

How to Install a C15 Software Update

IMPORTANT:

Please save your preset banks before installing the update!

The most convenient way is to use the menu entry "Save all Banks as Backup File..." in the graphical user interface or with "Backup" and "Save all Banks..." in the Setup menu in the Panel Unit display.

Do not power off the C15 during the update installation!

An interruption of the power in this phase can cause irreversible damage.

Steps to proceed:

- The latest installer is offered on <https://www.nonlinear-labs.de/support/updates/updates.html> . By clicking its button you download the file "nonlinear-c15-update.tar" to your computer.
- Your computer might offer to unpack this type of file. Please make sure that the file is NOT unpacked or changed in any way.
- Copy the file ("nonlinear-c15-update.tar") to the root folder of the USB memory stick that was delivered with the C15. (Other memory sticks will only work if they have the FAT32 format.)
- Switch off the C15 and plug the memory stick into the USB connector at the backside of the C15.
- Switch on the C15. During the update process the small display will show "Updating..." messages.
- When the update is finished, the display will show: "Updating C15 DONE! Please restart!"
Please switch off the instrument, remove the memory stick and switch it on again.

Attention: If you update from version 21-02 you might get the error message "Updating C15 FAILED" during the installation. In this case the installer needs to be run a second time. Please restart the C15 without removing the USB stick. Now the update should be successful.

Please note:

- After a successful update the file on the memory stick is automatically renamed to "nonlinear-c15-update.tar-copied". Please delete this file before using the stick for another update.
- All downloaded update files have identical names ("nonlinear-c15-update.tar"). This is the file name required by the C15 to detect an update on the memory stick. If there is an earlier update file with this name in the download folder of your browser, the name of the new update will be modified (e.g. by adding "-1"). Therefore please check if the file has been renamed and restore the original name. It is recommended to remove all C15 update files from the download folder.

- If you want to store different updates on your computer, please keep them in separate folders or rename them, so that you can identify them later.
- You can check the current software versions in the "System Info" section of the Setup. For this press the "Setup" button on the Edit Panel or the "Setup" entry in the view menu of the graphical user interface and select "System Info". Here you find the "Software Version". It shows the release date as year and week in the format YY-WW (e.g. 20-40 - week 40 in year 2020).
- If a "FAILED" message appears in the display, the update was not successful. In this case please repeat the installation. Rename the installer file to the original name "nonlinear-c15-update.tar", plug in the USB stick and start the C15 again. If this is without success please contact us. On the USB stick you will find a log file ("nonlinear-c15-update.log.txt") which you can send us to help us analyzing the problem.