



Upgrade Guide

Maintain Tool

Version: V1.0.0

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Upgrading the Device

You can use Maintain Tool to upgrade H.264 codecs to their latest versions to obtain their new features. You just need to extract the provided Maintain Tool compression file to your computer and double-click **Maintain Tool.exe** to start it without additional installation procedures. This section takes Maintain ToolV2.0.B2.P1 as an example to introduce how to upgrade N373V2. The methods to upgrade other codecs are similar.

Note:

You can also use Maintain Tool to upgrade JPEG 2000 codecs such as EX0101-N131-000 and EX0101-N141-000, H.264 codecs such as IPE200, IPE 201, N373L, N373V2, N383V2, IPE100, IPD100 in a similar way.

Before Using Maintain Tool

Before using Maintain Tool, you need to set a static IP address on your computer and configure your operating system firewall to allow this software to communicate with N373V2 on your network.

Notes:

The computer operation system installed with Maintain Tool must be Windows XP or later.

Setting a Static IP on Your Computer

Before using Maintain Tool, make sure that the IP address of your computer installed with this software and N373V2 are in the same network segment. Therefore, set your computer's IP address as 169.254.X.X and subnet mask as 255.255.0.0. A computer running Windows 7 is used as an example to configure its static IP address.

- 1. Click Start.
- 2. Choose Control Panel > Network and Internet > Network and Sharing Center > Change Adapter Settings, right click Local Area Connection, and then choose Properties.



3. Double-click Internet Protocol Version 4 (TCP/IPv4).

Local Area Connection Properties	x
Networking Sharing	
Connect using:	
Realtek PCIe GBE Family Controller	
Configure	
This connection uses the following items:	
Client for Microsoft Networks	
QoS Packet Scheduler	
File and Printer Sharing for Microsoft Networks	
Internet Protocol Version 6 (TCP/IPv6)	
Internet Protocol Version 4 (TCP/IPv4)	
🗹 📥 Link-Layer Topology Discovery Mapper I/O Driver	
🗹 🔺 Link-Layer Topology Discovery Responder	
Install Uninstall Properties	
Description	
Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.	t
ОК Са	ncel

- 4. Select **Use the following IP address**. After configuring the settings in the following example, click **OK**.
 - > IP address: 169.254.2.5
 - > Subnet mask: 255.255.0.0

Internet Protocol Version 4 (TCP/IPv4)	Properties ? X
General	
You can get IP settings assigned auton this capability. Otherwise, you need to for the appropriate IP settings.	natically if your network supports ask your network administrator
Obtain an IP address automatical	ly
Use the following IP address:	
IP address:	169.254.2.5
Subnet mask:	255.255.0.0
Default gateway:	<u> </u>
Obtain DNS server address autor	natically
• Use the following DNS server add	resses:
Preferred DNS server:	
Alternate DNS server:	· · ·
Valjidate settings upon exit	Ad <u>v</u> anced
	OK Cancel

5. Click **OK**.

Configuring Your Operating System

Firewall

Your operating system firewall may block some features of Maintain Tool and prevent it from communicating with N373V2. A computer running Windows 7 is used as an example to configure your operating system firewall through either of the following two approaches.

Method 1

You can configure the firewall in the **Windows Firewall** panel on your computer, for example select **Home/Work (Private)** and **Public** for **Maintain tool for IP & Matrix**. For more information, see question 1 in "Frequently Asked Questions".

Allow programs to communicate through Window To add, change, or remove allowed programs and ports, click Cha	vs Firewall ange settings.	
What are the risks of allowing a program to communicate?	- 😵 Cha	nge settings
Allowed programs and features:		
Name	Home/Work (Private)	Public *
Maintain tool for IP & Matrix.	2	
Connect to a Network Projector		
Core Networking		
Create a System Repair Disc		
Distributed Transaction Coordinator		
File and Printer Sharing		
HomeGroup		
iSCSI Service		
Media Center Extenders		
Microsoft Office Groove		
Microsoft Office OneNote		v
Microsoft Office Outlook		- V
	Details	Remove

Method 2

You can also configure the firewall in the **Windows Security Alert** window. When starting Maintain Tool, the **Windows Security Alert** may display. If so, use the administrator privileges to select a network you allow this software to communicate on, for example select both private and public networks, and then click **Allow access**.



Using Maintain Tool for Upgrading

Warnings:

It's recommended that you should not disconnect N373V2s from the power supplies during upgrading. Otherwise, it may cause damage to them.

- 1. Launch Maintain Tool.
 - 1) Connect a computer installed with Maintain Tool to an Ethernet switch or a N373V2 on the network.
 - 2) Set a static IP on your computer and configure your operating system firewall. For more information, see "Setting a Static IP on Your Computer" on page 2 and "Configuring Your Operating System Firewall" on page 4.
 - 3) Double click Maintain Tool.exe.
 - 4) Select **English** for **Language**, and then click **Network**.

Choose Communication Mode
Language/语言: English ▼
Choose a way to connect to the device:
N-truck Conich
Metwork Serial

2. Loading an upgrading file.

1) Click **Search**.

Maintain Tool V2.0.82.P1 Devices Search	Upgrade System Info Log			
Alias Name IP Address	Device type: Upgade Module:			
	Module	File		
	Opevices to be Upgraded:	III		•
	Clear All Remove	Auto Reboot After	r Upgraded	
	No. Name	Step	Progress	Reboot
	•			٢

2) Click **Upgrade**.

Alias EX373-V2-B EX373-V2-A	Name	IP Address	Start to opgrade					
EX373-V2-B EX373-V2-A	EV070 0410000							
X373-V2-A	EX5/3-5418//8	169.254.4.22	Device type:	-				
	EX373-341B228	169.254.4.62	Upgade Module:					
					51			
			Module		File			
			Devices to be Up	graded: Remove	Auto Reboot After	Upgraded		
			Devices to be Up	graded: Remove	Auto Reboot After Step	Upgraded Progress	Reboot	

 Select EX373 from Device type list. All the N373V2s searched are displayed in Devices to be Upgraded area box.

Search			Upgrade Syste Start to Upgrade	m Info Log				
lias	Name	IP Address		1				
X373-V2-B	EX373-341B228	169.254.4.22	Device type: EX	373 🔻				
X373-V2-A	EX373-341B228	169.254.4.62	Upgade Module	:				
			Module		File			
			IP_FPGA			Open		
			IP_MCU_	ATEML		Open		
			Decoder			Open		
			Upgrade	Agent		Open		
			Clear All	Remove	Auto Reboot Afte	r Upgraded	Pahaat	
			1	EV272 241 P2	o o	Progress	reboot	
			1	EA3/3-34182	20		reboot	-
				EV373 341D3	20		FOR OT	

Note:

If you update N373L, you need to select **EX373** from **Device type** list.

 In **Devices to be Upgraded** area box, select the unwanted devices, and then click **Remove**.

Note:

- You can also click Clear All to remove all the devices in the Devices to be Upgraded area box, and then drag the same types of devices in the Devices list to the Devices to be Upgraded area box.
- If you want to upgrade all the devices in the **Devices to be Upgraded** area box, go to Step 5) to load an upgrading file.
- If **you** want to reboot N373V2s automatically after upgrading is finished, select **Auto Reboot After Upgraded**.

5) Click **Open** for **Decoder** to select its .bin upgrading file.

C Search			Start to Upgrade	Info Log				
lias	Name	IP Address						
X373-V2-B	EX373-341B228	169.254.4.22	Device type: EX3	73 🔻				
X373-V2-A	EX373-341B228	169.254.4.62	Upgade Module:					
			Module		File			
			IP_FPGA			Open		
			IP_MCU_A	TEML		Open		
			Decoder		EX0101-1	N373v2-000_v1.5.2.bin		
			UpgradeA	gent		Open		
			Clear All	Remove	Auto Reboot After	Upgraded Progress	Reboot	
			1	EX373-341822	8	ringicus	reboot	
							reheat	
			2	EX373-341B22	8			

3. Click **Start to Upgrade** to upgrade N373V2s. The upgrading process may take a few seconds, please wait.

evices			Upgrade Syste	m Info Log				
Alias	Name	IP Address						
X373-V2-B	EX373-341B228	169.254.4.22	Device type: E	373 💌				
X373-V2-A	EX373-341B228	169.254.4.62	Upgade Module					
			Module		File			
			IP_FPGA		Ор	en		
			IP_MCU_	ATEML	Ор	en		
			Decoder		EX0101-N373v	2-000_v1.5.2.bin		
			Upgrade	Agent	Ор	en		
			Clear All	Remove Auto	Reboot After Upgra	aded Progress	Reboot	
			1	EX373-341B228	Upgrade compl	100%	reboot	
			2	EX373-341B228	Upgrade compl	100%	reboot	
			•		111			Þ

4. In the **Devices to be Upgraded** area box, click **reboot** for each device to make the upgrading to take effect. When N373V2s are rebooting, the device information disappears from the **Devices** list, **Upgrade Module** area box and **Devices to be Upgraded** area box. After rebooting is finished, you can click **Search** to make N373V2s display again.

evices	Upgrade System Info	Log		
Alias Name IP Address	Device type:			
	Upgade Module: Module	File		
	•	m		Þ
	Devices to be Upgraded:	ve 📄 Auto Reboot After	r Upgraded	
	No. Nan	ne Step	Progress	Reboot

Viewing the System Information

The system information has recorded the device and system information such as device ID, IP address, subnet mask and MAC address. To view the system information, select a device in **Devices** list, and click **System Info**, and then click **Refresh**.

levices	Upgrade System Info Log	
C Search	Refresh	
Alias Name	Name Value	*
EX373-341B EX373-341B2	Device Info	
	 System Info 	
	4 Ethernet	
	4 0	
	Name eth0:avahi	
	IP Mode autoip	
	IP Address 169.254.4.27	
	Gataway *	=
	Mac 34:1 h:22:80:00:6h	
	Speed: 1000Mb/s	
	Network M Duplex: Full	
	DHCP Serve	
	4 1	
	Name	
	IP Mode	
	IP Address	
	Netmask	
	Gateway	
	Network M	
4 III >>	DHCD Same	-

Viewing the Log Information

The log information has have recorded the tool operation and device communication information. They can be used by technical engineers for troubleshooting. To view the log information, select a device in **Devices** list, and click **Log**, and then click **Read**. If you want to make a backup of your desired log information, you can copy and store it on your computer.

Maintain Tool V2.0.B2.P1		
Devices	Upgrade System Info Log	
Search	Read	
Alias Name EX373-3418 EX373-34182	1970-01-04 18:10:56,709 [INFO] Lost Packet LastSeq <8460 > CurrentSeq <23104 > [tsstreamreceiver.h:90] 1970-01-04 19:10:56 709 [INFO] Lost Packet LastSeq <23104 > OurcentSeq <8461 >	•
	[Isstramreceiver.h:90] [1970-01-04 18:10:56,718 [INFO] Lost Packet LastSeq<8469> CurrentSeq<23105>	
	[tsstreamreceiver.h:90] 1970-01-04 18:10:56,748 [INFO] Lost Packet LastSeq<23110> CurrentSeq<8470> [tsstreamreceiver.h:90]	
	1970-01-04 18:10:56,778 [INFO] Lost Packet LastSeq<8475> CurrentSeq<23111> [tsstreamreceiver.h:90] 1970-01-04 18:10:56,781 [INFO] Lost Packet LastSeq<23157> CurrentSeq<8476>	
	[tsstreamreceiver.h:90] 1970-01-04 18:10:56,782 [INFO] Lost Packet LastSeq<8481> CurrentSeq<23158> Thestreamregiver.h:90]	
	[1970-01-04 18:10:56,782 [INFO] Lost Packet LastSeq<23158> CurrentSeq<8482> [tsstreamreceiver.h:90]	
	1970-01-04 18:10:56,783 [INFO] Lost Packet LastSeq<8487> CurrentSeq<23159> [tsstreamreceiver.h:90] 1970-01-04 18:10:56,783 [INFO] Lost Packet LastSeq<23159> CurrentSeq<8488>	
	[tsstreamreceiver.h:90] 1970-01-04 18:10:56,784 [INFO] Lost Packet LastSeq<8495> CurrentSeq<23160> Evertrageneratives hold	
	[Isstreamreceiver.h:90] [tsstreamreceiver.h:90]	
	1970-01-04 18:10:56,784 [INFO] Lost Packet LastSeq<8502> CurrentSeq<23161> [tsstreamreceivenh:90] 1970-01-04 18:10:56 785 [INFO] Lost Packet LastSeq<23161> CurrentSeq<8503>	=
	[Isstreameceiver.ii:90] 1970-01-04 18:10:56,785 [INFO] Lost Packet LastSeq<8509> CurrentSeq<2316	

Frequently Asked Questions

Why Maintain Tool cannot find any devices?

- Check that all the devices are powered on.
- Check that all the cables are qualified and connected properly.
- Check the Windows Firewall. Taking Windows 7 as an example: Click Start menu, go to Control Panel > System and Security > Windows Firewall > Allowed Programs, select Home/Work (Private) and Public for Maintain Tool.

	ims 🔻 🍫 Sean	h Control Panel
Allow programs to communicate through W	indows Firewall	
To add, change, or remove allowed programs and ports, cl	lick Change settings.	
What are the risks of allowing a program to communicate?	🚱 Cha	nge settings
Allowed programs and features:		
Name	Home/Work (Private)	Public *
Maintain tool for IP & Matrix.		
Connect to a Network Projector		
Core Networking		
Create a System Repair Disc		
Distributed Transaction Coordinator		
File and Printer Sharing		
HomeGroup		
□ iSCSI Service		
Media Center Extenders		
Microsoft Office Groove		
Microsoft Office OneNote		
Microsoft Office Outlook		V -
	Details	Remove
	Allow anothe	r program

- Check that your computer installed with this software and N373V2 are in the same network segment. Therefore, set your computer's IP address as 169.254.x.x and subnet mask as 255.255.0.0. For more information, see "Setting a Static IP on Your Computer" on page 2 and "Configuring Your Operating System Firewall" and on page 4.
- Please disconnect and connect the Ethernet cables connected to

your computer installed with this software, codec or switch.

- Please reboot Maintain Tool, codec or your computer installed with this software.
- Check that the switch is configured properly, and that IGMP snooping is enabled.

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