This document is for all hardware variants of the 4th generation of FaxFinder (FFx40, FFx40.Rx, FF240-IP-2, FF240-IP-2.Rx models) **running software versions 5.1.6.2 or older (with one exception).**

If your x40 FaxFinder is running software **version 1.1.16, do not proceed** with the following procedure. Open up a support ticket with faxfinder.net/support (or send an email to support@faxfinder.net) to receive additional special instructions based on your specific model.

In February 2019 enhancements were made to the upgrade process. This resulted in changing the Update Source path (a path which leads to the most current version of software packages to be downloaded by your x40 from multitech.net).

Software version 5.1.6.3 (and newer) implements a new upgrade script (responsible for updating your system). This new script has added protections allowing for a more reliable software upgrade process. If the FaxFinder system does not have enough free space to download the new version of software (before un-installing the old) or if there is a problem downloading new files, this new script will abort, the contents of the upgrade.log file will be displayed on the Software Update screen and the upgrade process will not proceed (making no changes to the system).

For units running software version 5.1.6.2 or older, the default Update Source (path defined in the Software Update menu) is pointed to the old location. The upgrade script native to versions 5.1.6.2 and older had a different perspective and would first delete current system files (guaranteeing enough free space for the new files) before attempting to pull down new packages from the Update Source. This concept generally worked fine for years because standard firewall practices allowed for all private side devices full outbound access. Generally speaking industry practices have changed, firewall rules have gotten much tighter, dictating this need for a smarter upgrade script.

If your unit is pointed to the old Update Source, or does not have correct network settings, or is being completely blocked from reaching out to multitech.net, your particular unit will report the "wget returned 1" result code.

> ❌ Error checking for updates. Verify your network settings, default gateway and/or primary DNS may be required:
>
> Downloading http://multitech.net/releases/ff240-ip.rx/latest/Packages.gz.
> Collected errors:
> * opkg_download: Failed to download http://multitech.net/releases/ff240-ip.rx/latest/Packages.gz, wget returned 1.

Before pointing your system to the new location, it is extremely important and highly recommended you first copy in the new upgrade script. The new script has to be downloaded (by you) from Multi-Tech's FTP site and then uploaded into your FaxFinder.

Please know any model variant with .r1 or .r2 in the manufacture's model number (read off of the chassis label, found in literature & websites, etc.) are of the same hardware platform,

hence the use of .rx nomenclature in some system screens and literature (the difference between .r1 and .r2 model numbers is the duration of the standard warranty).

Here is the recommended procedure for updating units running software versions 2.x.x up through 5.1.6.2.

First, perform a configuration back up from the Save/Restore menu found in System Configuration. Then at some point before you copy in the new script and try to update the software, reboot the FaxFinder via the Reboot menu found in System Configuration and see that it comes back on line (still running the old software). This is to prove you have a stable unit that is in a good condition to be updated.

Download the file "ffupgrade" to your workstation. The file is downloaded from here: ftp.multitech.com/faxfinder/res5095129/. Use an FTP client to connect to the site (anonymous login, no SSL/TLS Encryption, enable binary transfer mode). When downloading the new script, make sure the transfer type is set to "Binary" before invoking the FTP down load. The file is 5519 bytes in size. The file size will be different (slightly larger) if binary mode is not used. Be sure to right click on the file to check exact file properties (when using Windows File Explorer).
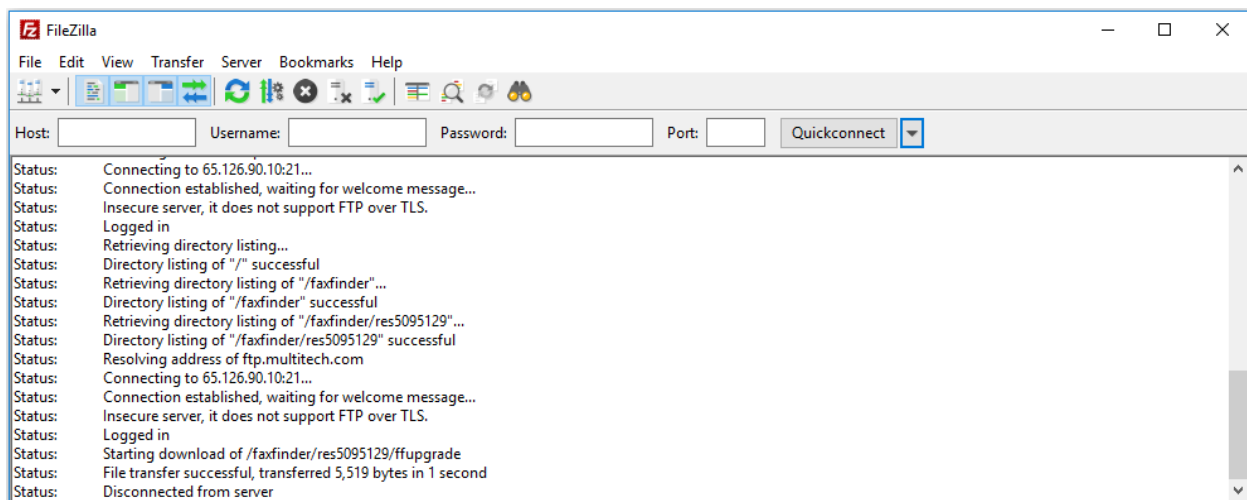

Once the file is downloaded to your workstation/PC (and you've confirmed its' exact file size), use an SCP client like WinSCP to connect to your FaxFinder unit. Be sure the SCP client is connecting using the SCP protocol on TCP port 22 (not the SSH protocol). Login with FaxFinder admin credentials.

The following screen shots show the key objectives using WinSCP:
modifying the name of the existing file/script,
uploading the new script,
setting the required attributes of the new file.

Connect to the IP address of your FaxFinder and navigate to the /usr/local/bin directory within the FaxFinder's directory structure. After connecting with SCP, we recommend renaming the original ffupgrade script in your unit before uploading the new one, but it is also okay to over write the original.
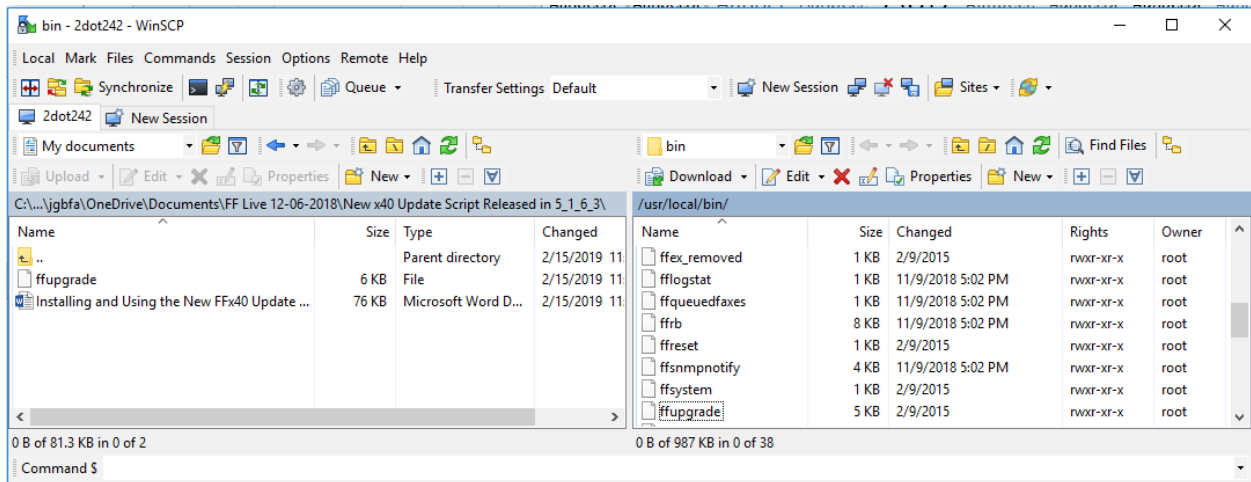
The above screen shot shows WinSCP connected to a FaxFinder with the original ffupgrade script in the /usr/local/bin/ directory. The file system of your local PC will be in the left-hand explorer window and the file system of the system you're connected to (i.e. the FaxFinder) will be in the right-hand explorer window.
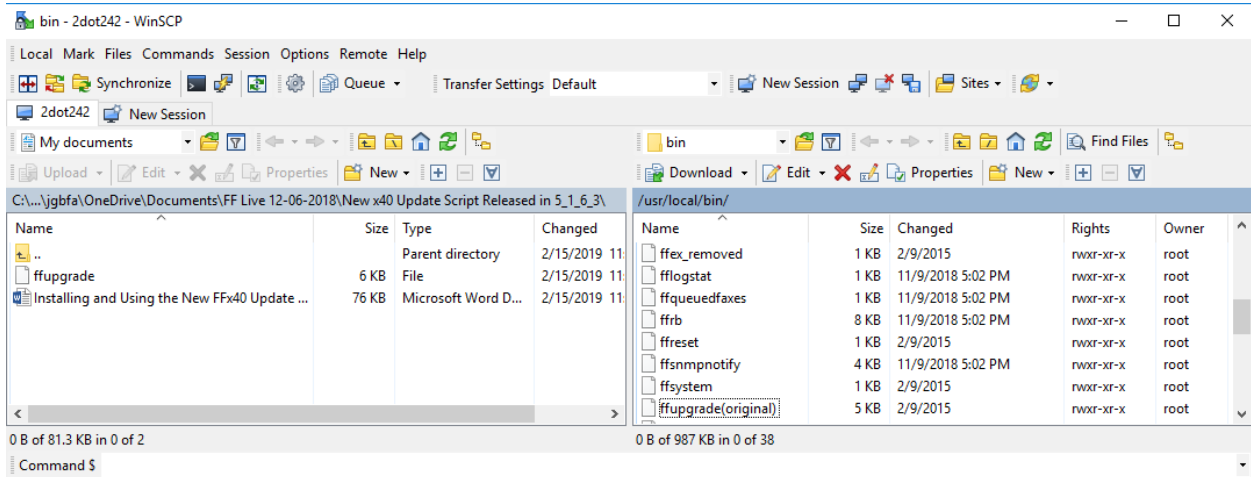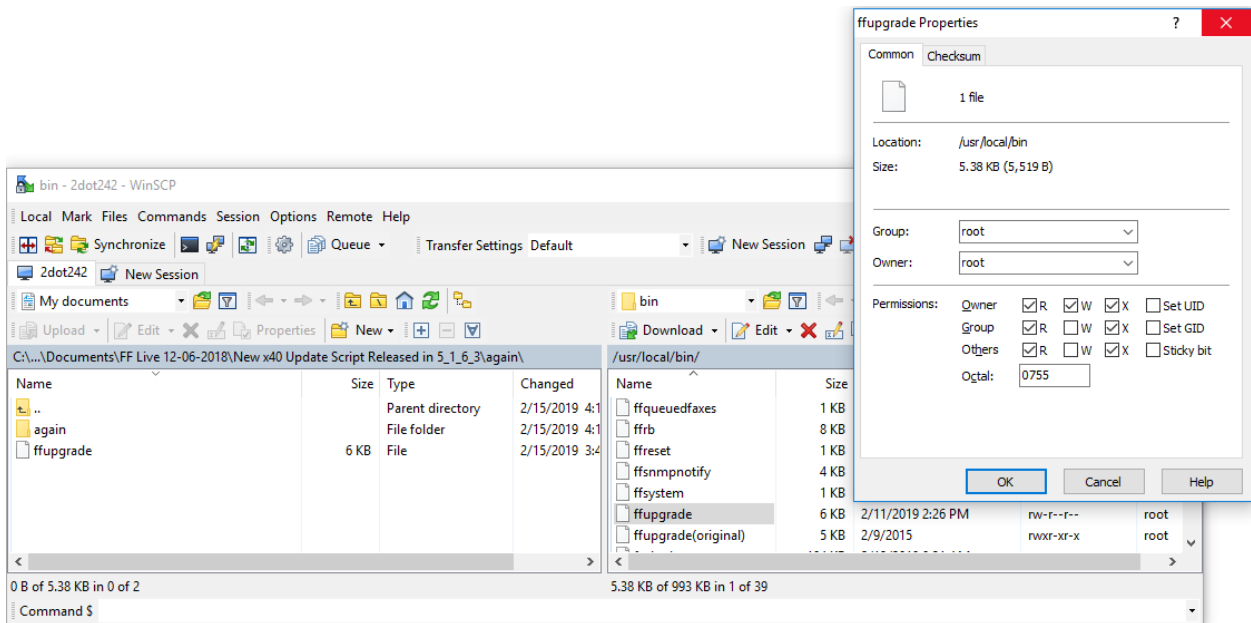

The above screen shot shows the original file renamed to "ffupgrade(original)". Using winscp right click on the file and select "rename".

Next, copy the new ffupgrade file into the /usr/local/bin/ directory of your FaxFinder.
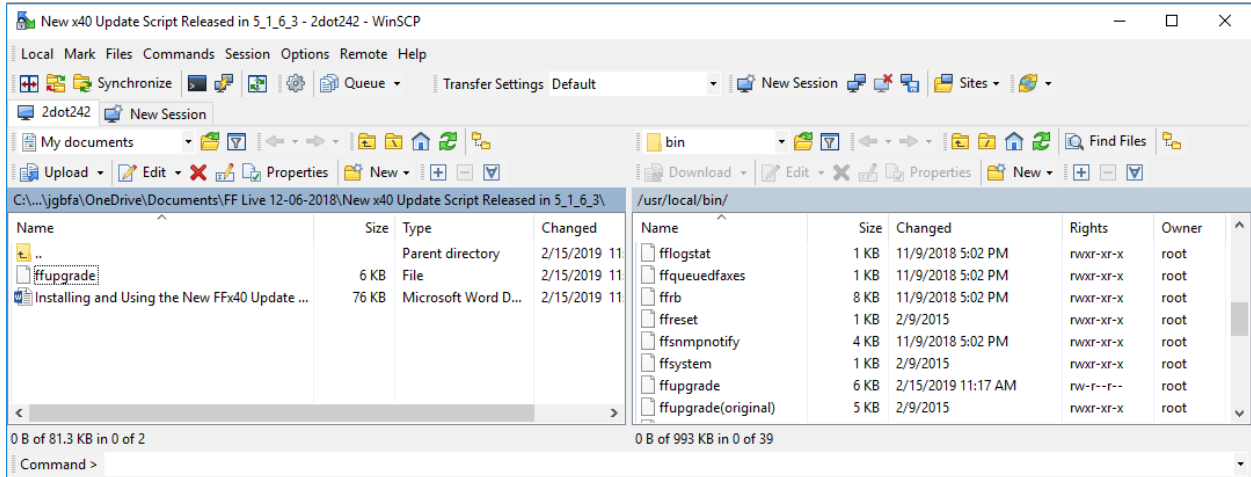
The above screen shot shows the new version copied in (note that the file size of the new script is slightly larger than the older script, right click on the file and bring up properties to see exact byte size). The file needs to be 5519 bytes in size. Also note that the file does not have executable (lower case x) "rights".

Using WinSCP right click on the new ffupgrade file (as it sits in the /usr/local/bin/ directory) and select properties. Then check each box with the "x" executable attribute and click "OK" (as shown in the following screen shot).
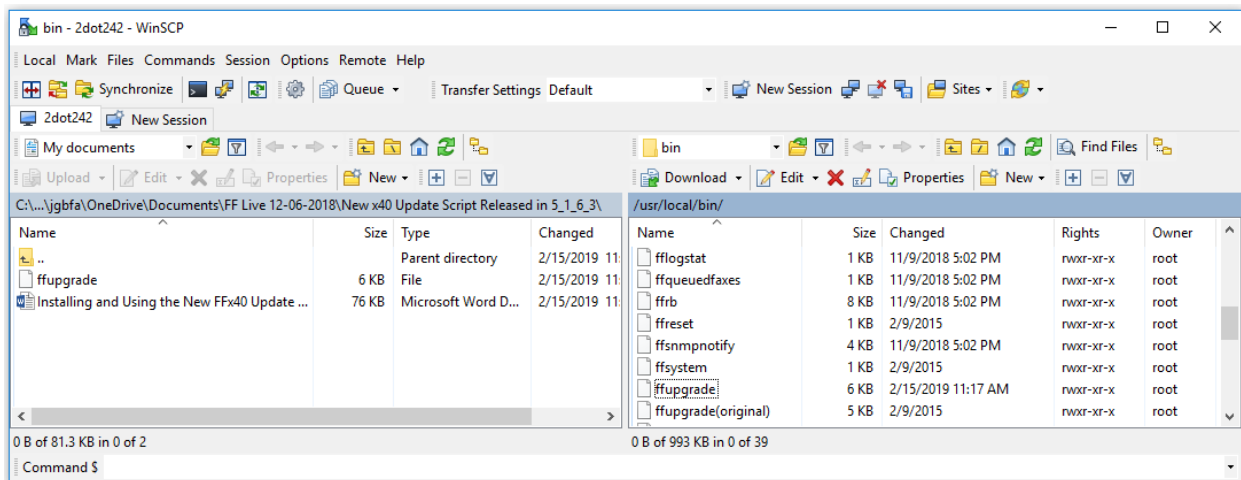
The above screen shot shows the new ffupgrade file with the correct attributes set (under the "Rights column). With that in place you can disconnect the SCP connection.

Next, login as admin into your FaxFinder via the WEB interface and go to System Configuration -> Software Update menu. Click on the word (link) "Default" at the end of the Update Source box (shown in the following screen shot). This is important is the correct hardware model is specified in the path.
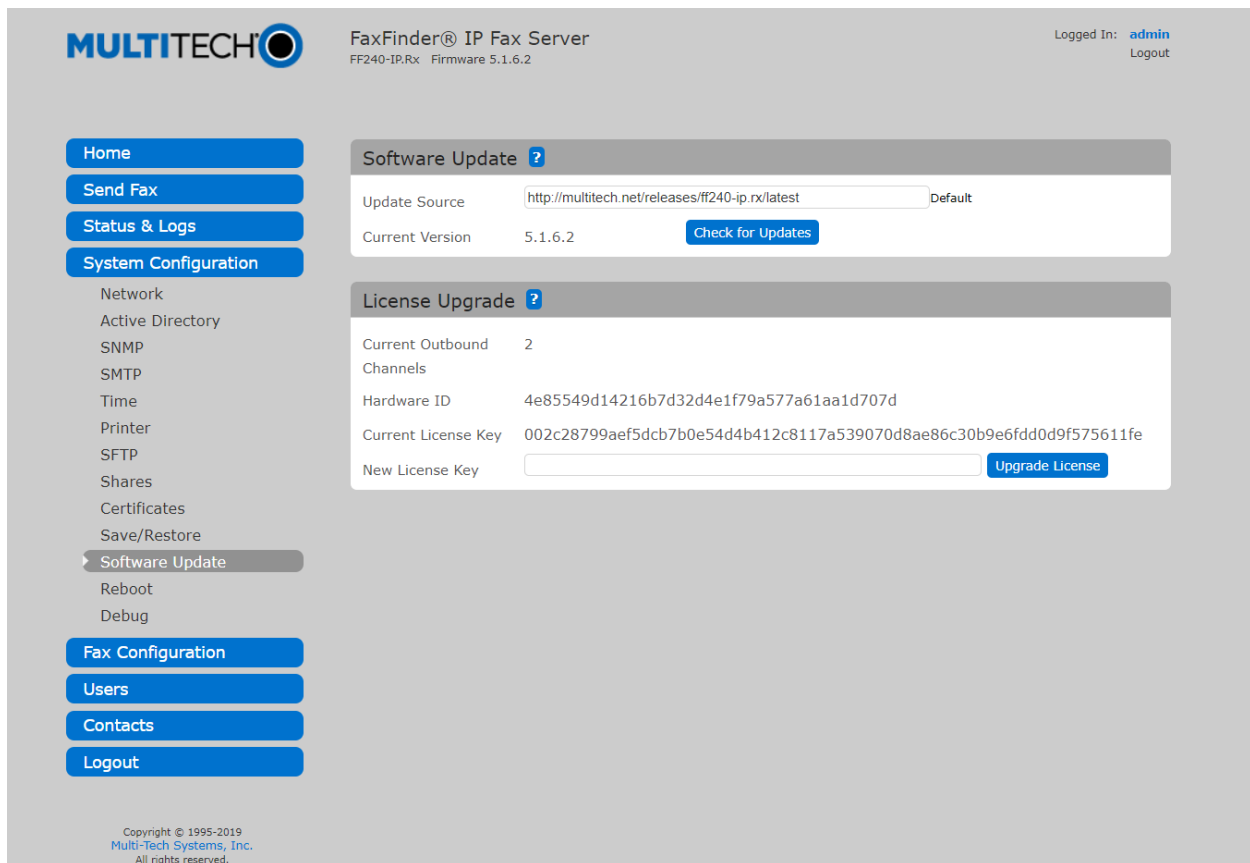
The above screen shot shows the update source (path) for the FF240-IP.Rx models after clicking on "default". Software versions 5.1.6.2 and older default the path to look in the "latest" folder on multitech.net.

Next, manually edit the path, change the word "latest" to "current" (this is the new location for the newest, most current packages) and then click on "Check for Updates".

The above screen shot shows the update source modified to "current" and the results after checking for updates.

Next click on the Upgrade button. When the unit comes back (about 6 minutes later) it will be running the new version. Log back into the unit to confirm.