

# How to Perform Viper 4 Software Updates and Feature Unlocks

## Flash Drive Preparation

To perform software updates and feature unlocks on the Raven Viper 4, the following folder structure will need to be created on the root directory of the USB flash drive used with the field computer:



A “Raven” folder must be created on the root directory of the flash drive. Inside the Raven folder, create an “Updates” folder for Software Updates and a “FeatureUnlocks” folder for software feature unlocks as shown in the figure above.

## Software Updates

**Important:** *When downloading a file multiple times, it will apply a number in parenthesis after the file (e.g. UpdateZip(1).zip). The Viper 4 will not recognize these files. Be sure to remove any added numbers in parenthesis to prevent potential problems with applying updates.*

Software updates for the Raven Viper 4 will be in a .zip file format and must be copied to the Updates folder on the USB flash drive.



Once the flash drive is inserted into the Viper 4, the .zip file containing the software update will be copied into internal memory and extracted automatically. Once this process is complete, the software update will be available via the System Manager utility within the Software Update tab.

**Note:** *Refer to the ROS Basic Operation Manual for additional information on performing software updates and using the System Manager on the Viper 4.*

**Note:** *The copying process takes some time based on the size of the update. Once the update is copied and ready to be applied to the Viper 4, the version of the software update will populate into the "Install Latest Update" window. Until the software is copied, the "Install Latest Update" will remain blank or have the last version available.*

OEM (Original Equipment Manufacturer) specific Viper 4 field computers, (e.g., Case IH, Hagie, and Equipment Technologies), must use OEM specific Viper 4/ROS software update packages. Raven branded Viper 4/ROS updates are not compatible with OEM specific field computers, nor are the OEM specific updates compatible with Raven branded Viper 4 field computers.

When attempting to install a Viper 4/ROS update on a OEM specific field computer, or vice versa, the Viper 4 field

computer will display a message in the Software Update status box at the bottom of the page similar to the following:

"UpdateViper4\_X.X.X.X.Raven.zip: This update cannot be applied."

Please refer back to the software product matrix located on our [RavenHelp.com](http://RavenHelp.com) pages to verify current software versions. Raven updates will be made available on [RavenHelp.com](http://RavenHelp.com). OEM updates will be made available through their established support channels.

## Feature Activation

### Temporary Activation Codes

Temporary feature activation codes will be made available by entering an alpha-numeric code generated using the field computer Identification Number and Job Code Time found within the System Manager.

**Note:** *All Viper 4 field computers are set up with a temporary authorization code out of the box. The initial temporary authorization code is good for 20 hours of in-job operation. Additional temporary activation codes should not be initiated until the temporary activation time has expired.*

Review the ROS Basic Operation Manual for additional assistance with the System Manager features.

### Permanent Activation Codes

**Important:** *When downloading a file multiple times, it will apply a number in parenthesis after the file (e.g. 3700362(1).zip). The Viper 4 will not recognize these files. Be sure to remove any added numbers in parenthesis to prevent potential problems with applying unlocks.*

To permanently unlock software features on a Viper 4, the 7-digit bar code will be required from the back of the field computer. Permanent unlocks must be installed on the field computer similar to applying ROS software updates. To permanently activate a software feature:

1. Contact a local Raven dealer for assistance with ordering the required activation part number.
2. A registration code will be returned to the purchaser.
3. Activate the registration code on [RavenHelp.com](http://RavenHelp.com) using the "Activation Key Request" procedure. The required information will have to be completed using the registration code and the bar code number from the Viper 4.
4. Once complete, the activation key must be downloaded. This downloaded .zip file should be saved to the "FeatureUnlocks" folder on the USB flash drive used with the Viper 4.



5. To apply the software unlock, insert the flash drive into the Viper 4. After a short time, a message will be displayed prompting the operator to restart the field computer. Remove the USB flash drive before restarting the Viper 4.