

Upgrading the iQ Next Gen Modem to Velocity Release 3.5.2.x



iDirect Velocity™

Release 3.5.2.x

Version 1

December 13, 2023



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Company Web site: <http://www.idirectgov.com> | Main Phone: 703.648.8118

TAC Contact Information: Phone: 703.648.8111 | Email: tac@idirectgov.com | Web site: <http://partnerportal.idirectgov.com/>

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Revision History

The table below lists the revisions of this document. To determine whether this is the latest revision, check the TAC website.

Version	Date	Revision Update
1	December 13, 2023	Initial release of document.

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Upgrading the iQ Next Gen Modem to Velocity Release 3.5.2.x

The following procedures detail upgrading an “out-of-the-box” iQ Next Gen Modem to Velocity Release 3.5.2.x. The process consists of the following steps:

1. [Download the 3.5.2.x Upgrade Files](#)
2. [Connect to the Modem](#)
3. [Activate the Factory-Installed Velocity Software Package](#)
4. [Upload/Install the 3.5.2.x Upgrade Files \(Active Partition\)](#)
5. [Activate the Velocity 3.5.2.x Software Package \(Active Partition\)](#)
6. [Upload/Install the 3.5.2.x Upgrade Files \(Backup Partition\)](#)

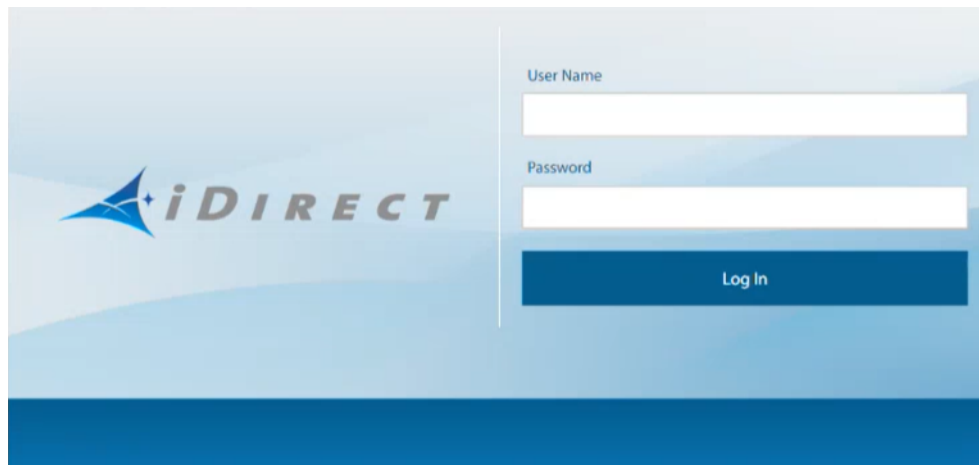
Download the 3.5.2.x Upgrade Files

Before beginning the procedures below, download the applicable Velocity 3.5.2.x upgrade software files to your computer (iqseries_rootfs_urt_3.5.2.x-xxxxx.pkg). There are two (2) files – one for the Active Partition and one for the Backup Partition. For example:

- iqseries_rootfs_urt_3.5.2.1-12132.pkg (Active Partition)
- iqseries_rootfs_urt_3.5.2.1-12131.pkg (Backup Partition)

Connect to the Modem

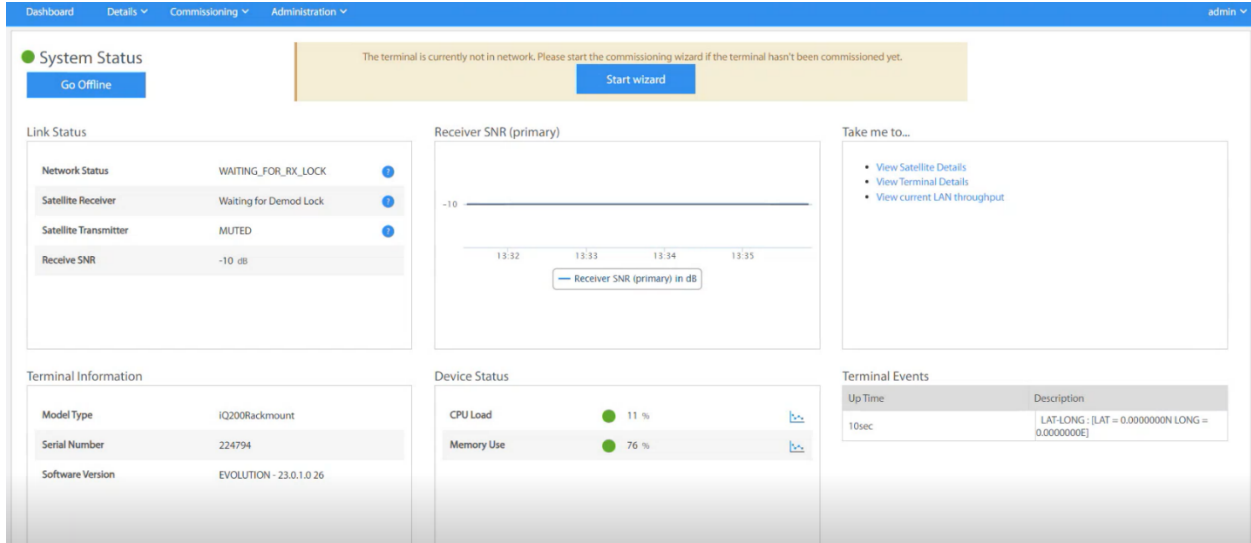
1. Connect to the modem (192.168.0.1) using a supported browser (latest version of Chrome, Firefox, or Internet Explorer). The login screen appears.



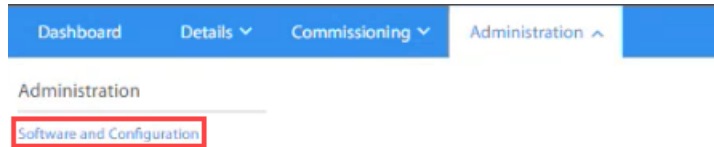
2. Enter the User Name and Password below and click the **Log In** button.

- **User Name:** admin
- **Password:** iDirect

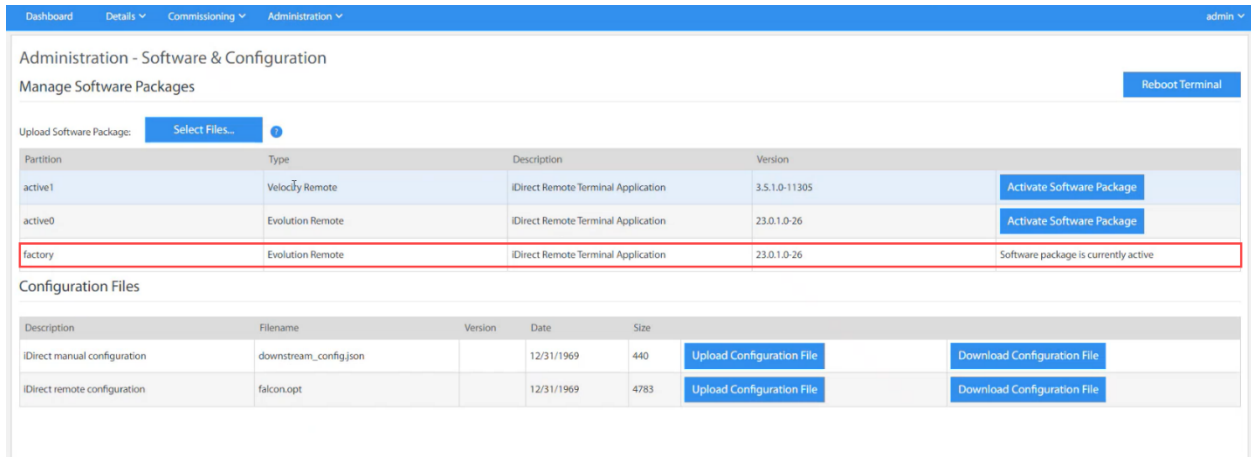
The System Status Screen appears.



- Click on the **Administration** drop-down menu at the top of the screen and click on **Software and Configuration**.



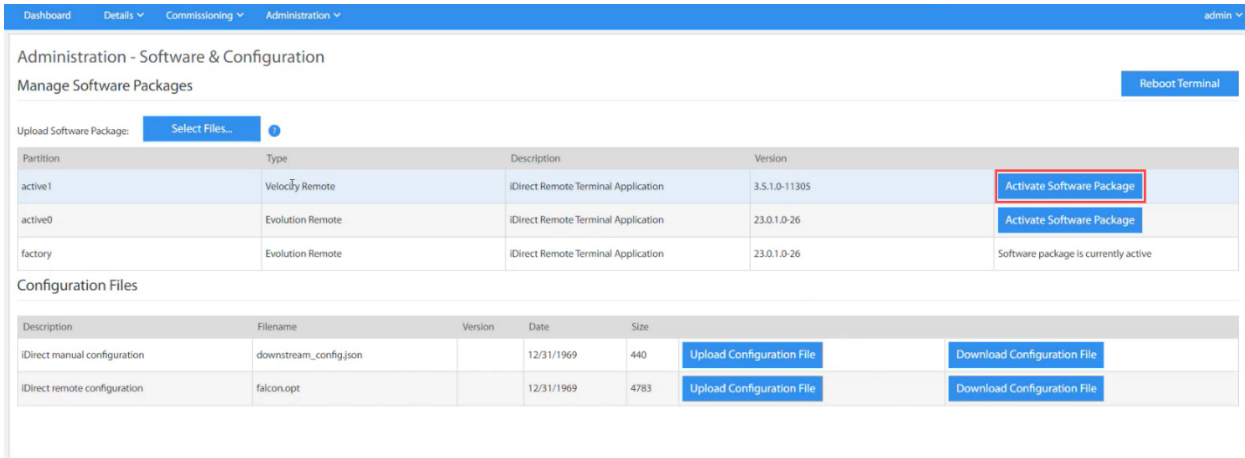
The Administration – Software and Configuration Screen appears. As shown in the screen below, the modem boots running the factory-installed Evolution Software Package.



Activate the Factory-Installed Velocity Software Package

As mentioned in the previous section, the modem boots up with the factory-installed Evolution Software Package. However, the **modem must be running on Velocity Software to perform the upgrade**. Follow the steps below to activate the factory-installed Velocity Software Package.

1. Click on the **Activate Software Package** button for the Velocity Release Software in the first row (Active1) of the Manage Software Packages Table.



Administration - Software & Configuration

Manage Software Packages Reboot Terminal

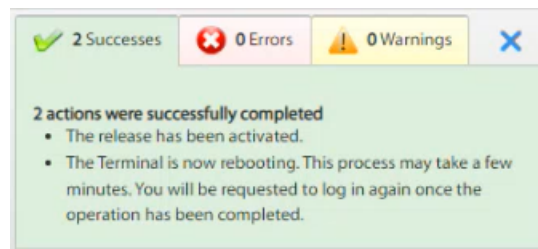
Upload Software Package: Select Files...

Partition	Type	Description	Version	
active1	Velocity Remote	iDirect Remote Terminal Application	3.5.1.0-11305	Activate Software Package
active0	Evolution Remote	iDirect Remote Terminal Application	23.0.1.0-26	Activate Software Package
factory	Evolution Remote	iDirect Remote Terminal Application	23.0.1.0-26	Software package is currently active

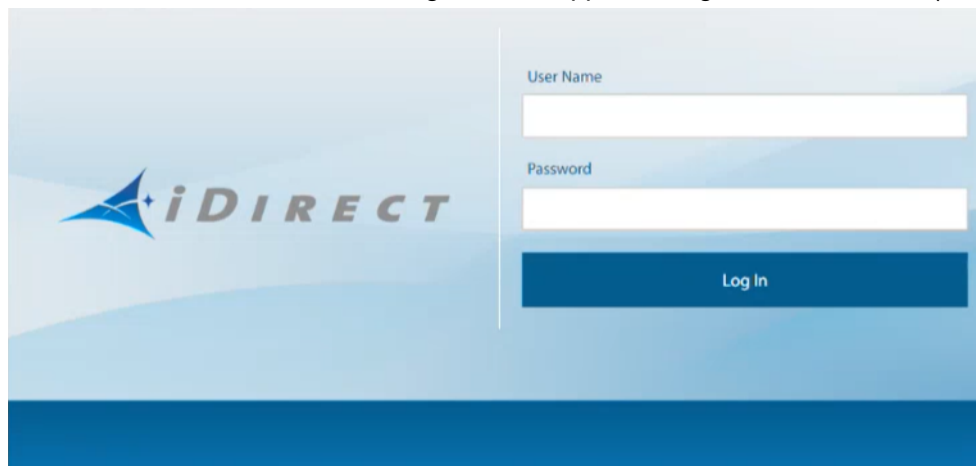
Configuration Files

Description	Filename	Version	Date	Size		
iDirect manual configuration	downstream_config.json		12/31/1969	440	Upload Configuration File	Download Configuration File
iDirect remote configuration	falcon.opt		12/31/1969	4783	Upload Configuration File	Download Configuration File

2. Click **OK** at the Reboot Prompt. The following message will appear in the upper-right corner of the screen and the modem will reboot.



3. Once the modem has rebooted, the login screen appears. Log into the modem (admin/iDirect).



The System Status Screen appears. The Software Version in the Terminal Information Area will now show that the modem is now running on the factory-installed Velocity 3.5.1.0 Software Package.

Upgrading the iQ Next Gen Modem to Velocity Release 3.5.2.x

The terminal is currently not in network. Please start the commissioning wizard if the terminal hasn't been commissioned yet.

[Start wizard](#)

System Status

Link Status

Network Status	WAITING_FOR_RX_LOCK	1
Satellite Receiver	Waiting for Tuner Lock	1
Satellite Transmitter	MUTED	1
Receive SNR	-100 dB	

Receiver SNR (primary)

Take me to...

- View Satellite Details
- View Terminal Details
- View current LAN throughput

Terminal Information

Model Type	IQ200Rackmount
Terminal Type	3
Serial Number	224794
Software Version	VELOCITY - 3.5.1.0 11305
Terminal Provisioning Key	EUBW4GQRWOMC4====

Device Status

CPU Load: 13 %

Memory Use: 72 %

Terminal Events

Up Time	Description
3min 48sec	MODEM_ACU_DISCONNECTED
1min 45sec	MODEM_TX_MUTED : ("mute_sources": "unknown")
1min 45sec	MODEM_STARTING_UP

Click on the **Administration** drop-down menu at the top of the screen and click on **Software and Configuration**.

Administration

- Software and Configuration**
- External Equipment
- Authentication

The Administration – Software and Configuration Screen appears. The Manage Software Packages table will also show that the modem is now running on the factory-installed Velocity 3.5.1.0 Software Package.

Administration - Software & Configuration

Manage Software Packages

Reboot Terminal

Upload Software Package: [Select Files...](#)

Software	Package Name	Creation Date	Version	
Release2	iqseries_roofs_urt_3.5.1.0-11305.pkg	2023.04.04-13:04:37	3.5.1.0	Software package is currently active

Configuration Files

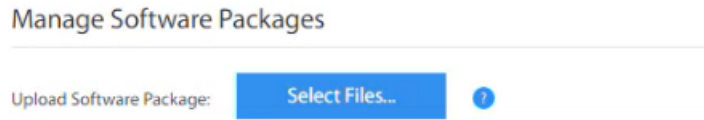
Description	Filename	Version	Date	Size	Upload Configuration File	Download Configuration File
iDirect remote minimum configuration	TERMINAL_OPT	NMS-Pulse-0.1	12/31/1969	2432	Upload Configuration File	Download Configuration File
iDirect remote Global PKI configuration	GLOBAL_PKI	2.0	12/31/1969	0	Upload Configuration File	Download Configuration File
iDirect remote constellation configuration	CONSTELLATION_OPT	2.0	12/31/1969	-1	Upload Configuration File	Download Configuration File
iDirect remote LAN configuration	TERMINAL_LAN_OPT	2.0	12/31/1969	-1	Upload Configuration File	Download Configuration File

Now that the modem is running on Velocity Software, you can upload, install, and activate the Velocity 3.5.2.x Release Software on the Active Partition.

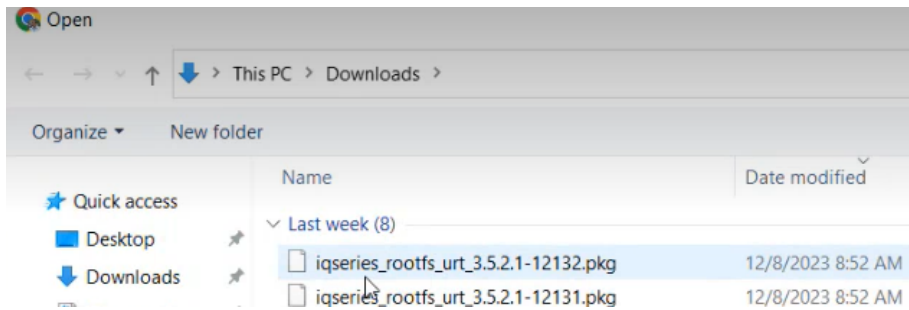
Upload/Install the 3.5.2.x Upgrade Files (Active Partition)

Follow the procedures below to upload **and** install the applicable 3.5.2.x Upgrade File to the Active Partition.

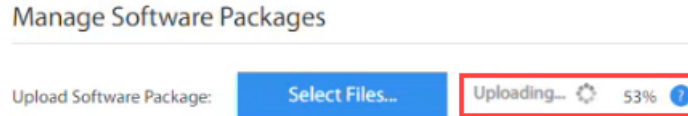
1. Click on the **Select Files** button at the top of the Manage Software Packages Table.



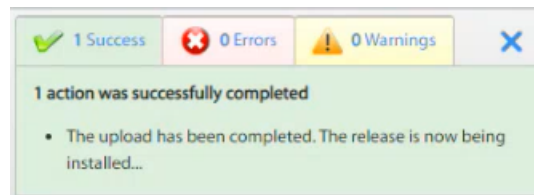
2. Locate the 3.5.2.x Files that you downloaded to your computer, and select the file for the Active Partition (e.g., iqseries_rootfs_urt_3.5.2.1-12132.pkg).



The file will be uploaded to the modem. The progress is displayed to the right of the Select Files button.



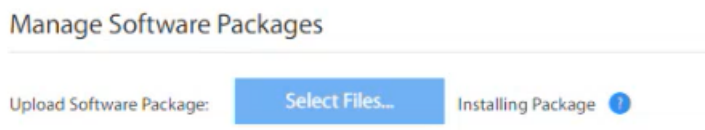
The following message will appear in the upper-right corner of the screen when the upload is complete.



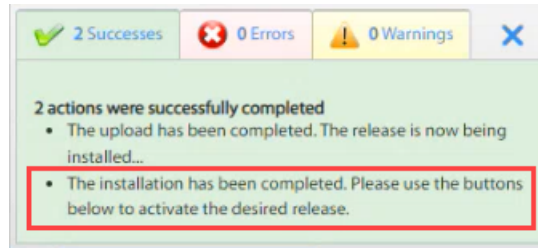
IMPORTANT NOTE: Once the file is uploaded to the modem, installation will begin automatically. The file will be uploaded quickly; however, **Installation will take several minutes to complete.** Do **not** interrupt the process.

If the upload/installation fails, do **not** reboot the modem. Try the upload/installation again. If it fails a second time, contact TAC.

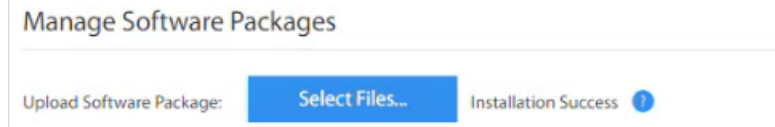
The message to the right of the Select Files button will display "Installing Package". However the installation progress is not displayed.



Once installation is complete, the following message will appear in the upper-right corner of the screen.



And the message to the right of the Select Files button will display “Installation Success”.



The newly- installed Velocity Upgrade Software Package will be displayed as “Release1” in the first row of the Manage Software Packages Table.

Software	Package Name	Creation Date	Version	
Release1	iqseries_rootfs_urt_3.5.2.1-12132.pkg	2023.12.08-12:05:40	3.5.2.1	Activate Software Package
Release2	iqseries_rootfs_urt_3.5.1.0-11305.pkg	2023.04.04-13:04:37	3.5.1.0	Software package is currently active

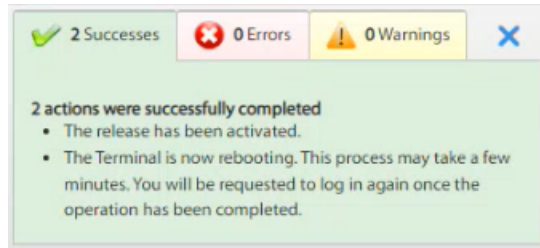
Activate the Velocity 3.5.2.x Software Package (Active Partition)

As shown in the screen below, the modem is still running the old 3.5.1.0 Velocity Software Package (Release2 in the table). Follow the steps below to activate the Velocity 3.5.2.x Software Package.

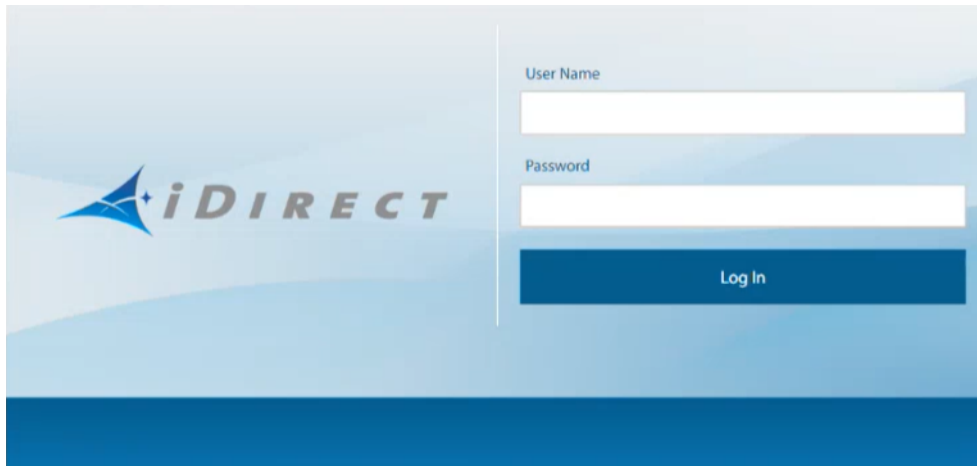
1. Click on the **Activate Software Package** button for the Velocity 3.5.2.x Software Package in the first row (Release1) of the Manage Software Packages Table.

The screenshot shows the 'Administration - Software & Configuration' page. Under 'Manage Software Packages', there is a table with columns for Software, Package Name, Creation Date, and Version. Two packages are listed: 'Release1' (version 3.5.2.1) and 'Release2' (version 3.5.1.0). The 'Release1' row has a red-bordered button labeled 'Activate Software Package'. Below this is a 'Configuration Files' table with columns for Description, Filename, Version, Date, and Size. It lists four configuration files: 'IDirect remote minimum configuration', 'IDirect remote Global P90 configuration', 'IDirect remote constellation configuration', and 'IDirect remote LAN configuration'. Each row has 'Upload Configuration File' and 'Download Configuration File' buttons.

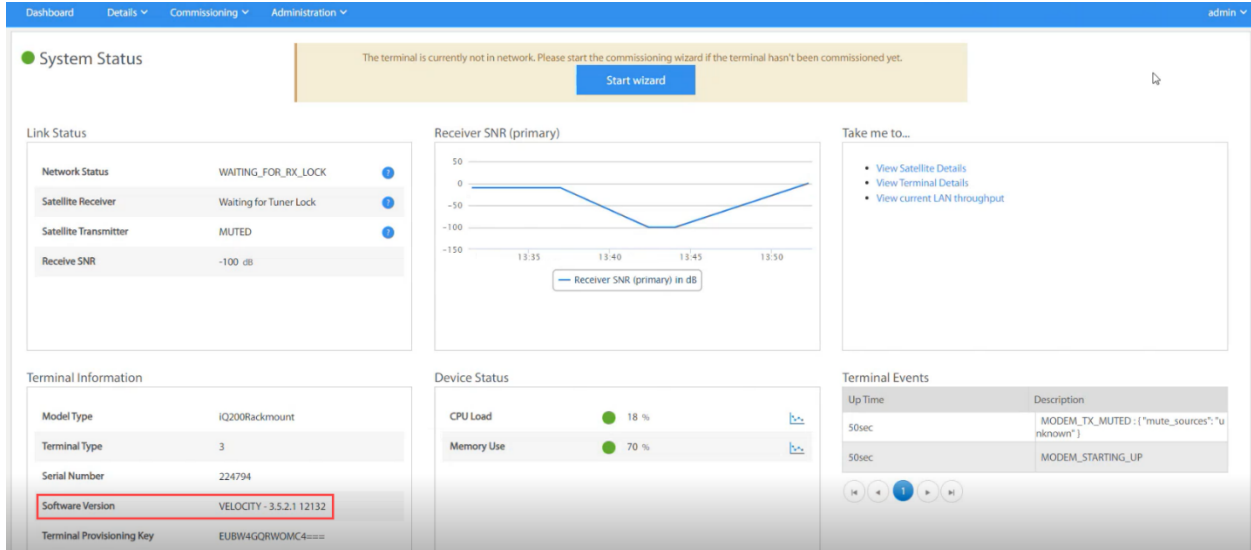
2. Click **OK** at the Reboot Prompt. The following message will appear in the upper-right corner of the screen and the modem will reboot.



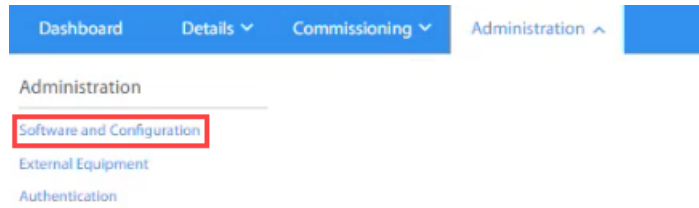
3. Once the modem has rebooted, the login screen appears. Log into the modem (admin/iDirect).



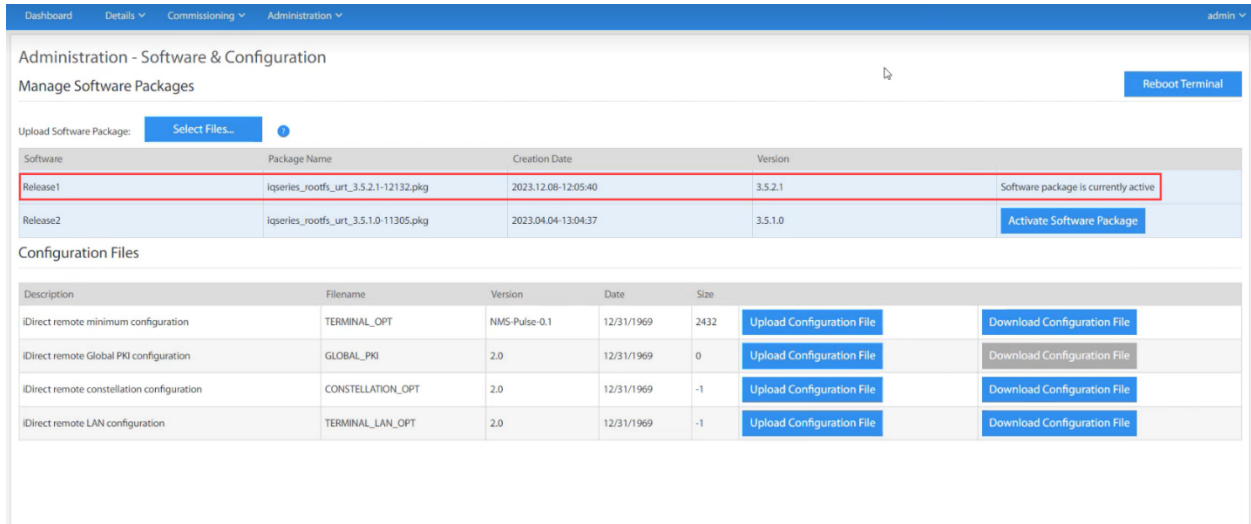
The System Status Screen appears. The Software Version in the Terminal Information Area will now show that the modem is running on the Velocity 3.5.2.x Software Package.



- Click on the **Administration** drop-down menu at the top of the screen and click on **Software and Configuration**.



The Administration – Software and Configuration Screen appears. The Manage Software Packages Table will also show that the modem is running on the Velocity 3.5.2.x Software Package (Release1).

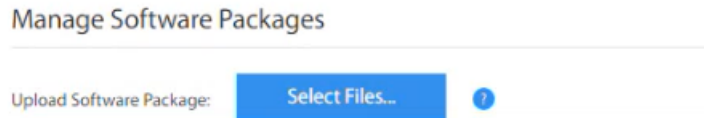


The modem is now running on Velocity 3.5.2.x from the Active Partition. Follow the steps below to upload **and** install the applicable 3.5.2.x Upgrade File to the Backup Partition.

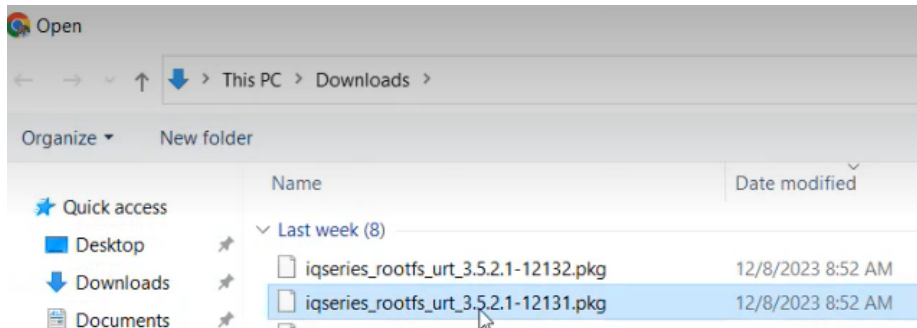
Upload/Install the 3.5.2.x Upgrade Files (Backup Partition)

Follow the steps below to upload/install the 3.5.2.x Upgrade Files to the Backup Partition.

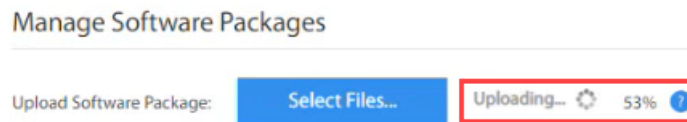
1. Click on the **Select Files** button at the top of the Manage Software Packages Table.



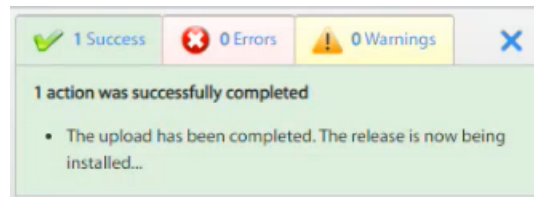
2. Locate the 3.5.2.x Files that you downloaded to your computer, and select the applicable file for the Backup Partition (e.g., iqseries_rootfs_urt_3.5.2.1-12131.pkg).



The file will be uploaded to the modem. The progress is displayed to the right of the Select Files button.



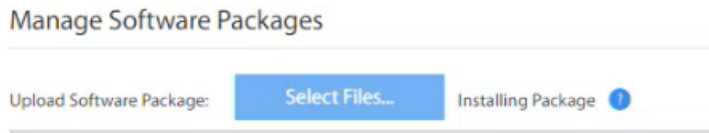
The following message will appear in the upper-right corner of the screen when the upload is complete.



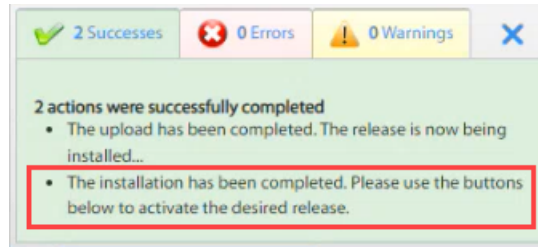
IMPORTANT NOTE: Once the file is uploaded to the modem, installation will begin automatically. The file will be uploaded quickly; however, **Installation will take several minutes to complete.** Do **not** interrupt the process.

If the upload/installation fails, do **not** reboot the modem. Try the upload/installation again. If it fails a second time, contact TAC.

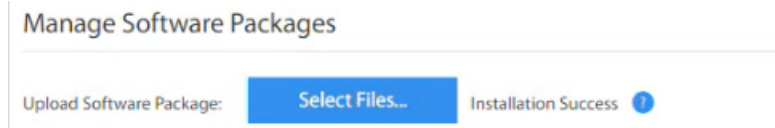
The message to the right of the Select Files button will display “Installing Package”. However the installation progress is not displayed.



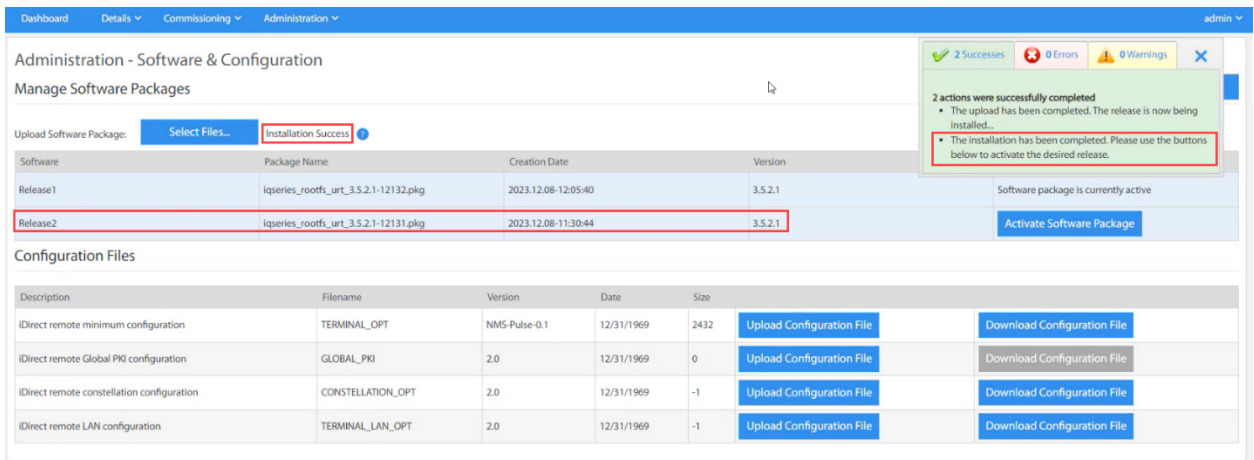
Once installation is complete, the following message will appear in the upper-right corner of the screen.



And the message to the right of the Select Files button will display “Installation Success”.



The newly-installed Velocity Upgrade Software Package will be displayed as “Release2” in the second row of the Manage Software Packages Table.



The upgrade is complete. There is **no need** to Activate the Backup Partition Software Package.

Final Steps

Load the Option Files and commission the modem as detailed in the *iDirect Terminal WUI User Guide*.