

Artist

Firmware Update Guide

Release 7.10

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CONTENT

1	Introduction	4
2	Before you start.....	4
2.1	Hint to AES67 client card firmware update	4
2.2	Check for stable Network connections	4
2.3	Save your current configuration	4
2.4	Check Director Version	5
2.5	Check Artist Firmware Versions	6
3	Director	7
4	Artist Firmware Update.....	7
4.1	Client Firmware Update	7
4.1.1	AES67-108 G2 Client Firmware Update (web browser required)	7
4.1.2	Other Client cards	8
4.1.3	ConnectIPx8 / x2 Firmware Update (by web browser).....	10
4.1.4	Check ConnectIPx8 / x2 Firmware Version.....	10
4.1.5	Firmware Update of Connect-IP over Web Interface	10
4.1.6	Dante-108 client firmware update	11
4.1.7	AVB firmware update	11
4.2	Update Node Firmware	13
5	RRCS, Trunk-Navigator, SNMP.....	14
6	Finishing the Update.....	15
7	Service.....	16

1 Introduction



Even if you are an experienced user, we recommend reading this document carefully and completely.
Updates effect the operation of the system and should not be done during live operation.

Step 1: Save Configuration

Step 2: Ensure all connections are stable

Step 3: Update Director

Step 4: Update AES67cards using a web browser

Step 5: Update AVB cards using AVB Manager

Step 6: Update all other client cards using Director (incl. VoIP cards and remote devices as Connect IPxX)

Step 7: Update Node (CPU) Firmware using Director

Step 8: Update Trunk Navigator/RRCS etc.

Step 9: Load Configuration from Director into system and Reset all nodes

2 Before you start

2.1 Hint to AES67 client card firmware update

Please be aware that the AES67 client card firmware is done via web browser and the AES67 connection on the rear card. Director will not update this type of client card.

Before proceeding with node firmware updates, make sure that all client cards have been updated to the new release version.

2.2 Check for stable Network connections


To ensure a safe update procedure, check that all network connections necessary are stable and established. Especially all VoIP connections must be secure and stable. For more information read the → VoIP Network Planning Guide.


If your system contains VoIP-108 / VoIP-008 cards and ConnectIPx8 / x2 devices, please check all VoIP connections are online now. → See Director / View / VoIP-Statistic

Data loss, interruption of the update process or simple loss of power in worst case may lead to inoperable systems. Firmware updates should only be performed by experienced personnel trained on Riedel equipment.

If you feel unsure about firmware versions or in case you experience difficulties or error messages, please contact Riedel Customer Service.

2.3 Save your current configuration

Open your current Director and connect to your system by pressing the  - button.

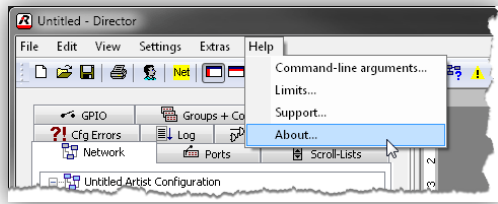
Press the  - button, to open your current system configuration.

Save the configuration to your hard disk. To be secure, do a backup of the configuration file to a separate folder.

If you are using Partial File XY Matrix or Partial File Trigger, do also a backup of the "Director.ETR" and "Director.RPS"-files to another folder. These files store the settings for these modules and can be found in the folder of your Director.

2.4 Check Director Version

Open your Director and check the current version by selecting the menu “Help” and “About”.




Example: Director Version 5.90D3

Check the software versions of your system (Director, Node FW, and Client).

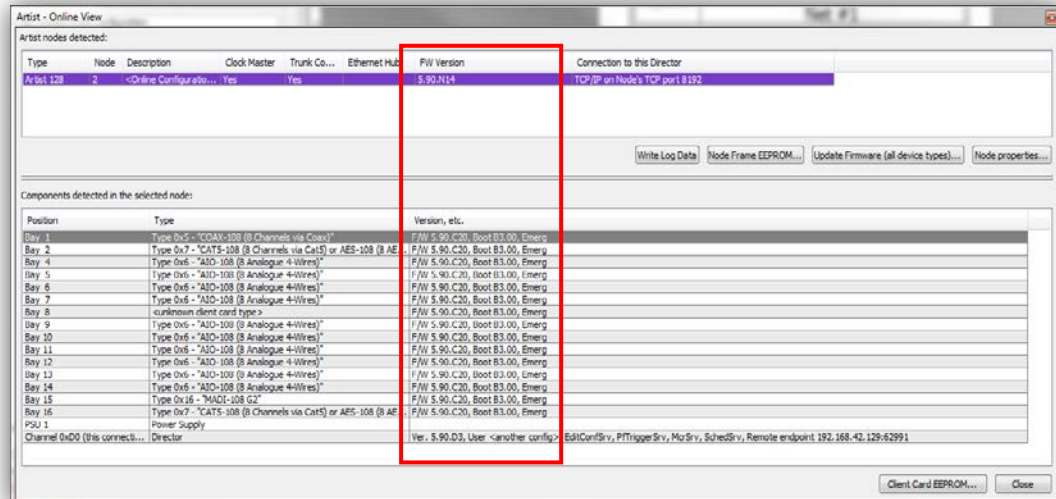


If your Director is older than 5.90Dx stop the update process now and contact Riedel Customer Service.

2.5 Check Artist Firmware Versions

When the Director is connected, open the “Online View” by pressing the  - button.

Note the versions, your system is currently running on.



If your Director is older than 5.90 and your Node firmware is lower than 5.90Nx, stop the update process now and contact Riedel Customer Service.

- - (Director 5.90Dx ... 6.90Dx)
- - (Node FW 5.90Nx ... 6.90Nx)
- - (Client FW 5.90Cx ... 6.90Cx)

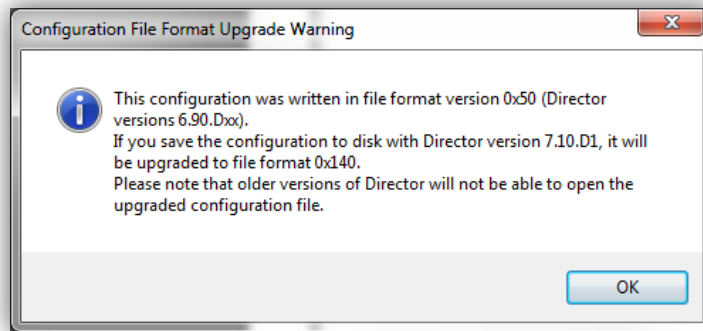
If your system is running on firmware 5.90 (or higher) you can continue the **Artist Firmware Update**.

3 Director

Download and unzip the Director7.10Dxx#nn.exe file to the folder, you want to start the Director from. Start the Director by double-clicking on the .exe file.

Now open the configuration from your hard disk, saved with the older Director before.

A window will inform you, that the configuration was written with an older Director version.



If you now save this file with the new Director, you can't open it with the older Director anymore. Therefore the backup-file is necessary.

If you got further error messages, stop the update process now and contact Riedel Customer Service.

4 Artist Firmware Update

The firmware update will be done with the latest available version of Director: Director7.10Dxx#nn.exe

NOTE: This procedure applies to Artist systems with firmware 5.90 or higher. To check the versions go back to chapter "1 Introduction".

Also make sure to **save the current systems configuration file** before starting the firmware update.

Some client card types will require a different tool than *Director - Artist Online View*, refer to the type specific section below and follow the instructions in this case.

If your system uses

- AVB-108 rear cards,
- ConnecIPx2/x8,
- AES67-108 or
- Dante-108 client cards,

make sure these are updated, *before* starting the node firmware update.

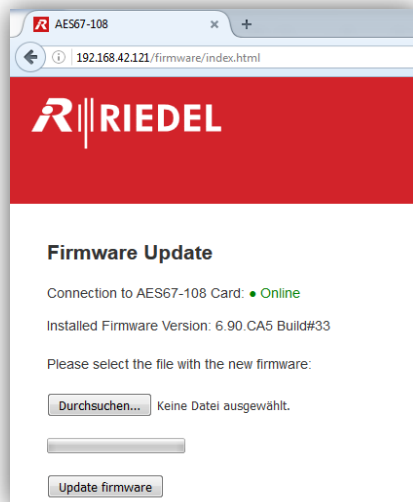
4.1 Client Firmware Update

4.1.1 AES67-108 G2 Client Firmware Update (web browser required)

If your system contains AES67 client card, first update these cards using a web browser.

Director does not update this card.

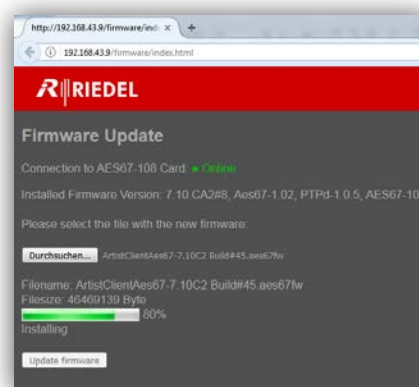
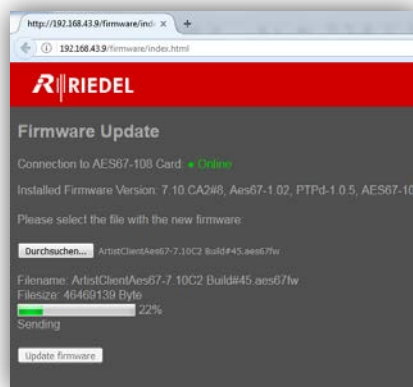
Make sure the PC you are using is in the same network like the AES67 client cards. Every AES67 client card has its own IP-address (see Director Configuration – properties of each AES67-108 client card). Open a web browser and enter the IP-address of the AES67 card. The following screen will appear.



Click the “Browse”-button and select a firmware file.

Coming from ArtistClientAes67-6.90.C4#nn.aes67fw , please update to ArtistClientAes67-6.90.C5#33.aes67fw and then to ArtistClientAes67 7.10C4#70.aes67fw” (or newer).

Select the firmware file and click the “Update Firmware”-button. The firmware is uploaded to the card and then installed:



After the update has been finished the card reboots automatically.

Note that the card will internally install the new files. Therefore the card update will take up to 5 minutes. When the update is finished the card will be shown in Director - Artist Online View.

4.1.2 Other Client cards

Open the new Director version Director7.10Dxx#nn.exe.

For Artist M, 32, 64, 128 as well as Artist S client cards open the folder “**Client**” that contains the file:

ArtistClientMultilImage-7.10.Cxx.afw

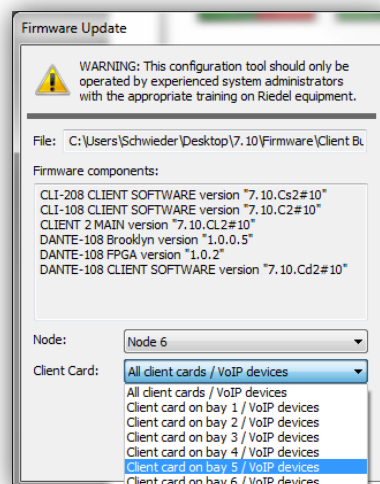
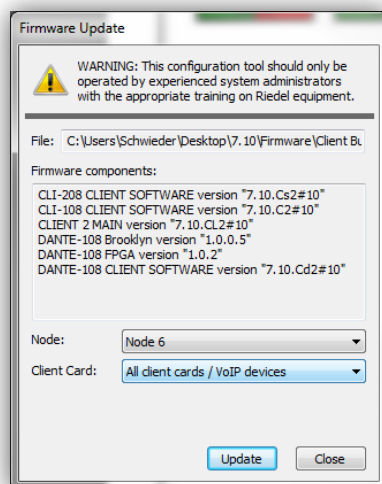
Press the **Update Firmware (all device types)...** - button in the “Online View”.

Select the file ArtistClientMultilImage-7.10.Cxx#nn.afw.


The Director detects a client firmware file (see Firmware components).

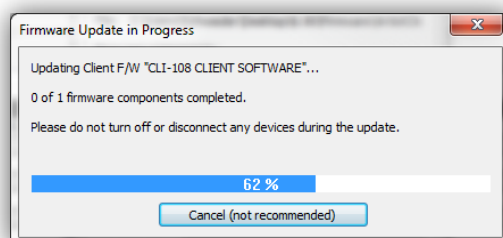
Select which client cards you want to update.

By selecting “All Nodes”, all available client cards on all nodes in your fiber-ring will be updated simultaneously. If you select a dedicated node, you can choose also a single client card for the update.

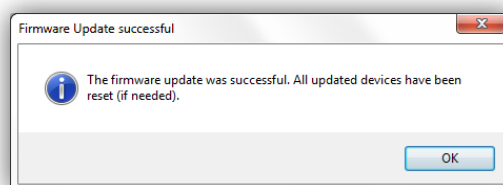


or

Press the  - button to start the update process.



All LEDs of the selected client cards starts flashing during the update.
You will get a message, when the update was successful.



Confirm by clicking the  - button.

If your system contains VoIP-108 / VoIP-008 cards and ConnectIPx8 / x2 devices, proceed with chapter → 4.1.4 Check ConnectIPx8 / x2 Firmware Version.

When you have successfully updated all client cards, follow chapter → 0 Update Node Firmware.

4.1.3 ConnectIPx8 / x2 Firmware Update (by web browser)

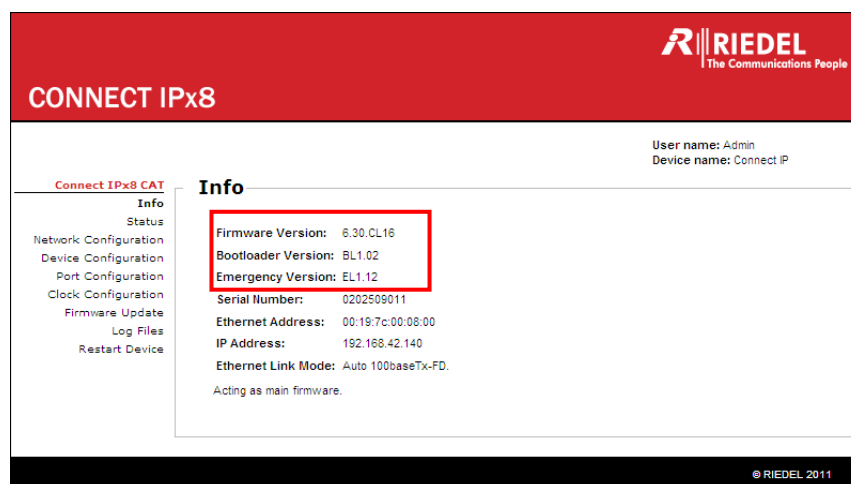
If you already performed the Client firmware update chapter 2.1, all ConnectIPx8 / x2 devices should have been updated automatically.

This chapter describes the update of ConnectIPx8 / x2 devices using the web interface of the devices. A standard web browser may be used for this procedure.

4.1.4 Check ConnectIPx8 / x2 Firmware Version

Open a web browser and (i.e. MS Internet Explorer) and enter the IP-address of the ConnectIPx8 /x2 into the address field (default IP address: 192.168.42.160).

Default Login: "Admin" / Password: "Admin".



Latest Connect-IP version:

Client firmware: "7.10CLxx"

4.1.5 Firmware Update of Connect-IP over Web Interface

Please make sure that the network connection is not interrupted nor the devices power is switched off during the following procedure.

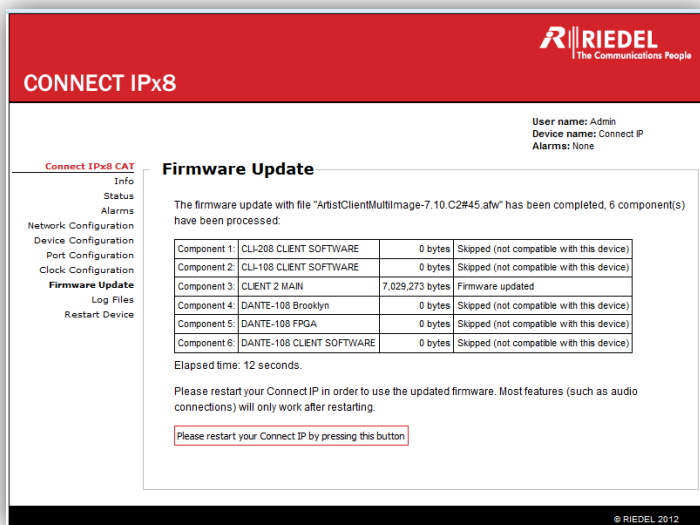
Log in to the ConnectIPx8 / x2 web interface and select "Firmware update".

Click the "search..." - button and select the following file located in the "Client":

"ArtistClientMultiImage-7.10.Cxx#nn.afw" confirm with „open“.

Click the **Update the firmware** - button to update the device. The firmware is now being loaded to the Connect-IPx8/x2. This is indicated by blinking LEDs on the front of the device. This step can take up to three minutes. Do not interrupt the update, do not interrupt power to the ConnectIPx8 /x2 and do not reload the web browser!

If the file was successfully loaded to the ConnectIPx8 /x2 the following screen will appear:



If a screen reporting an error appears, do not reboot the device or disconnect from power. Repeat the update until the file is successfully loaded.

If the update was successful, click [Please restart your Connect IP by pressing this button](#). The device will reboot now; this will take about 1 minute. When the device finished booting (indicated by green "Active"- LED blinking), please login again to finally check all firmware versions.

Carefully check all ConnectIPx8 / x2 if they now have the latest firmware versions.

4.1.6 Dante-108 client firmware update

If your system uses Dante-108 client card(s), the new firmware required is included in the **"ArtistClientMultimage-7.10.Cxx#nn.afw"**.

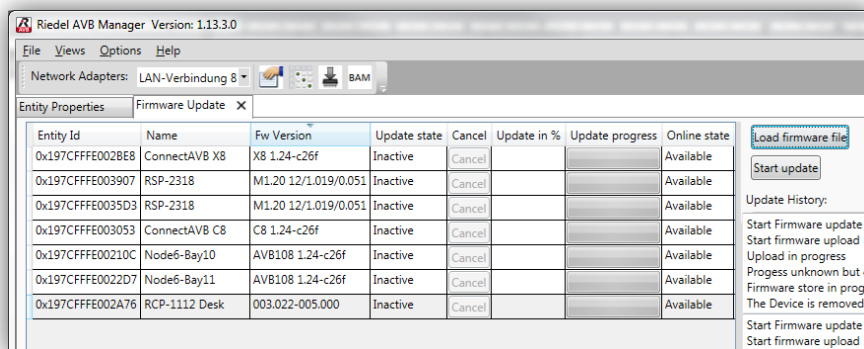
An update via Dante firmware update manager™ is not required currently.

4.1.7 AVB firmware update

If your system contains AVB-108 client cards or Connect-AVB devices please update them now. Use the latest version of AVB-Manager.

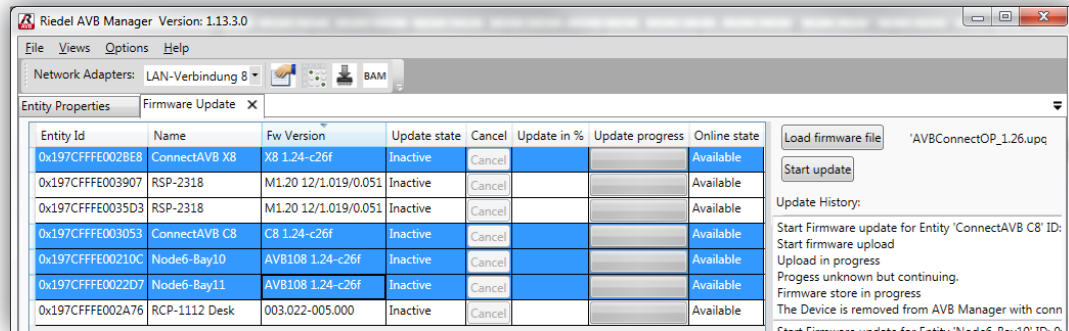
Open AVB-Manager and select the network interface for your AVB network.


Open the AVB-Manager – View - Firmware Update-tab and check if all AVB Entity IDs are listed.



Contact Customerservice@riedel.net for the latest firmware versions.

Press the [Load firmware file](#) - button and select the firmware file for your AVB device. You can now make a multiple selection of AVB devices to be updated.



Press the  - button. The file is now uploaded.

Entity Id	Name	Fw Version	Update state	Cancel	Update in %	Update progress	Online state
0x197CFFE002BE8	ConnectAVB X8	X8 1.24-c26f	Upload	Cancel	12.8%	<div></div>	Available
0x197CFFE003907	RSP-2318	M1.20 12/1.019/0.051	Inactive	Cancel			Available
0x197CFFE0035D3	RSP-2318	M1.20 12/1.019/0.051	Inactive	Cancel			Available
0x197CFFE003053	ConnectAVB C8	C8 1.24-c26f	Upload	Cancel	13.1%	<div></div>	Available
0x197CFFE00210C	Node6-Bay10	AVB108 1.24-c26f	Upload	Cancel	13.6%	<div></div>	Available
0x197CFFE0022D7	Node6-Bay11	AVB108 1.24-c26f	Upload	Cancel	14.1%	<div></div>	Available
0x197CFFE002A76	RCP-1112 Desk	003.022-005.000	Inactive	Cancel			Available



After the upload the file is stored and rebooted automatically.

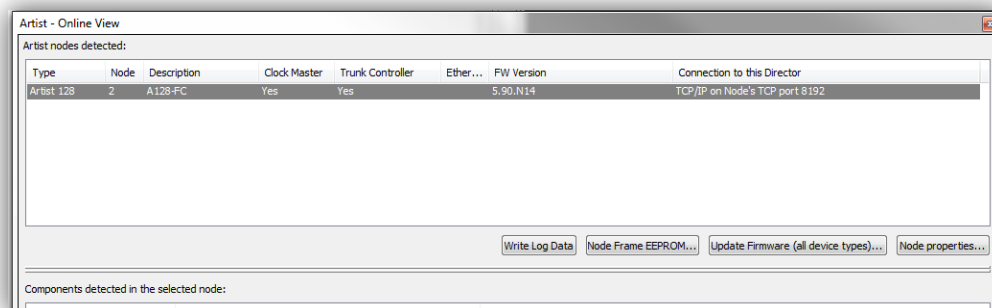
Entity Id	Name	Fw Version	Update state	Cancel	Update in %	Update progress	Online state
0x197CFFE002BE8	ConnectAVB X8	X8 1.24-c26f	Store	Cancel	60.1%	<div></div>	Available
0x197CFFE003907	RSP-2318	M1.20 12/1.019/0.051	Inactive	Cancel			Available
0x197CFFE0035D3	RSP-2318	M1.20 12/1.019/0.051	Inactive	Cancel			Available
0x197CFFE003053	ConnectAVB C8	C8 1.24-c26f	Store	Cancel	59.9%	<div></div>	Available
0x197CFFE00210C	Node6-Bay10	AVB108 1.24-c26f	Store	Cancel	60.1%	<div></div>	Available
0x197CFFE0022D7	Node6-Bay11	AVB108 1.24-c26f	Store	Cancel	60.1%	<div></div>	Available
0x197CFFE002A76	RCP-1112 Desk	003.022-005.000	Inactive	Cancel			Available


Check all AVB-108 client cards and all Connect-AVB devices have the same version (here 1.26):

Entity Id	Name	Fw Version	Update state	Cancel	Update in %	Update progress	Online state
0x197CFFE002BE8	ConnectAVB X8	X8 1.26-c26f	Inactive	Cancel			Available
0x197CFFE003907	RSP-2318	M1.20 12/1.019/0.051	Inactive	Cancel			Available
0x197CFFE0035D3	RSP-2318	M1.20 12/1.019/0.051	Inactive	Cancel			Available
0x197CFFE003053	ConnectAVB C8	C8 1.26-c26f	Inactive	Cancel			Available
0x197CFFE00210C	Node6-Bay10	AVB108 1.26-c26f	Inactive	Cancel			Available
0x197CFFE0022D7	Node6-Bay11	AVB108 1.26-c26f	Inactive	Cancel			Available
0x197CFFE002A76	RCP-1112 Desk	003.022-005.000	Inactive	Cancel			Available

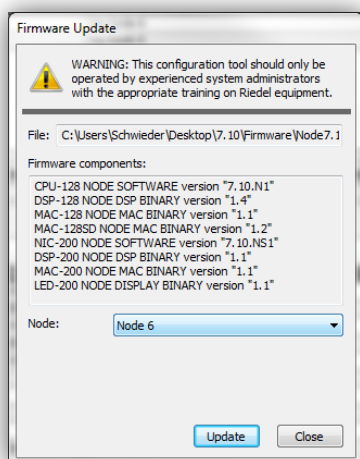
4.2 Update Node Firmware

Open Director 7.10Dx and connect to your system by pressing the  - button. When the Director is connected, open the “Online View” by pressing the  - button.




Select a node and press the  - button. Select the downloaded and unzipped Node firmware file (**7.10.Nx.afw**) from the folder “Node”.

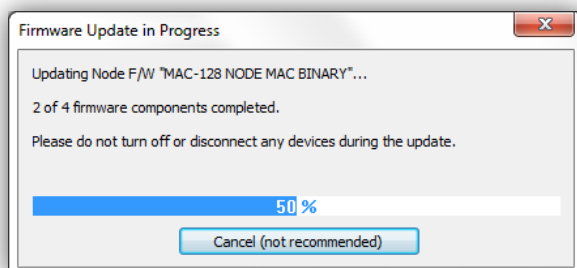
The Director detects a Node firmware file. This file can be used for all available CPU-types like NIC200, CPU-128, CPU-128G2.



Select if you want to update only a single node or all nodes detected in the fiber-ring at the same time. (This option is only available if no Artist S is detected in the fiber ring).

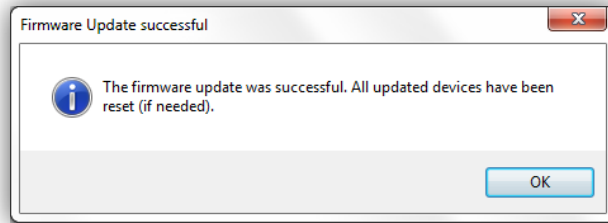
NOTE: If your fiber ring contains an Artist S system, for safety reasons, Director allows only updating a single Node. Repeat this step for every single Node.

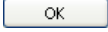
Press the  - button to start the update-process.



All LEDs of the selected CPUs start flashing during the update.

You get a message, when the update was successful.



Confirm by clicking the  - button.

NOTE: If you have redundant CPUs in your systems, these CPUs start updating automatically after the update of the active CPUs was successful. Wait until the LEDs of the redundant CPUs stop flashing, before you do a system-reset.

Repeat this step until all Nodes of the fiber ring are updated.



Continue with chapter → 6 Finishing the Update

5 RRCS, Trunk-Navigator, SNMP

In case you are using one or several of the above named Riedel Software, don't forget replacing the old versions by the newer ones:

- RRCS.7.10RRxx.exe
- TrunkNavigator.7.10.TNxx.exe
- ArtistSnmpAgent.7.10.NMxx.exe

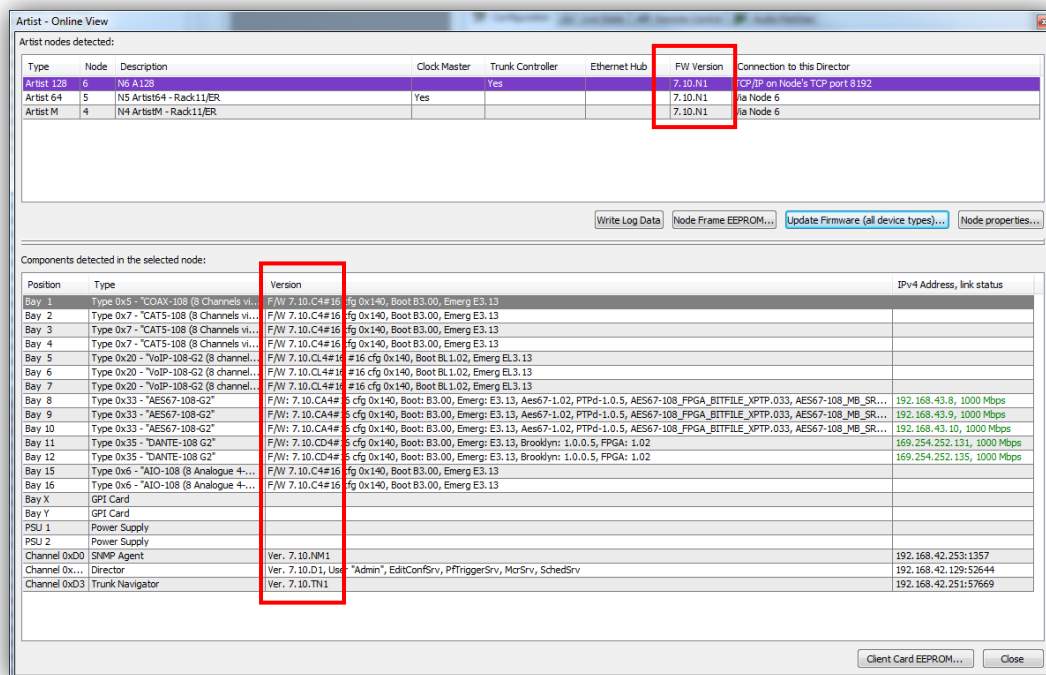
6 Finishing the Update


Open the Director 7.10Dxx#nn.exe and connect to your system by pressing the  - button. When the Director is connected, open the “Online View” by pressing the  - button.

Select a node to show the client card firmware versions.

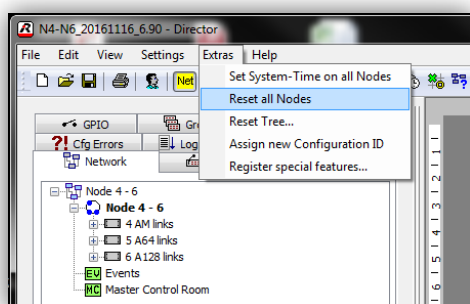
Check if all versions are up to date.

Also make sure all connected VoIP devices are running at the same firmware versions by checking via the devices web interface.



Send the configuration from your hard disk with the overwrite  - button to the Artist system.

Do a “Reset of all Nodes” now:



Congratulations!



Your system is now up to date.

7 Service

If you have any further questions, we offer comprehensive customer service options for this product including:

- Telephone service
- E-mail service
- Fax service
- Configuration support
- Trainings
- Repairs

Your primary point of contact for any service issues is your local dealer.

In addition, Riedel Customer Service in Wuppertal, Germany is also available to assist you.

Telephone: +49 (0) 202 292 9400

(Monday - Friday, 8am – 5pm, Central European Time)

Or use the contact form on our webpage: www.riedel.net

For repairs, please contact your local dealer. Your dealer will be able to help process your repair as fast as possible and/or arrange for the delivery of spare parts.

The address for repairs sent directly to Riedel Communications GmbH is:

Riedel Communications GmbH & Co KG

- Repairs -

Uellendahler Str. 353

D-42109 Wuppertal

Germany

Please add a completed repair form to all your repairs.

The form can be found at the Riedel website → Services → Repairs

NOTES

