

HID® Linq™ Cloud

Reader Firmware File Generation Application Note

PLT-08314, A.0
June 2025

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Contacts

For technical support, please visit: <https://support.hidglobal.com>.

What's new

Date	Description	Revision
June 2025	Initial release.	A.0

A complete list of revisions is available in [Revision history](#).

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Section 01

Overview

1.1 Overview

This document provides information on how to generate a reader firmware file within HID® Linq Cloud™ 1.2.5 to:

- Update HID Signo™ readers via a controller
- Update the reader firmware status in HID Linq Cloud
- Track firmware file requests.

Section **02**

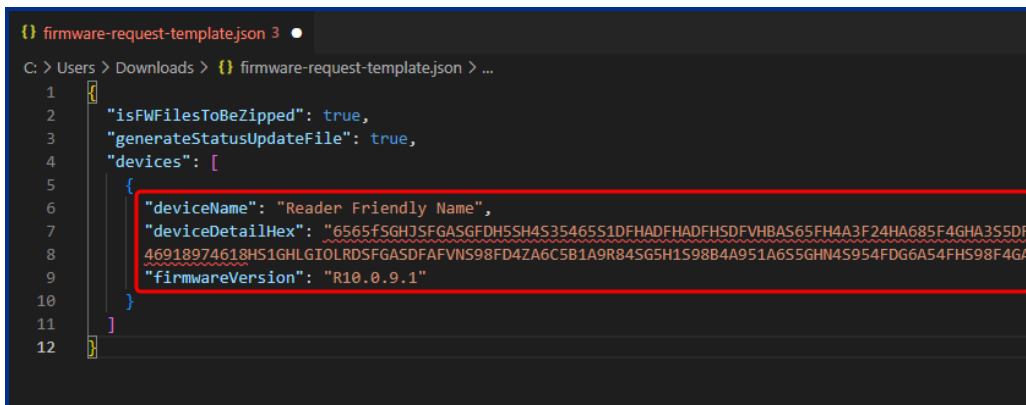
Reader firmware file generation

2.1 Prerequisites

- You must have a Reader Technician account with valid authorization for HID Linq Cloud, and access to the OEM head-end application.
- The OEM software must support the required OSDP commands to retrieve the Extended Reader ID of the HID Signo reader.

2.2 Generate a Signo reader firmware file

- Navigate to the  **Build Firmware** tab.
- Click **DOWNLOAD** to download the **firmware-request-template.json** file.
- Open the **firmware-request-template.json** file.
- Fill in the **deviceName**, **deviceDetailHex** and **firmwareVersion** fields.



```

{} firmware-request-template.json 3
C: > Users > Downloads > {} firmware-request-template.json > ...
1  {
2    "isFWFilesToBeZipped": true,
3    "generateStatusUpdateFile": true,
4    "devices": [
5      {
6        "deviceName": "Reader Friendly Name",
7        "deviceDetailHex": "6565fSGHJ5FGASGFDH5SH4S35465S1DFHADFHADFHSDVH8AS65FH4A3F24HA685F4GHA3S5DF
8        46918974618HS1GHLGIOLRDSFGASDFAFVNS98FD4ZA6C5B1A9R84SG5H1S98B4A951A6S5GHN4S954FDG6A54FHS98F4GA
9        "firmwareVersion": "R10.0.9.1"
10     }
11   ]
12 }
  
```

Note:

- The **deviceName** and **firmwareVersion** fields are optional.
- If the **firmwareVersion** field is left blank, the latest firmware version is generated.
- See *HID Signo Extended ID request via Mercury OSDP MFG Command Application Note* (PLT-08298) for information on retrieving the **deviceDetailHex** value.

- Save the **json**. file.

Note:

File name restrictions:

- 1-60 characters
- Letters (a-z, A-Z), numbers (0-9)
- Underscore (_) and hyphens (-) are the only permitted special characters

- Navigate to the  **Build Firmware** tab.

- Click **ADD FILE** and select the **json.** file saved in step 5.

Generate Reader Firmware

Upload File
Import the JSON file with reader information, to download firmware ZIP files.

ADD FILE

Supported files: json

If you do not have a template you can download here:

Download Template **DOWNLOAD**

UPLOAD

Files available for download

File Name	Request Status	Firmware Download	Status File Download	Status Update	Validity in Days
firmware-request-template-cert - Consolidated.json	● Ready for download	Download	Download	Pending	17
firmware-request-template-cert - Consolidated.json	● Complete	Unavailable	Unavailable	Updated	16
status check.json	● Complete	Unavailable	Unavailable	Updated	16
firmware-request-template_cert_Mu Hi_with Fail.json	● Complete	Unavailable	Unavailable	Updated	15
status check.json	● Complete	Unavailable	Unavailable	Updated	15

- Click **UPLOAD**. HID Linq Cloud outputs a **Firmware Download** file and a **Status File Download** file.
- Click **Download** to download the **Firmware Download** file.

Generate Reader Firmware

Upload File
Import the JSON file with reader information, to download firmware ZIP files.

ADD FILE

Supported files: json

If you do not have a template you can download here:

Download Template **DOWNLOAD**

UPLOAD

Files available for download

File Name	Request Status	Firmware Download	Status File Download	Status Update	Validity in Days
firmware-request-template-cert - Consolidated.json	● Ready for download	Download	Download	Pending	17
firmware-request-template-cert - Consolidated.json	● Complete	Unavailable	Unavailable	Updated	16
status check.json	● Complete	Unavailable	Unavailable	Updated	16
firmware-request-template_cert_Mu Hi_with Fail.json	● Complete	Unavailable	Unavailable	Updated	15
status check.json	● Complete	Unavailable	Unavailable	Updated	15

- Upload the reader firmware file to the required reader via your OEM head-end software or panel web user interface (UI).
- Navigate to the **Build Firmware** tab after the reader firmware has been updated.

12. Click **Download** to download the **Status File Download** file.

Generate Reader Firmware

Upload File
Import the JSON file with reader information, to download firmware ZIP files.

ADD FILE

Supported files: json

If you do not have a template you can download here:

Download Template **DOWNLOAD**

UPLOAD

Files available for download

File Name	Request Status	Firmware Download	Status File Download	Status Update	Validity in Days
firmware-request-template-cert - Consolidated.json	● Ready for download	Download	Download	Pending	17
firmware-request-template-cert - Consolidated.json	● Complete	Unavailable	Unavailable	Updated	16
status check.json	● Complete	Unavailable	Unavailable	Updated	16
firmware-request-template_cert_Mu Ihi_with Fail.json	● Complete	Unavailable	Unavailable	Updated	15
status check.json	● Complete	Unavailable	Unavailable	Updated	15

13. Open the downloaded status file and change the **firmwareUpgradeStatus** to the relevant update status:

- If the reader firmware update is successful - **UPGRADE_SUCCESSFUL**
- If the reader firmware update fails - **UPGRADE_FAILED**
- If you have not yet applied the reader firmware update - **NOT_YET_APPLIED**

Note:

- When a firmware file is created for a reader, the reader is locked. You must update the **firmwareUpgradeStatus** of the required readers to unlock it.
- Firmware files are valid for 30 days.

14. Save the file.

Important: Do not change the filename as it contains the request ID.

15. Navigate to the **Build Firmware** tab.
16. Click **ADD FILE** and select the **json.** file saved in step 14.
17. The **Status Update** changes from **Pending** to **Updated** or **Partially Updated**.

2.3 Firmware file request status

To track the status of the reader firmware file requests, see the **Files available for download** table.

Generate Reader Firmware

Upload File
Import the JSON file with reader information to download firmware ZIP files.

ADD FILE Supported files: json

If you do not have a template you can download here:

Download Template **DOWNLOAD**

Files available for download

File Name	Request Status	Firmware Download	Status File Download	Status Update	Validity in Days
firmware-request-template-cert-Consolidated.json	● Ready for download	Download	Unavailable	Pending	18
firmware-request-template-cert-Consolidated.json	● Ready for download	Download	Unavailable	Pending	18
firmware-request-template-cert-Consolidated.json	● Ready for download	Download	Download	Pending	18
firmware-request-template-cert-Consolidated.json	● Complete	Unavailable	Unavailable	Updated	18
firmware-request-PP-R1.json	● Complete	Unavailable	Unavailable	Updated	18

2.3.1 Request Status

The **Request Status** column indicates the overall status of the firmware file request process.

Status	Description
In Progress	The request is being processed.
Ready for download	Firmware files successfully generated for all requested readers and are available to download.
Ready for partial download	Firmware files are generated for some readers and are available to download. Regenerate firmware files for the failed readers and make sure the reader information is correct.
Ready - All Failed	Firmware file generation failed for all requested readers.
Complete	Firmware files have been generated and the status has been updated in HID Linq Cloud.

2.3.2 Firmware Download

The **Firmware Download** column indicates the status of the generated firmware file.

Status	Description
Preparing	Firmware file generation is in progress.
Download	Firmware files generated successfully and are ready to download.
Unavailable	Firmware files are not available to download.

2.3.3 Status File Download

The **Status File Download** column indicates the status of the generated firmware status file.

Status	Description
Preparing	The firmware status file is in progress.
Download	The firmware status file is populated with the relevant reader information and available for download.
Unavailable	The status file is not available. This happens when the Request Status is In Progress or Ready - All Failed .

2.3.4 Status Update

The **Status Update** column indicates if the **Status File Download** file has been updated for all readers on the request.

Status	Description
Pending	The firmware update status has not been reported back to HID Linq Cloud.
Partially Updated	Status information is complete for some readers on the request. Download a new status file for the readers that did not update.
Updated	The firmware update status is complete for all readers.

Revision history

Date	Description	Revision
June 2025	Initial release.	A.0



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