

# COM24 Updates through the DVMS

Materials needed:

- 1) Laptop/PC to access DVMS
- 2) Ethernet connection from Laptop/PC to DVMS
- 3) DVMS/COM24 update files from [www.northamericancable.com/updates](http://www.northamericancable.com/updates)
  - a. **VPIWfloodgate\_0.9.7A\_DTV.vpk** software update (if your software is 9.5 or lower)
  - b. **VPIWfg100006.vpk** patch
  - c. **imageB010025.bin** firmware

**Step 1** – Log onto [www.northamericancable.com/updates](http://www.northamericancable.com/updates) to download, and save the files listed above. Be sure to save them in a place you will remember for a later step. **Note:** The **imageB010025.bin** file must be unzipped before it can be installed.

**Step 2** – Log into your DVMS. After entering your username/password, watch the load page. Beneath the progress bar, the software version should be displayed. If it is lower than version 9.7, and update must be performed. The software version may also be attained in the “DVMS Info” tab of the interface.

**Step 3** – If your DVMS is already running the 9.7 version of the software proceed to **Step 4**. To update to the newer version of the software, click on the “Admin” tab. Once it loads, a series of sub-tabs will open beneath the primary tabs. Click on “Update”. A dialog box will load. You will need to click the “Browse” button and select the **VPIWfloodgate\_0.9.7A\_DTV.vpk** file that you downloaded from [www.northamericancable.com/updates](http://www.northamericancable.com/updates) and saved to your Laptop/PC. Click “Upload”. This will upload the software update to the DVMS. After a few moments, a new link opens with a “Start Update” button. Click this button (**Note:** The service must be stopped to do software updates to the DVMS. You will be prompted to stop the service prior to the update). A new window will open detailing the progress of the update. The process takes roughly 10 minutes to complete. Once the update is finished, it will prompt you to reboot the DVMS and close the Internet browser (**Note:** DVMS reboots can take roughly 6-10 minutes). Follow these instructions.

**Step 4** – Log back into the DVMS. You can check at the software loading screen or the “DVMS Info” tab to make sure you are now running the 9.7 software. If not, repeat **Step 3**. If your software is currently version 9.7, click on the “Admin” tab again. In the same set of sub-tabs from the previous step, click “Patch”. A screen similar to the “Update” page will be displayed. Click on the “Browse” button and select the **VPIWfg100006.vpk** file that you downloaded from [www.northamericancable.com](http://www.northamericancable.com) and saved to your Laptop/PC. Click “Upload”. After a few moments, a

new link will open with a “Start Patch” button. Click this button. A new window will open detailing the progress of the patch. Once the patch is complete, the new window will prompt you to close the window. Do so. Reboot the DVMS through the “DVMS Info” tab.

**Step 5** – Log back into the DVMS. Click on the “Source Troubleshooter” tab. Sub-tabs will open beneath the primary tabs. Click on the “Upload Firmware” tab. A similar screen to the previous steps opens. Click on the “Browse” button and locate the **imageB010025.bin** file that you downloaded from [www.northamericacable.com](http://www.northamericacable.com) and saved to your Laptop/PC. Click the “Upload” button. A window will open stating the file was uploaded correctly.

**Step 6** – Click on the “Troubleshooter” sub-tab. Click on a receiver in the “Receiver List” box. Move to the “Receiver Info” box. To begin the firmware update on a card, it must first be made unavailable. This is done by clicking the **red circle with an exclamation point** on it. It will then change to a **green circle with a check mark** on it and its availability will be displayed in the “Receiver List” box (**Note:** The button is located between the “Reset” or lightning bolt, and the “Delete Receiver” or the “X” button). Next you must enable the firmware update. This is done by clicking the **blue triangle** in the same “Receiver Info” box. You will be prompted to start the update. Click “OK”. It will change to a **red square** (**Note:** Watch the COM24 card you selected. The update begins immediately. The tuner and power lights will go through a series of rapid flashes during the update. Once the update is complete, the COM24 receiver will then go through its reboot process. From the start of the update to the end of the reboot, the process takes roughly 7 minutes per card. **DO NOT** power down the card during this process. It may become inoperable). Repeat **Step 6** for each card in your “Receiver List”.

**Step 7** – Once all receivers have been updated and then rebooted themselves. They must be made available again to receive streams. Start by selecting the receiver from the “Receiver List” box. Move to the “Receiver Info” box. Click on the **red square** to disable the firmware update. It will then change back to the **blue triangle**. Next, click on the **green circle with a check mark on it**. It will then change back to the **red circle with an exclamation point** on it. Its availability will be displayed in the “Receiver List” box. Repeat **Step 7** for each card in the “Receiver List”.