

COM 24 SOFTWARE UPDATE PROCEDURE

- (STO1.0017 to ST01.00.25)

Necessary Tools

- Windows compatible pc/laptop
- Ethernet cable

Necessary Software

- Wireshark or another packet analyzing program
- tftpd32

Step 1 – Using your web browser, log onto the North American Cable Equipment website, and **click on the download tab. Right click on the “Tftpd32.exe” link, and save to your computer, then to the same with the “imageB010025.bin” file.** Be sure to save them to a location you can easily find (i.e. My Documents)

Step 2 – Remove the power from the Com100, and plug an Ethernet cable from the pc/laptop to the jack on the front of Slot 1 Com24. Also, IF DVMS present, unplug the Ethernet cable connecting it to port 25 or 26 of the Ethernet switch.

Step 3 - Locate the “Tftpd32.exe” file, double click it, follow the installation instructions, and then double click the new “Tftpd32” icon on the desktop

Step 4 – Click on Settings at the bottom center of the window. Uncheck all but the “DHCP Server” box under “Global Settings”.

Step 5 - Uncheck “Ping address before assignation”, and ensure “Persistent leases” is checked under “DHCP Options”. Click “OK” and follow suggestion to restart the program for settings to take effect.

Step 6 – Upon re-opening, the screen will have changed. Set the “IP pool starting address” to 192.168.150.11 - This will be the IP address of the first COM24 in the chassis. Set the “Pool size” to 1. The “Mask” setting should be set to the same as that which is set in your computer (which you will see in Step 8). This is commonly 255.255.255.0 - Click the “Save” button located directly to the right of the dialog boxes to save your settings.

Step 7 -Power up the COM100. This is where the IP address is resolved. The COM24 card which your laptop is connected to will now have the IP address you set it to using the tftpd32 software in **Step 6**.

Step 8 – You will now have to reconfigure your laptop to a similar IP address in order to access the COM24 that you just changed.

Windows XP

- 1) Click on the “Start” menu
- 2) Go to “My Network Places”
- 3) Under the “Network Tasks” window, click “View Network Connections”
- 4) “Local Area Connection Properties” will open. Right click on “Local Area Connection” and select “Properties”
- 5) The “Properties” window will open. Scroll down to and select “Internet Protocol TCP/IP” and click the “Properties” button underneath the window.
- 6) A new properties window will open. Click the “Use IP Address” button. This is where you set the IP Address to correspond with the COM24 IP Address that you set earlier. Example: COM24 IP address=192.168.150.11, your laptop should be similar. Example: PC/Laptop IP Address=192.168.150.95, the first three groupings of numbers must match. The fourth grouping must be different, and the PC/Laptop number must be higher than the devices being accessed. 11 is the address of the COM24, and 95 is the address of the laptop.

After setting the IP Address, make sure the “Subnet Mask” to 255.255.255.0. The “Default Gateway” and the “DNS Server” are irrelevant to this function. Leave them as is.

- 7) Hit “OK” in this window to accept the settings.
- 8) Hit “OK” in the “Local Area Connections”. The changes will not take effect until this is done.

Windows Vista

- 1) Click on the “Start” menu
- 2) Go to “Network”
- 3) Click on the “Network & Sharing” button located under the directory.
- 4) The “Network & Sharing” window will open. Under “Tasks”, click on “Manage Network Connections”.
- 5) The “Network Connections” window will open. Right click on “Local Area Connection” and select “Properties”.
- 6) The “Properties” window will open. Scroll down to and select “Internet Protocol Version 4 (TCP/IPv4)” and click the “Properties” button underneath the window.
- 7) A new properties window will open. Click the “Use IP Address” button. This is where you set the IP Address to correspond with the COM24 IP Address that you set earlier. Example: COM24 IP address=192.168.150.11, your laptop should be similar. Example: Laptop IP Address=192.168.150.95, the first three groupings of numbers must match. The fourth grouping must be different. 11 is the address of the COM24, and 95 is the address of the laptop.

After setting the IP Address, make sure the “Subnet Mask” to 255.255.255.0. The “Default Gateway” and the “DNS Server” are irrelevant to this function. Leave them as is.

- 8) Hit “OK” in this window to accept the settings.
- 9) Hit “OK” in the “Local Area Connections”. The changes will not take effect until this is done.

Step 9 – Once this is complete, you may interface with the COM24 by plugging directly into one of the inputs on the Ethernet switch labeled 1-24 and typing the IP Address previously assigned into the address bar of your chosen web browser (Internet Explorer, Firefox, etc).

Step 10 – Refer back to the Tftpd32.exe server program. Click on settings at the bottom center of the window. Click on browse at the top right of the screen under “Base Directory”, and locate the folder in which the file “imageB010025.bin” is located, and press ok.

Step 11 – In the “Global Settings” category, ensure that **ONLY** “TFTP Server” and “Syslog Server” have checks to the left of them.

Step 12 – In the “Advanced TFTP Options” category, check the box to the left of “Bind TFTP to this address”, and then type in the IP address of your PC/Laptop (192.168.150.95) into the text bar immediately right of “Bind TFTP to this address”. This will be the same value that your IP address was locked to in Step 8. Press OK, and follow the suggestion to close and reopen the program to save changes. Without restarting the program, the settings will not be saved.

Step 13 - Open your web browser, type in the address assigned to the COM24 in Step 6 (192.168.150.11), and click on the Thomson logo.

Step 14 - Click on the “Tune” hyperlink, and scroll $\frac{3}{4}$ ways down the page to the “File Transfer” category. “The CardIP” should be the IP address of the card currently being updated.

The “Usage” setting should be set to “2”.

The “Direction” field should be set to “0”.

The “IP Address” field should be the IP address of your PC (192.168.150.95).

In the “Filename” field, you need to type out the name of the file you downloaded from the North American Cable Equipment website ([imageB010025.bin](#)).

The "Mode" field should read "0"

The "Reset after done" field should read "1".

Double check your settings and if everything is to specs, click the "Submit Query" button.

Step 15 - At this point, the COM24 should power down and begin the update process, which takes roughly 6 minutes and ends with a reset cycle, so allow the appropriate amount of time before doing anything else. Do NOT reset or power down the card manually during this process – doing so could render the card inoperable. Be sure that you have the TFTP Server open as well. If not, it will still go through the update process but the update will not take. If the settings are correct, you will see a progress bar on the TFTP Server.

Step 16 - To test if your update loaded correctly, log into the particular card you are updating by entering its IP address into the web browser again and clicking on the Thomson logo. There should be about twice as many links that interact with the COM24, beginning with "Discover". If it is the same as prior to the update, repeat the process starting with **Step 10**.

Step 17 – To update the remaining cards, click on the "Discover" link in the card which has been updated, and all the cards plugged into that Ethernet switch will display. Write down the Slot ID and the Card IP of each card. Before the PC/Laptop can access those cards, it must have a similar IP address. Since the remaining cards do not likely have a 192.168.150.xx IP, you must change the "150" field to match that of the remaining cards, using Step 8.

Step 18 - Type the IP address of the next card into the address bar, and repeat Step 14 for the remaining cards. There is no need to wait for the reboot to complete before moving on to the next card, but upon completion all cards should be checked to have the update present.

Step 19 – If DVMS present, plug it back into port 25 or 26 on the Ethernet switch, plug the PC/Laptop into the access port on the rear of the DVMS (facing device from rear, top left port) and log into it. The address is likely 192.168.100.1, so the PC/Laptop's IP address will again have to be changed to mimic that address.

Step 20 – User name and Password are admin. Click on "DVMS Info" or "Floodgate Info", depending upon the model of the DVMS, and click on "Reboot". This process takes approximately six minutes. Log back into the DVMS and click on "Source Troubleshooter". If a receiver has a red dot to the right of it, check the "Slot ID" in the properties in the center of the page. If it is Slot 1, do a hard reset on the tiny button on the front of the Slot 1 card. Refer to stream status to await incoming stream information.