9000NCP(2) Network Control Panel Upgrade Procedures

New Upgrade Procedure for Firmware Release 3.13_build481

Evertz has released a new firmware package for the 9000NCP(2) Network Control Panel.
This firmware upgrade expands the storage capacity and product support list of current units.
In order to take advantage of the expanded storage a new upgrade system has been established for the 9000NCP system.
All of the required update files for any of the below methods will be contained in this firmware package.

9000NCP(2) Upgrade METHOD-1. - Network Upgrader Tool - (saves existing presets)

This method of upgrade is considered the new default method of upgrading 9000NCP panels and is the method that should be used if you presently have saved "Presets" on your 9000NCP(2) panels.
In order to perform this upgrade you will need a PC connected via Ethernet to the 9000NCP(2) panel (a VistaLINK PRO PC could be used for this purpose).

******Pre Check Requirements:******
- Ensure the 9000NCP is powered on.
- Ensure that the NCP is connected on the same network as the PC performing the upgrade
- PC with Ethernet connection to 9000NCP(2)
- Verify the connection to the 9000NCP(2) by pinging the device

******Upgrade Process******
1. Extract the file (ncpupgrade-3-13-481.exe) executable file from this firmware package to the PC performing the upgrade.
2. Double click on the file ncpupgrade-3-13-481.exe to run the installer
3. When prompted, enter the 9000NCP(2) panel's IP address and press enter
4. Wait for upgrade to complete.
5. Once the upgrade is complete the 9000NCP(2) will power cycle and the new version of firmware will be reported in the start-up banner.

9000NCP(2) Upgrade METHOD-2. (Emergency Recovery) - Serial Upgrade Via HyperTerminal - (WILL RESET ANY EXISTING PRESETS)

This method of upgrade can be used to upgrade a 9000NCP panel via a serial connected PC, using HyperTerminal.
It is important to note the THIS METHOD WILL OVERWRITE AND RESET ANY STORED 9000NCP(2) PRESETS.
Method 1. above should always be used if possible. This method is intended for emergency recovery only

******Pre Check Requirements:******
- Ensure the 9000NCP is powered on.
- Ensure you have a PC connected to the 9000NCP(2) "Com1" serial port using a D9 straight through serial cable
- Ensure the PC has a working copy of HyperTerminal (other Terminal programs such as TeraTerm can be used as well)

******Upgrade Process******
1. Open a HyperTerminal session on the PC and set the connection settings to (57600, 8, None, 2, None)
2. Reboot the 9000NCP panel by using the front panel option or removing the power code.
3. Once the panel has booted completely (or reaches the NO PROGRAM BOOT> menu), press <Enter> in HyperTerminal to reach the ">" prompt.
4. At the BOOT> prompt type in "Upgrade".
6. Browse to firmware file extracted in Step 1.) and send using X-Modem Protocol (Transfer -> Send File :Protocol=X-Modem)
7. Wait for the transfer to complete.
8. Once complete type BOOT at the prompt to reboot the 9000NCP(2) using the new firmware.