

Application Note

Updating the PC-over-IP[®] firmware.

AN49

Overview

This document provides step by step instructions for updating the firmware in Amulet Hotkey PC-over-IP (PCoIP) products. You will need a copy of the updated firmware and access to the PCoIP hosts and portals you intend to upgrade.

Preparation

The firmware upgrade procedure can be carried out using the WEB GUI built into each portal or, if the upgrade must be applied to a number of devices, it can be rolled out from a central location. This application note covers the use of the portal WEB GUI to upgrade portal firmware.

We will start by describing the procedure for updating the firmware in a single unit. As with any firmware upgrade, care should be taken not to interrupt the power supply to the device being updated as this could result in corrupted firmware.

Upgrading the Firmware.

- 1 - Connect to the WEB GUI of the PCoIP device (host or portal). To do this you will need to know the IP address for the unit.
 - 2 - Log in using your set password or the Amulet Hotkey default password for these devices which is: 'ahkdante'
 - 3 - Select the 'Upload' drop down menu at top and then select FIRMWARE (Fig.1). Enter the location (or Browse..) of the newer firmware file (*.all file)
 - 4 - Press the 'upload' button to initiate the upload.
 - 5 - Click OK to the confirmation box - ! do not navigate away from this page during this process else the download will be incomplete.
 - 6 - You will see the windows explorer progress bar scroll up and once the download is complete you will see a report on the screen indicating success (Fig.2).
 - 7 - Click OK when prompted but **do not navigate away** from this page during this process else the download will be incomplete.
 - 8 - Select reset or continue - On the host end the reset will not occur until the PC is rebooted but on the portal it will immediately reset and load from the new firmware image.
- Note: If you press continue you will not be running with the new firmware image until the unit or host PC is power cycled. (depending on PCoIP device.)
- 9 - You can double check the firmware image after reboot by selecting 'info' then 'version' from the top menu of the WEB GUI. From this screen you can refer to the units Serial Number, MAC.

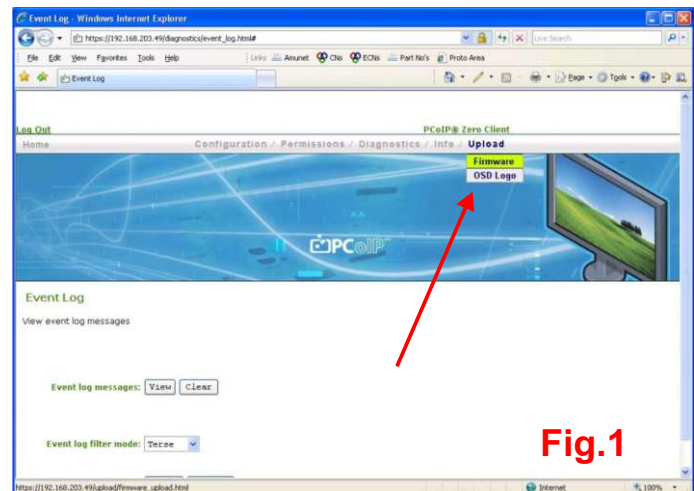


Fig.1

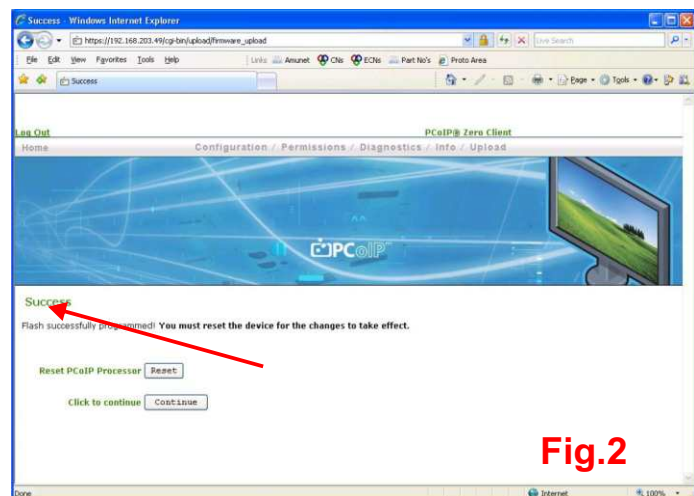


Fig.2

Note: Quad-head devices (portals and hosts) each have two PCoIP processors (main and aux) that must be independently updated. This means going through the above procedure **twice**; once for each PCoIP processor (main and aux). Each processor will have different IP address so extra care must be taken to ensure that you are updating the intended device. In brief, the procedure is this:

- 1 - Use the WEB GUI to address and update (as described in 1 to 9 above) firstly the main PCoIP processor of a quad portal then...
- 2 - Repeat this process for the aux PCoIP processor - its IP address will be different.

The same process applies when updating firmware in a quad host: two PCoIP processors, two IP addresses, two separate updates to carry out.

MAKE SURE THAT YOUR PORTAL AND HOST DEVICE ARE RUNNING THE SAME VERSION OF FIRMWARE!

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