



Update Information:

Codex Compact Drive 1 TB

K2.0024130 (CX.0001002)

A firmware patch is now available to address an error with some Codex Compact Drives. To have the update installed free of charge, affected drives can be sent to any ARRI Service station.

Which Drives are affected?

Only Compact Drives from the initial production run, within the serial number range from **10020001** to **10022568**, are affected (K2.0024130, Codex Model No: CX.0001002).

Drives outside this serial number range already run on the latest firmware and require no update. Please note that the firmware version of the drive (shown in camera menu 'Media Info') does not provide information if the drive needs to be updated. The only way to identify an affected drive is by its serial number.

What are the symptoms?

This firmware error can cause faulty behaviour when a Compact Drive is inserted into an ALEXA Mini LF, a Codex Dock, or Reader. While these symptoms are not frequent nor will they have any adverse effect on the stored data, they are bound to worry crew which is reason enough to provide this update.

On a Camera

- A Compact Drive may take a long time to load on camera, and in some cases may not load at all. When this issue occurs, the camera status "INIT" will be displayed for an extended period.
- A Compact Drive enters a read-only mode and is not accepted by the camera. The camera status "INVALID" will be displayed.

On a Codex Dock or Reader

- With CODEX Device Manager 5.1 installed, a Compact Drive may take a long time to load or not load at all, resulting in a popup notification saying: "A Codex media device is taking a long time to load. Please leave it plugged in and contact support@codex.online."
- With previous versions of CODEX Device Manager, a Compact Drive may take a long time to load or fail to load with a "Load Failure" popup notification. Please note that this notification can also occur for other unrelated reasons. Please contact Codex Support if you encounter a "Load Failure" message.

How can the issue be resolved?

The issue can be resolved with a firmware patch. Since installation requires special tools, the drives unfortunately cannot be updated by customers. Therefore, the update will be performed free of charge at any ARRI Service station.

If you own Compact Drives in the serial number range from **10020001** to **10022568**, please get in touch with an ARRI service station near you to request an RMA for the drive update.

ARRI service is keeping track of the updates and will be able to help if you are in doubt whether a drive already had been updated.

You are receiving this information because you registered as an ALEXA Mini LF customer. We appreciate your continued support.

[Click here for a list of ARRI service stations](#)

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