urmet

Mod.
1060

DS1060-126

LBT20463

IPERUPGRADE MANUAL

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1 INTRODUCTION

This document describes the ‘’*IperUpgrade*’’ utility that allows the installer to upgrade the firmware of the following devices in the following systems:

System	Device	Ref.
IperCom	Max Videodoorphone	1717/3x-4x
	Doorphone	1160/3
	Push Button Panel	1060/74
	Call Module	1060/13-18
Kit Villa	Max Videodoorphone	1060/31

The utility runs on Windows OS version 7, 8, 8.1 and 10.

1.1 MAIN PHASES OF UPGRADE PROCESS

The upgrade process consists of 2 phases:

1. Upload of the Firmware Upgrade Package file to the devices,
2. Upgrading of devices.

It is very important to notice that in IperCom system one only Firmware Upgrade Package file upgrades all devices listed in the table above.

This guide describes these two main phases and other aspects of the utility.
For the upgrade process all devices must be connected to the PoE port and the PC (where the software runs) must be in the same subnet of Ipercom system (connected by LAN cable).

2 PROJECT SESSION

The uploading and upgrading phases are the last steps of a sequence of operations and data entering that it is possible to save in a single project session: the user interface of the utility guides the installer to the upgrade process enabling different sections one after the other as soon as the installer enters the required information.
The firmware upgrade process is obtained in the following steps (every step of the list below will be described and displayed in details in the next sections):

1. create a new project or load an already existing project,
2. get the list of all devices that can be updated,
3. check the devices that need to be upgraded,
4. send the upgrade command that starts the upload phase and the upgrade phase.

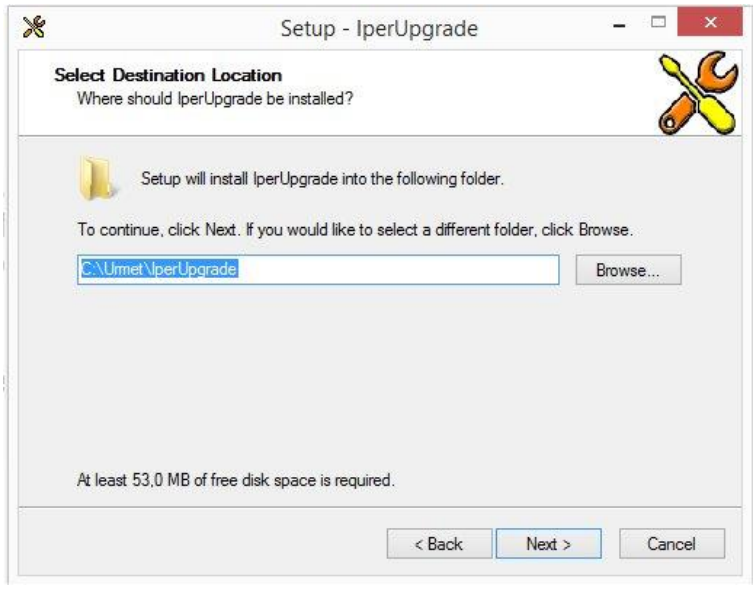
If the environment is always the same, it is useful to save the project, load it again to avoid entering or loading the same parameters (network parameters, list of devices and so on).

3 INSTALLATION

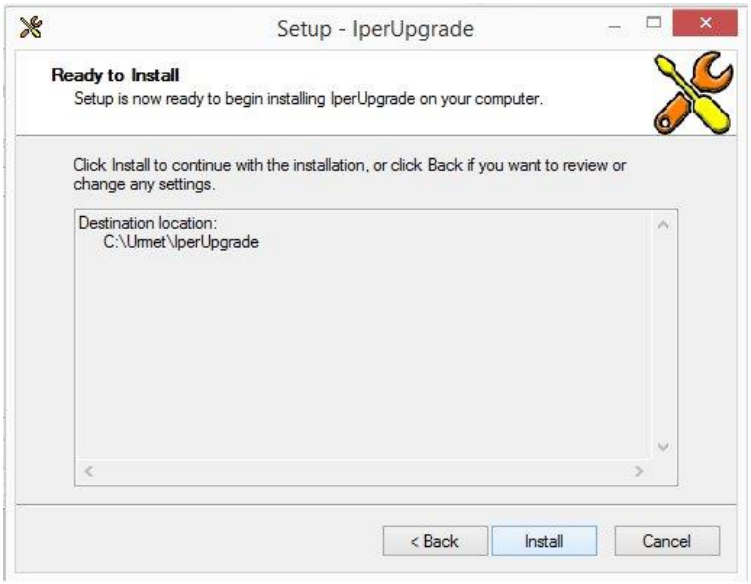
In order to install the software, execute the installer file "*IperUpgrade Setup.exe*" and follow the instructions on the different windows. It is necessary to have the administration rights on your own PC.

After having choosen the language of the installation, the following window appears:

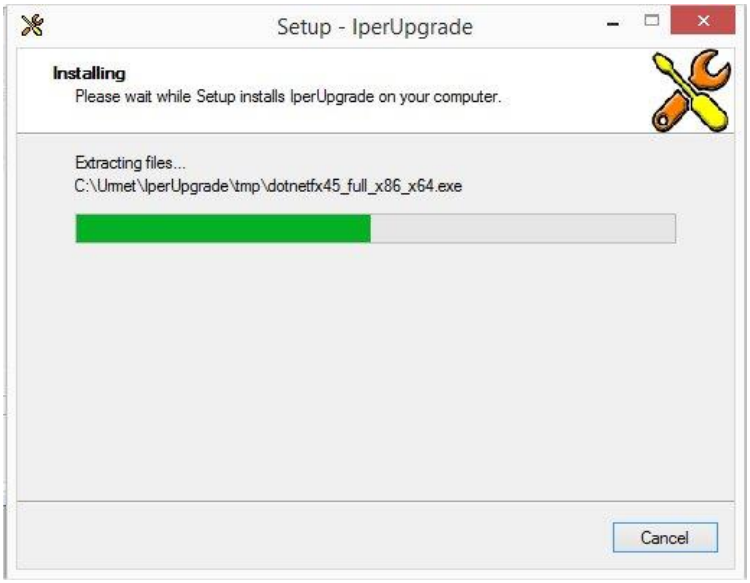
Clicking on ''*Next*'' button, a new window appears with the folder where the application will be installed (it is possible to change installation folder through the button ''*Browse*''):



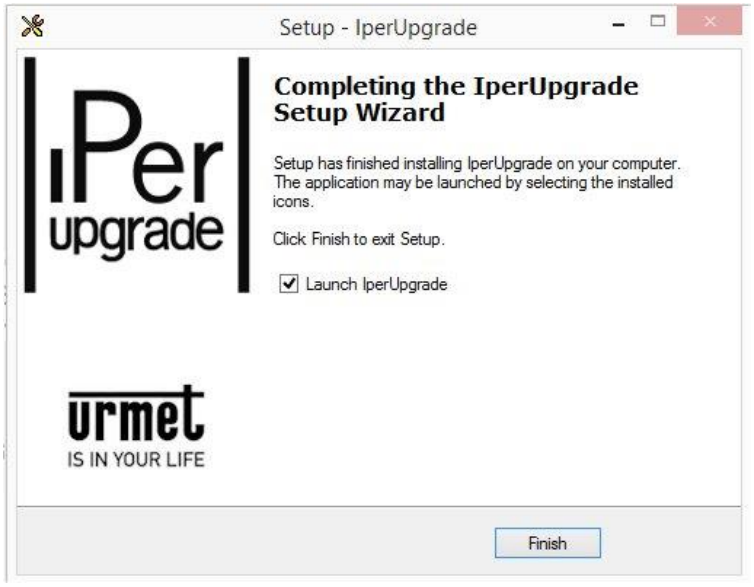
Clicking on ‘’*Next*’’ button the following window appears:



Then clicking on ‘’*Install*’’ button, the installation starts:

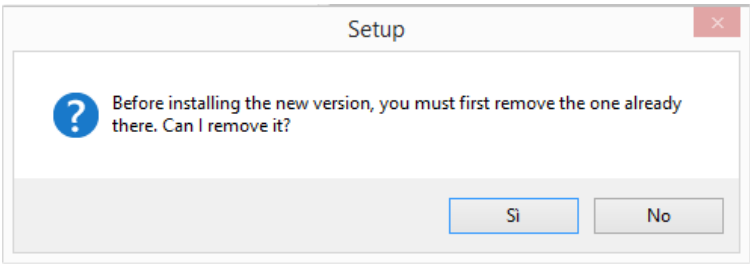


At the end of the installation this window appears:



It is possible to choose whether running directly the utility or later (flag ‘’*Launch IperUpgrade*’’).

If on your own PC an old version is already installed, it is necessary to uninstall the old version. This is possible during the installation phase when the following window appears:

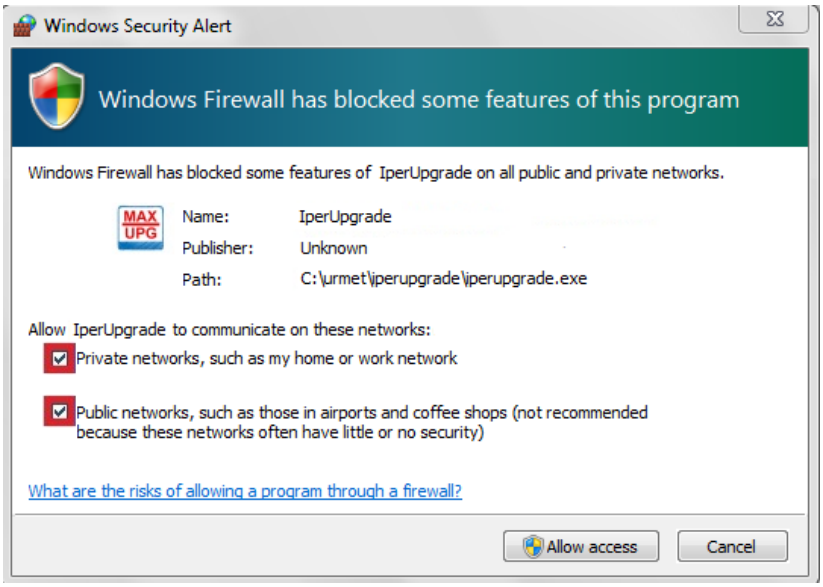


Clicking on ‘’*Yes*’’ button the old version is uninstalled and the new version is installed by the steps seen above.

It is not possible to install a new version if an old version is already running on your own PC: you need to close the program in order to go on with the installation of the new version.

3.1 LAUNCHING THE APPLICATION THE FIRST TIME

If the program is launched for the first time on your own PC, Windows Firewall shows a dialog asking the user if allow or forbid access to the network. By default, the Windows firewall denies public network communications. It is essential to allow this communication for the right working of the utility.



4 SOFTWARE INTERFACE

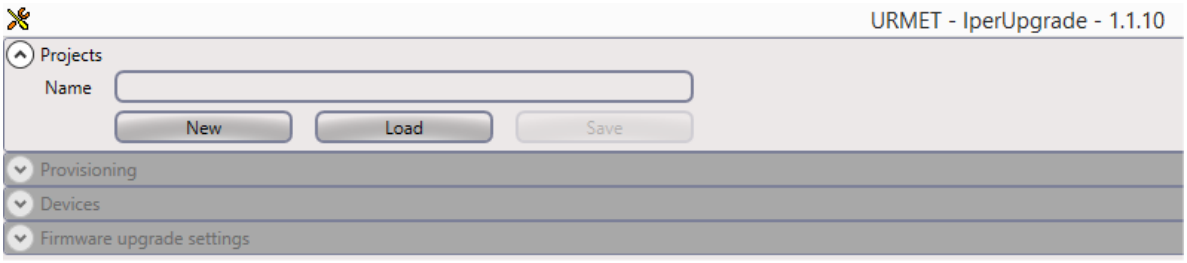
The user interface is structured in sections that can be expanded or collapsed. These sections are:

- ''*Projects*'',
- ''*Provisioning*'',
- ''*Devices*'',
- ''*Firmware Upgrade Settings*''.

The working of these sections will be now described in details.

4.1 PROJECTS SECTION

The first time the program is launched, this window appears:



It is possible to:

- open a new project with the button ''*New*'' (a dialog box opens where it is possible to enter the name of the project and save it);

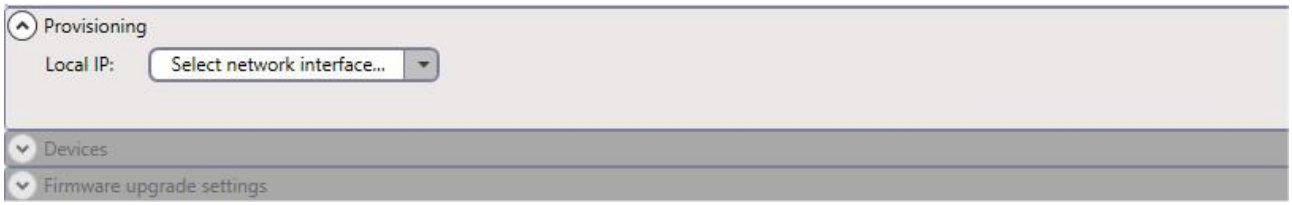
or

- load a previously saved project (button ''*Load*'').

The button ''*Save*'' allows to save changes to the current project.
Working with projects allows the installer to save the most important parameters and the list of the devices only one time and loading the same project it is not necessary to select or entering them again.

4.2 PROVISIONING SECTION

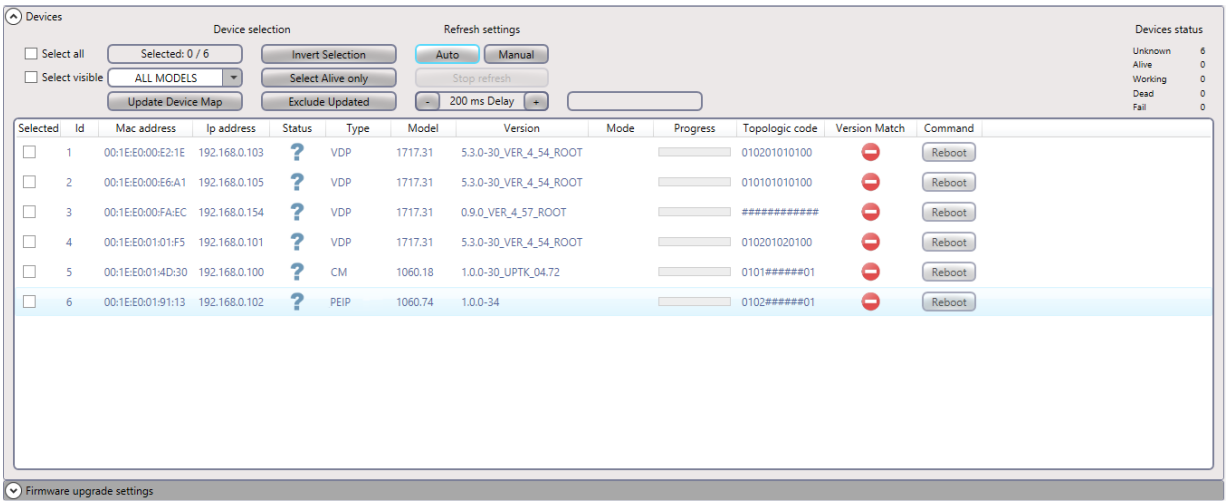
The ‘’*Provisioning*’’ section allows to populate the ‘’*Devices*’’ section below.



Select a network interface from the dropdown menu with label ‘’*Local IP*’’ and then click on ‘’*Find devices*’’ button (the network interface must be the network by which your own PC is connected to the system). This is valid for all the two systems.

If devices to be updated are found (they are displayed in the textfield with label ‘’*Total devices*’’), the next section ‘’*Devices*’’ and ‘’*Firmware upgrade settings*’’ are not anymore frozen and devices are available for the upgrading.

4.3 DEVICE SECTION



In the ‘’*Devices*’’ section it is possible to view all devices connected to the system that must be (eventually) updated with their related information. Under the label ‘’*Devices*’’ some checkboxes and buttons are present, divided into two categories: ‘’*Device selection*’’ and ‘*’Refresh settings*’’. The sections below explain their working:

4.3.1 Device selection category

“*Select all*”: this checkbox, if checked, allows selecting all devices connected to the system (even if they are not all displayed in the list because of a particular setting of the dropdown menu ‘’*Model*’’, see below). If not checked, no device in the list is checked.

“*Select visible*”: this checkbox, if checked, allows to select only all devices of the system visible in the list: for example if the dropdown menu ‘’*Model*’’ is set to 1717.31, only these devices will be displayed in the list and the checkbox “*Select visible*” work only on these devices. If not checked, no device in the list is checked.

NOTE: the selection of the devices can be also manual.

The label ‘’*Selected x / y*’’ is useful to understand how many devices have been selected and how many not.

“*Model*”: this dropdown menu allows filtering the device list through the desired device model. The model list contains all the devices that this utility can update. By selecting a specific device model, the device view hides all the devices not matching with the model selected.

“*Update device map*”: this button allows clearing or updating the device list. Clicking on this button a pop up window appears with two choices: ‘’*Yes*’’ or ‘’*No*’’:

1. Clicking on ‘’*Yes*’’ button, all the devices will be removed from the map and a new scan of the available devices will be done. This is useful, if there are in the list devices that are not present anymore in the system: for example, this could happen opening an old project with old devices; in this case, the new scan erases these old devices and shows only the new devices.
2. Clicking on ‘’*No*’’ button only new devices will be added to the map. Other devices in the list can be present or not present in the system.

In both cases if a device is present or not in the system, this can be seen by the arrows in the column ‘’*Status*’’ (see below for further details).

‘’*Invert selection*’’: this button allows to select the not checked devices and unselect the checked device.

‘’*Select alive only*’’: this button allows not selecting the dead devices (see below for further details); once they are not selected, they will be marked with a question mark. The status of the devices will be explained in more details below.

‘’*Exclude updated*’’: this button allows not selecting the devices that are already updated. The criterion to establish whether a device is already updated or not is comparing (for a single device) the version displayed in the column ‘’*Version*’’ and the version loaded in the Firmware Upgrade Package file. If these two datas match, then the button ‘’*Exclude updated*’’ deselects this device.

NOTE: the version match field is by default flagged as ‘’not matching’’ with a question mark. When a firmware upgrade file is selected, then it becomes “matching” for those devices that have been already updated and ‘’not matching’’ with the red symbol for the other devices. After the firmware upgrade, all the upgraded devices appear with a “matching” flag.

4.3.2 Refresh settings category

The polling refresh mode can be set into two different modes: ‘’*Auto*’’ or ‘’*Manual*’’. If set to ‘’*Auto*’’, the polling will be made on every device with the delay set by the user in the related textfield (from 200ms to 5000ms with step of 100ms). If set to ‘’*Manual*’’, clicking on the button ‘’*Start refresh*’’ (not frozen anymore), the polling of all devices starts and ends. For another polling of all devices, it is necessary to click again on ‘’*Start refresh*’’ button.

4.3.3 Device status informations

At the right side of the ‘’*Device*’’ section there is a table, which shows the most important information about the devices, that is:

- number of devices in ‘’*Unknown*’’ status (devices not selected from the list),
- number of devices in ‘’*Alive*’’ status (normally working devices),
- number of devices in ‘’*Dead*’’ status (not working devices),
- number of devices in ‘’*Fail*’’ status (devices that have not completed the update process),
- number of devices in ‘’*Working*’’ status (devices that are executing a specific command, for example the update command).

4.3.4 Further information available

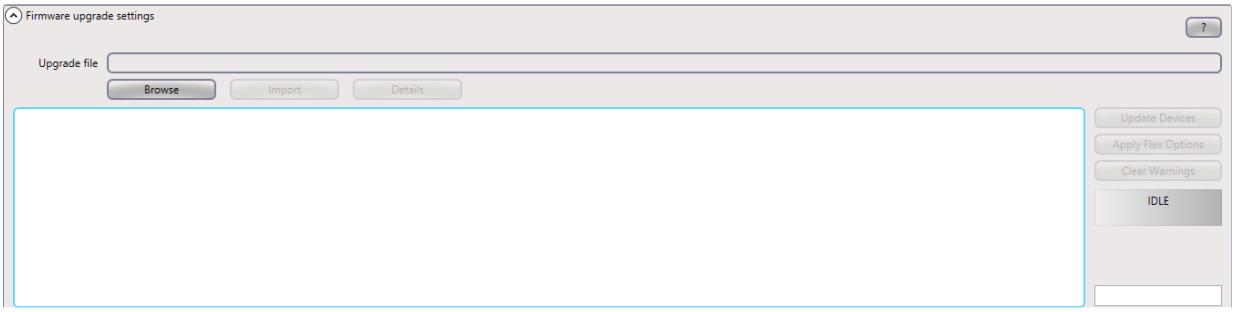
For each device the following information are available:

Column	Meaning	Symbol
MAC Address	It shows the device MAC address.	No symbol
IP Address	It shows the device IP address.	No symbol
Status: alive	The device is properly polled.	
Status: dead	The device can not be polled, for example, it is not connected to the system.	
Status: unknown	The device is not selected or the software is waiting for an answer from the device.	
Status: upload	The FUP file upload is in progress or the update is in progress	
Status: fail	The upgrade progress failed	
Type	Type of the device	No symbol
Model	Model of the selected device type.	No symbol
Version	Software version already installed on the device.	No symbol
Mode	Working mode of the device (IperCom or Kit Villa).	No symbol
Progress	Upload progress of the FUP file and upgrade progress.	No symbol
Topologic code	Unique identifier of the device in the system	No symbol
Version Match: it matches	The version you want to install matches with the version already installed	
Version Match: it doesn't match	The version you want to install doesn't match with the version already installed	
Version Match: it can not be matched	No version to be installed has not choosen yet	

The button ''*Reboot*'' allows to reboot the devices.

NOTE: it is possible to order the list view by clicking on the column tabs.

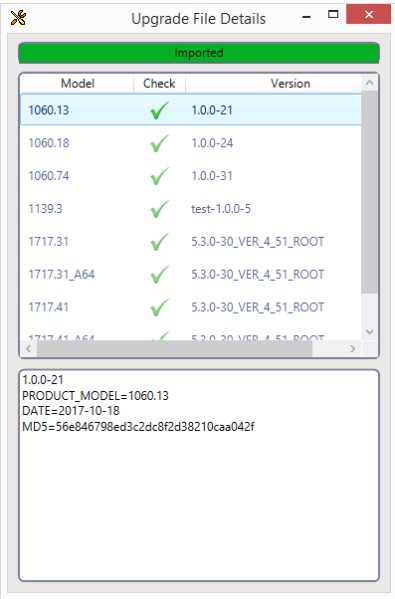
4.4 FIRMWARE UPGRADE SECTION



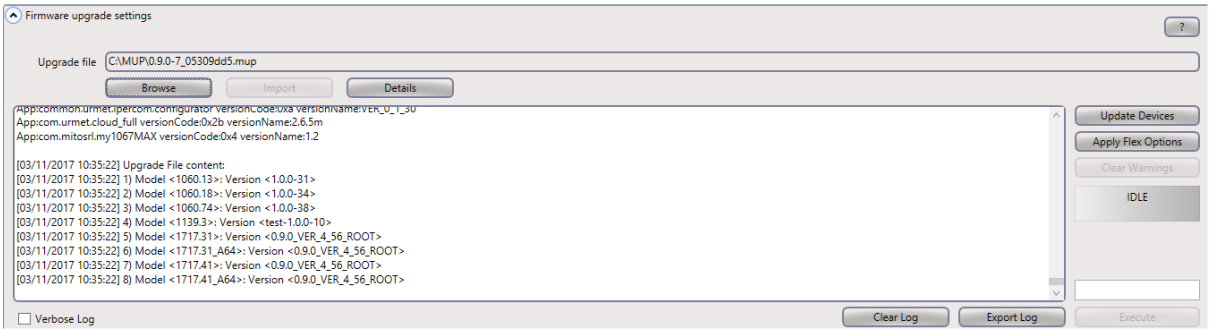
The upgrade procedure can be started choosing the firmware upgrade file on your own PC by the button ''*Browse*''. There are 2 kinds of files that can be choosen for the upgrade:

- file with .mup extension: this kind of file allows to upgrade more devices of different models in the IperCom system at the same time;
- file with .zip extension: this kind of file allows to upgrade more devices of the same model in the system at the same time;

Once that the Firmware Upgrade Package file is choosen, a pop up window appears with a list of the different devices (column ‘’*Model*’’) and their related upgrade file version. The green flag means that the file was correctly imported.



In this case it is possible to click on button ‘’*Update Devices*’’ (not frozen anymore) and the upgrade process starts (only the selected devices will be upgraded):

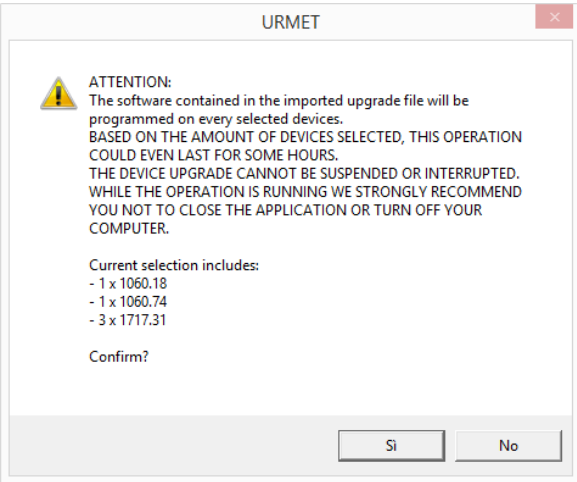


The upgrade process requires two steps for all devices:

- upload phase: the firmware upgrade file is uploaded from PC to all selected devices that must be upgraded;
- upgrade phase: the devices are upgraded to the new release.

For Max video door phones the two phases are clearly separate. In fact the related progress bar in the column ‘’*Progress*’’ is of 2 different colours: green during the upload phase and red during the upgrade phase (during this phase the video door phones are out of service).
For all other devices the related bar progress is always red because the upgrade phase is fast simultaneous to the upload phase.

Once that the button ‘’*Update devices*’’ is pressed, a warning appears:

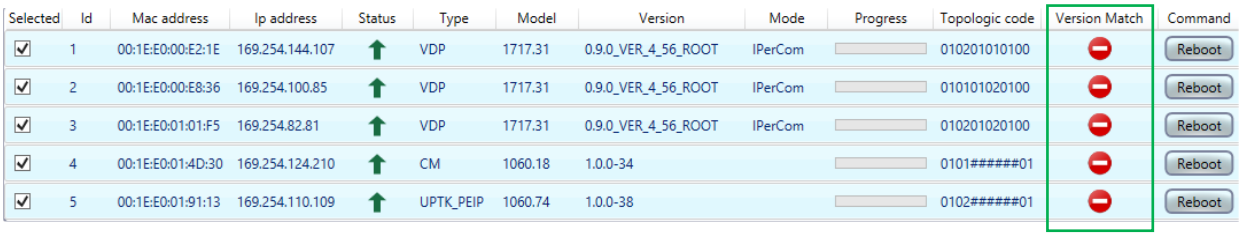


Here it is underlined that during this phase it is very important not to switch off your own PC and not to close the utility because the good working of the update process could be compromised. The warning gives also a short table of the devices that will be upgraded.

Clicking on ‘’*Yes*’’ button, the update process starts.

Here below are shown the main phases.

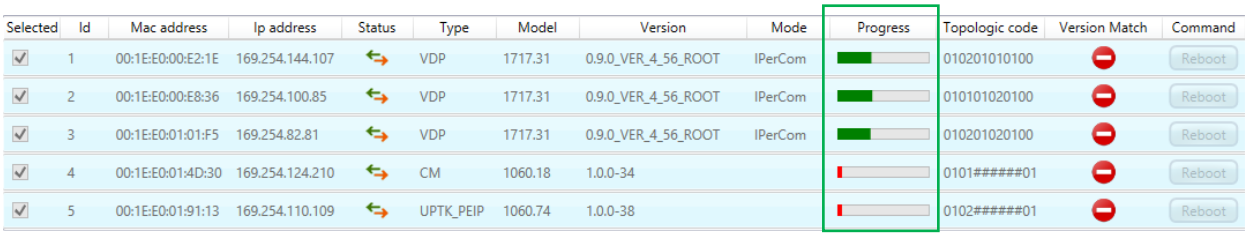
Step 1: the firmware upgrade file has been loaded:



Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
☑	1	00:1E:E0:00:E2:1E	169.254.144.107	↑	VDP	1717.31	0.9.0_VER_4_56_ROOT	IPerCom		010201010100	⛔	Reboot
☑	2	00:1E:E0:00:E8:36	169.254.100.85	↑	VDP	1717.31	0.9.0_VER_4_56_ROOT	IPerCom		010101020100	⛔	Reboot
☑	3	00:1E:E0:01:01:F5	169.254.82.81	↑	VDP	1717.31	0.9.0_VER_4_56_ROOT	IPerCom		010201020100	⛔	Reboot
☑	4	00:1E:E0:01:4D:30	169.254.124.210	↑	CM	1060.18	1.0.0-34			0101######01	⛔	Reboot
☑	5	00:1E:E0:01:91:13	169.254.110.109	↑	UPTK_PEIP	1060.74	1.0.0-38			0102######01	⛔	Reboot

The column ''*Version Match*'' shows a ban: it means that version of all devices doesn't match with the version just loaded with the button ''*Browse*''.

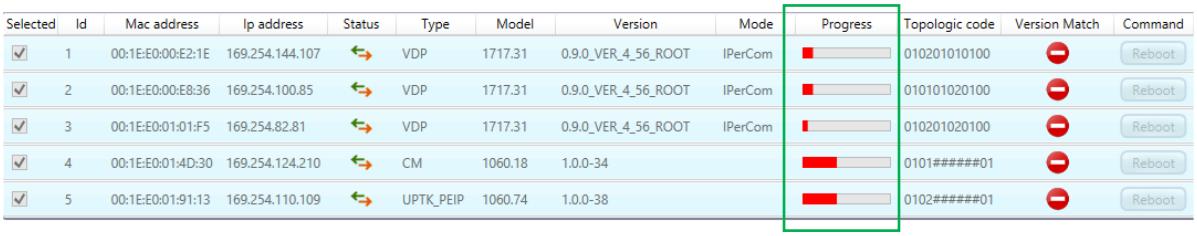
Step 2: the firmware upgrade starts:



Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
☑	1	00:1E:E0:00:E2:1E	169.254.144.107	⇆	VDP	1717.31	0.9.0_VER_4_56_ROOT	IPerCom		010201010100	⛔	Reboot
☑	2	00:1E:E0:00:E8:36	169.254.100.85	⇆	VDP	1717.31	0.9.0_VER_4_56_ROOT	IPerCom		010101020100	⛔	Reboot
☑	3	00:1E:E0:01:01:F5	169.254.82.81	⇆	VDP	1717.31	0.9.0_VER_4_56_ROOT	IPerCom		010201020100	⛔	Reboot
☑	4	00:1E:E0:01:4D:30	169.254.124.210	⇆	CM	1060.18	1.0.0-34			0101######01	⛔	Reboot
☑	5	00:1E:E0:01:91:13	169.254.110.109	⇆	UPTK_PEIP	1060.74	1.0.0-38			0102######01	⛔	Reboot

In the first phase Max video door phones upload the firmware upgrade file (green bars) while call modules and outdoor stations start the upgrade phase (red bars).

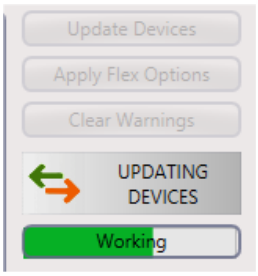
Step 3: all devices are in the upgrading phase:



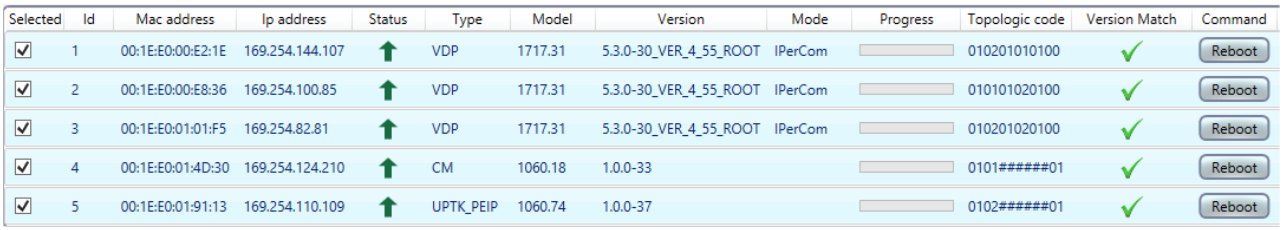
Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
☑	1	00:1E:E0:00:E2:1E	169.254.144.107	⇆	VDP	1717.31	0.9.0_VER_4_56_ROOT	IPerCom		010201010100	⛔	Reboot
☑	2	00:1E:E0:00:E8:36	169.254.100.85	⇆	VDP	1717.31	0.9.0_VER_4_56_ROOT	IPerCom		010101020100	⛔	Reboot
☑	3	00:1E:E0:01:01:F5	169.254.82.81	⇆	VDP	1717.31	0.9.0_VER_4_56_ROOT	IPerCom		010201020100	⛔	Reboot
☑	4	00:1E:E0:01:4D:30	169.254.124.210	⇆	CM	1060.18	1.0.0-34			0101######01	⛔	Reboot
☑	5	00:1E:E0:01:91:13	169.254.110.109	⇆	UPTK_PEIP	1060.74	1.0.0-38			0102######01	⛔	Reboot

Both Max video door phones and outdoor stations are in the upgrading phase.

During these 3 steps, under the button ''*Update Devices*'', there are an image that shows that the system is in the upgrade phase and a green progress bar that will ends when all devices are upgraded:



At the end of the upgrade phase, all devices in the column ‘’*Version Match*” show a green check, this means that all devices have been correctly updated:



Selected	Id	Mac address	Ip address	Status	Type	Model	Version	Mode	Progress	Topologic code	Version Match	Command
☑	1	00:1E:E0:00:E2:1E	169.254.144.107	↑	VDP	1717.31	5.3.0-30_VER_4_55_ROOT	IPerCom		010201010100	✓	Reboot
☑	2	00:1E:E0:00:E8:36	169.254.100.85	↑	VDP	1717.31	5.3.0-30_VER_4_55_ROOT	IPerCom		010101020100	✓	Reboot
☑	3	00:1E:E0:01:01:F5	169.254.82.81	↑	VDP	1717.31	5.3.0-30_VER_4_55_ROOT	IPerCom		010201020100	✓	Reboot
☑	4	00:1E:E0:01:4D:30	169.254.124.210	↑	CM	1060.18	1.0.0-33			0101######01	✓	Reboot
☑	5	00:1E:E0:01:91:13	169.254.110.109	↑	UPTK_PEIP	1060.74	1.0.0-37			0102######01	✓	Reboot

Once that the upgrade procedure is ended, check on Max devices that the firmware version corresponds to the version installed (Top Page Settings ---> Maintenance ---> Version).

The button with label ‘’*?*” shows a short online help of the utility.

4.4.1 Flex Options

The button ‘’*Apply Flex Options*” forces the Home Page and Wallpaper of monitor Max to the choices set in the installed firmware upgrade file.

5 SYSTEM LOG

The log textbox shows some information about the current activities of the application. The logs can be:

- cleared with the button ‘’*Clear log*”;
- exported on a file with the button ‘’*Export log*” (see the path on the same logs);
- increased with the button ‘’*Verbose log*”.

6 TROUBLESHOOTING

6.1 FIREWALL

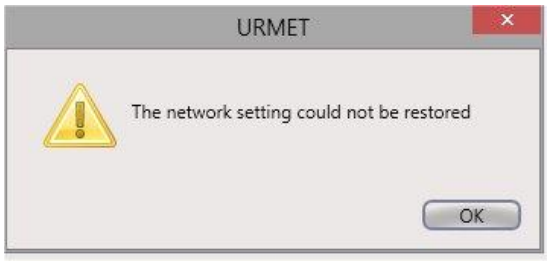
One of the most common issues found during the use of the IperUpgrade software is related to the Windows Firewall. It is necessary to set the firewall in order to allow the application to communicate correctly with the devices on the network.

6.2 NETWORK INTERFACE WITH 1 IP ADDRESS

For the right working of the MAX Upgrade software, it is mandatory that the PC network interface has only one IP address and not more. If there are more than one IP address associated to the same PC network interface, the right working of the software is not assured.

6.3 IMPOSSIBLE TO RESTORE THE NETWORK

If an old project is opened again and at the same time the network configuration is changed, this message is shown:



This means that the network on which devices were found (in the old project) is not present anymore. To load again correctly the project, it is necessary to restore the previous network.

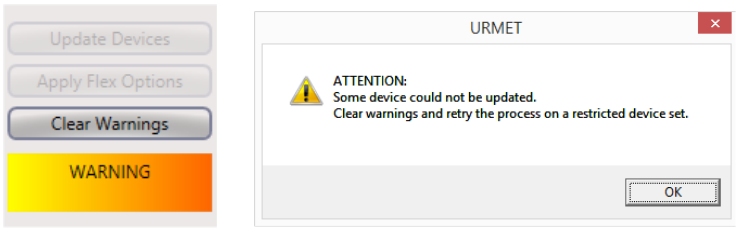
6.4 UPGRADE FAILED

In case of upgrade failed the related device shows this symbol:  .

This could happen if:

- the upgrade time is longer than the red bar progress time,
- there is no connection between the PC and the system,
- the device is dead.

In this case under the button ‘’*Update devices*’’ the image below appears with the following warning:



Clicking on button ‘’*Clear warnings*’’ the application clears the warning and:

- shows a green flag for those devices that were basically updated,
- shows a ban symbol for those devices that were not basically updated.

In this last case it is necessary to repeat the upgrade process (this could happen in systems with a large number of devices.

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