Upgrading Firmware with SymNet Composer

The purpose of this document is to provide information and set by step instructions for the proper firmware upgrade process. With each new release of Composer also comes new firmware for the hardware. Firmware upgrades can include upgrades made to Composer (i.e. modules and tools), bug fixes, and can be a very useful tool when troubleshooting a problem.

The firmware version in the hardware must be matched with the version of Composer software being used. The correct firmware for the version of Composer you are using is always distributed with Composer and installed on your hard drive by Composer’s installer. If there is ever any doubt, follow these instructions to check the firmware version or to upgrade the firmware.

Note: The software will bring up a notification when attempting to go online if a newer version of firmware is available than what is currently on the hardware.

Auto Upgrade:

Use auto upgrade when prompted or when upgrading a system. Auto upgrade does not fix problems, it inspects and only updates those files that have an out of date version. Auto upgrade would not catch corrupted firmware. Use manual upgrade for troubleshooting.

1. Open the Upgrade Firmware/Hardware Settings from Composer’s Hardware Menu.

2. Composer will show an error message if the software is unable to connect with the device similar to when no units have been previously located (no green checks).
3. Click the Auto Upgrade button to automatically update the firmware on each device in the system. *(each xIn and xOut should be upgraded individually using the manual process outlined below)*

4. Once the firmware process has completed successfully a message window will appear stating Auto upgrade complete.

5. After the firmware has successfully completed it is always a good idea to power cycles the unit/s. **DO NOT POWER CYCLE THE UNITS UNTIL AFTER THE FIRMWARE UPGRADE HAS COMPLETED.** Interrupting the firmware process may corrupt the unit and it will need to be sent to Symetrix for repair.
Manual Upgrade:

Use manual upgrade when troubleshooting problems. Manual upgrade does a full reimaging of the firmware to memory.

1. Open the Upgrade Firmware/Hardware Settings from Composer’s Hardware Menu.

2. Composer will show an error message if the software is unable to connect with the device similar to when no units have been previously located (no green checks).

3. Use the drop down menu under Edge/Radius/xControl Unit to select the desired unit to be upgraded.

4. Click the Upgrade button in the section for SymNet Microprocessor file (highlighted in red in the picture to the left).

5. Select the most recent firmware file shown in the dialog that opens, and then click Upgrade. (C:>Program Files>Symetrix>SymNet Composer>Upgrade)
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November 2014

xIn 12 and xOut 12 Firmware Upgrade:

1. Right click on the xIn 12 or xOut 12 and select “Unit Properties…”

2. Click “Upgrade Firmware…”

6. Once the firmware process has completed successfully a message window will appear stating “New firmware is now running”
3. The Upgrade xIn 12 or xOut 12 window will open. This window will display the current reported Dante User and Dante Kernel versions. The window will also show what versions the xIn12 or xOut 12 will be updated to.

Note: If the unit is running the current firmware a message will be displayed “(will not be upgraded)”

4. Click “Upgrade Firmware”
5. The progress bar will display the estimated time for the firmware upgrade to complete.

6. Once the firmware process has completed successfully a message window will appear stating "Upgrade of xIn/xOut firmware succeeded."

Tips & Tricks:

➢ **DO NOT POWER CYCLE THE UNITS UNTIL AFTER THE FIRMWARE UPGRADE HAS COMPLETED.** Interrupting the firmware process may corrupt the unit and it will need to be sent to Symetrix for repair. Multiple units in a site file and/or network congestion or speeds will have an effect on how long the upgrade process can take. Always allow the system to complete its process. At times the Windows operating system may say “Not Responding” this does not mean that the upgrade process has stopped, the process is still working in the background. The front panel LCD display of any Radius Edge, AEC, and 12x8 DSPs will also show which step of the upgrade process is being performed. Be patient and if there are questions regarding the upgrade process please call or send a chat message to Symetrix Support before interrupting the firmware upgrade.

➢ **Each xIn and xOut should be upgraded individually using the manual process.**

➢ **It is not necessary to go on-line with a unit to upgrade firmware.** The software only needs to be connected to a located unit. Once the unit has been located, right click on the unit and select “Unit Properties”. Select the Upgrade Firmware button; this will open the Upgrade Firmware/Hardware Settings window.
➢ Current firmware, Linux Kernel, Dante Kernel, and Dante User information can always be found in the Upgrade Firmware/Hardware Settings window. Located in the field under SymNet Microprocessor file. This information can also be found on the front panel LCD display of any Edge or Radius units by navigating with the left and right arrow buttons.

➢ Erase Unit Memories function is provided for trouble shooting purposes. It provides a handy way to delete certain parameters stored in the hardware. The parameters that can be selected to erase either all or individually are: Stored Site File, Scheduled Events, Accessory Serial Port Settings, Analog Calibration Settings, and Firmware Log Settings.

➢ Current firmware and Brooklyn Kernel files can be found by going to: c:\ Program Files (x86)\Symetrix\SymNet Composer(version, i.e. 2.0)\Upgrade