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Stage CL Update File Corruption Solutions

When updating Stage CL console, some users experience problems that result in an error saying that the update package is corrupted. This technote identifies the solutions to resolve this issue.

1. The USB drive is too small and needs to be clear of any other data. It needs to be a minimum of 4GB.
2. During the download process, the computer has decompressed the .tar.gz file. Check the file properties on our website against what has been downloaded to make sure they are the same. If they are not, check the file association actions in the program being used to download. For example on a PC you may have to set the file associations on both Internet Explorer and WinRAR to do nothing but download .tar.gz files.

If you are downloading with Safari on a Mac and the download has the wrong name or filesize you may need to turn off Safari's 'Open safe files after downloading' option.

To do this:

- On the Safari menu select the Preferences option.
- On the General tab of the Preferences window uncheck the 'Open safe files after downloading' box.

Do not use Google Chrome to download these files. Chrome is written to automatically decompress these file types and the settings cannot be overridden by the user.