** icon on the left side.
2. Tap the **Firmware Update** tab. One of two screens will appear:
 - a. **FIRMWARE UPGRADE AVAILABE** – Tap the **Update** icon. A message will appear: "FIRMWARE UPDATE COULD TAKE UP TO A FEW MINUTES TO COMPLETE; PLEASE DO NOT INTERRUPT POWER DURING THIS TIME. ON COMPLETION THE UNIT WILL AUTO-

RESTART AND CONFIRM THE UPDATE.” Tap the **OK** icon to start the firmware update process.



When the OK icon is tapped, the screen may appear to do nothing. Do not keep tapping the OK icon. The firmware update will take no more than 60 seconds.

- b. **FIRMWARE UPGRADE NOT AVAILABLE** – This message will appear if the device does not require a firmware update. No further action is necessary if this message appears.