

Firmware Information

ID Screen firmware is/was available as None Secure and Secure. Going forward Idemia will only be selling units with Secure firmware (Expected from 2022) None Secure firmware is labeled as "M0x-" and Secure firmware is labeled as "S0x-"

Devices running Secure firmware can never be download to None Secure firmware. If you may want to test a device with None Secure firmware a device will need to be kept on None Secure and not updated to Secure.

Migrating firmware from None Secure (M0x) to secure firmware (S0x) must be done from an FAT formatted SD Card or Memory stick (Not from the ID Screen Root Folder as this will damage the device).

The SD Card or memory stick must not be removed during the process.

Once an ID Screen is updated to Secure firmware it can never be downgraded to none secure (even with a factory default). We may want to keep at least 1 ID Screen with none secure firmware at least for a while to enable us to test if a feature isn't working if it relates to secure firmware or any firmware. As we are not releasing and ID Screens to clients we don't need to keep an ID Screen with None Secure firmware for ever to enable client support. Possible after a full successful launch and positive client feedback we migrate all ID screen to secure firmware and in the mean time make sure we are fully aware if a device has None Secure firmware that it has none secure firmware and we remember how to migrate it.

Once secure firmware is successfully loaded onto the ID Screen future secure upgrades can be done by placing the firmware into the root of the ID Screen (That is without the need to use an SD Card or memory stick) This mean we should be able to update new secure firmware remotely – we will need to check this when we get a secure firmware update expected in November- I propose we only do one to start with to make sure it works and does not damage the device rather than a few of us attempting at the same time and possibly damaging a whole bunch of devices.

Migrating between None Secure and Secure firmware is a tricky thing that basically means the device has to create a partition on the drive and add a signature. As it is effectively a two stage difference from none secure the process could falter in either stage. This is why we have been provided with 4 different pieces of firmware that will allow us to migrate from which ever level/stage the tablet is at.

Basic Principle:

Always best to power the device off using the power button to bring up the power cycle menu – not holding the power button for a prolonged period which does turn the unit off.

Recovery Mode:

Can be used if there are issues with the tablet and firmware upgrade.

Go to power cycle option (briefly press the power button until the power options appear) and select restart

During the power off stage (when the spinner is showing) press and hold the volume "+" (Up)

Shortly after the device starts to re boot (logo appears) release the volume "+" button and the device will enter the recovery mode

From this mode you can do many things including instruct the device to update firmware from a selective areas such as SD card or Memory Stick

Use the volume Up/Down buttons to navigate the options and the power button to select / start that option.

Unit allows none secure firmware to be loaded but after secure firmware attempted to be loaded it did not appear to load the secure firmware and can't accept firmware:

The device might be ½ way through the migration.

Try to re load the None Secure firmware

Reboot the device

Enter the recovery mode and update the migrate to secure firmware,

Device should accept stage 1 of firmware change approx. 5 to 20 seconds and re boot into recovery mode – If not place in recovery mode

Set to install migrate firmware again – the device should attempt to load the second phase of the migration and take between 2 to 3 minutes.
It should then re boot - if still in recovery mode select re boot and device should have secure firmware installed.

Firmware Options Order:

M07 (None secure option) Try to load first via normal method even if already on

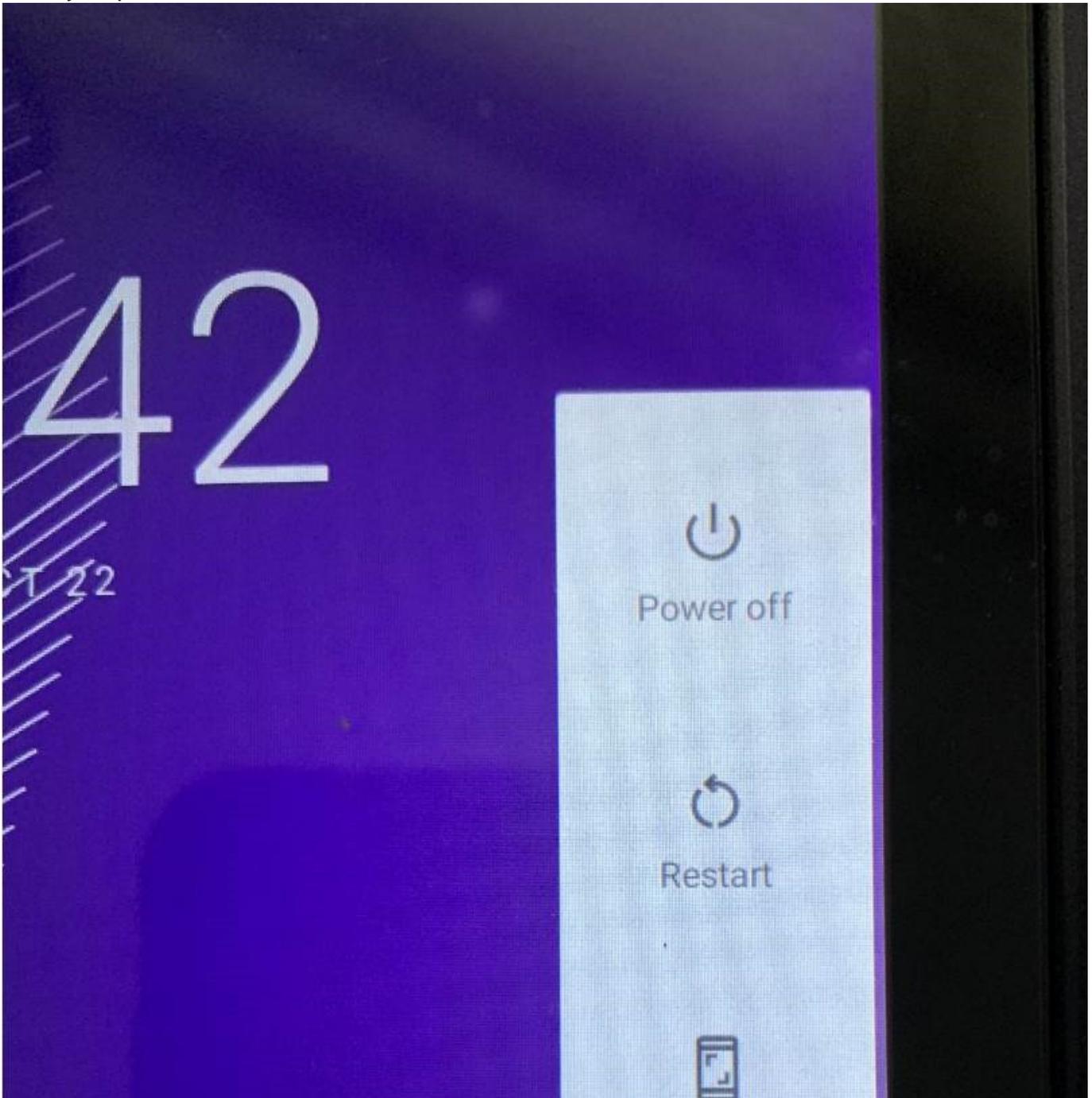
If no issues try to upload M0x_Migration_update

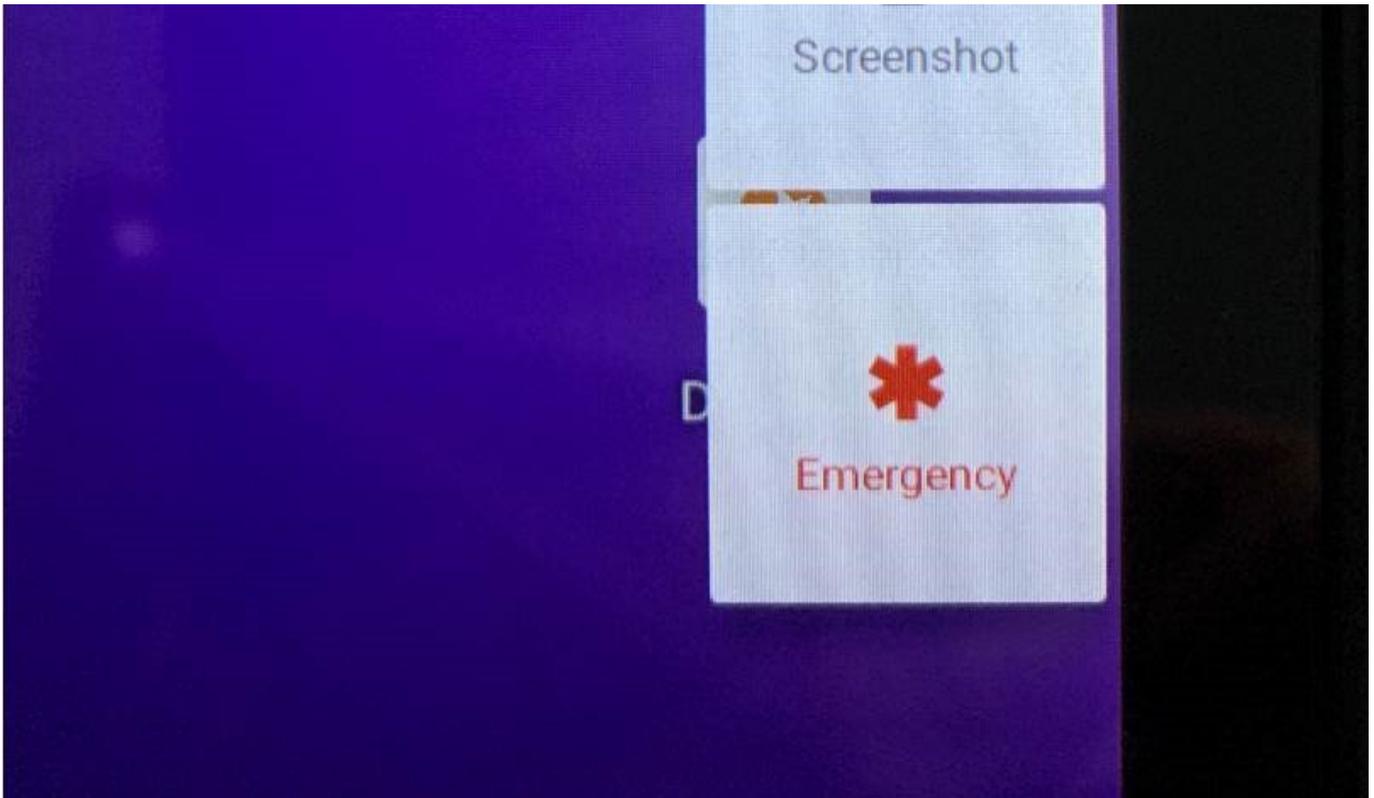
If not OK try again to load M0x_Migration_update a second time to check if both stages mentioned above have been completed

If issues try to load M0x_migration_repair

If continue to have issues report all steps taken along with picture of the screen error message available through the recovery mode screen and the bottom and separately "View recovery logs"

Power Cycle Options:





Recover Mode options:

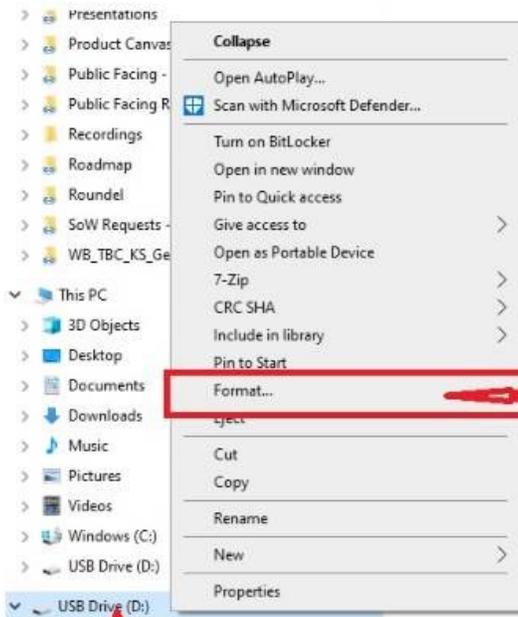


Android Recovery - Firmware S08-U
IDEMIA/ID_Screen_N/ID_Screen
10/QP1A.190711.020/1624465012
user/release-keys
Use volume up/down and power.

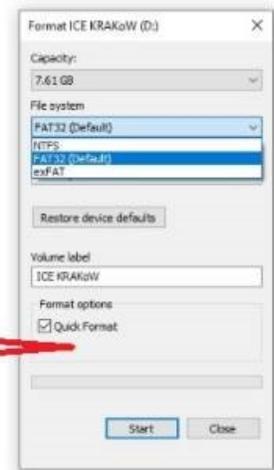
Reboot system now

Apply update from ADB
Apply update from SD card
Apply update from usb storage
Wipe data/factory reset
Wipe cache partition
Mount /system
View recovery logs
Run graphics test
Run locale test
View product information
Power off

FAT Format:



Select "Format" and then
this option appears



↑
Right Mouse Click

Firmware:

Recovery firmware to upgrade a none secure firmware to secure firmware. Please read above before attempting to use any of these (20111022).



IDScreen_M0x_m...date-S08-U.zip



IDScreen_M0x_m...date-S08-U.zip



IDScreen_firmwa...pdate-S08-U.zip



IDScreen_firmwa...pdate-M07-U.zip

Secure Firmware Inc Customization to allow TeamViewer to be loaded:

Test/Beta firmware (20211118):

Please read the "instuction.txt" below before attempting to load either - they need to be loaded in the correct order and both need to be loaded before CSCS cards can be read.



Instructions.txt



custpack_nfc_10...d1_x_update.zip



IDScreen_firmwa...525-NFC_Fix.zip

Released Secure Firmware:

20220125 (Jan 25th 2022)

Release S10-U - Please note this firmware will force the device to clear all data before it will allow a reboot. This means all apps loaded will be removed and the Donseed App will need re registering. Re registration may display saying "Invalid registration code. Please try again!" if so please close the App and re open it might be registered correctly at that point without needing to re enter the reg number again.

Release notes:



S10-U Release ...s_20220125.pdf

Firmware:



ID Screen - Firm...Update S10-U.zip