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VSN SOFTWARE UPDATE NOTICE

May 3, 2022

Raven has discovered problems when updating VSN units from very early software packages up to the current software package. This is due to the nature of memory allocations and memory sector flags. Users that do not follow the steps outlined below risk locking their object pool and receiving a stuck screen.

When updating VSN from very early versions such as v1.1:

Instructions on how to complete a software update can be found in Chapter 6 of the "VSN Operation Manual" under the Service Manuals tab.

1. Update from old software (v1.0 or v1.1) to v21.2.1.7
    a. Enter required values
    b. Progress through the calibration wizard
    c. Reset to Defaults
    d. (Row Calibration is NOT required at this point)
2. Update software from v21.2.1.7 to v21.2.2.13
    a. Progress through the calibration wizard
    b. Conduct a Row Calibration

Users that receive a stuck object pool as a result of going directly from v1.1 to v21.2.2.13:

- Users that avoid the proper update approach will obtain a stuck run time screen. The unit can be recovered in the field and does not need to be sent back to the factory. Please contact Raven Technical Service at 800-243-5435 to schedule a remote session with our Engineering Team to unlock these units.
- Users will be charged a processing fee for factory returned units due to a failure to follow this update procedure.

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