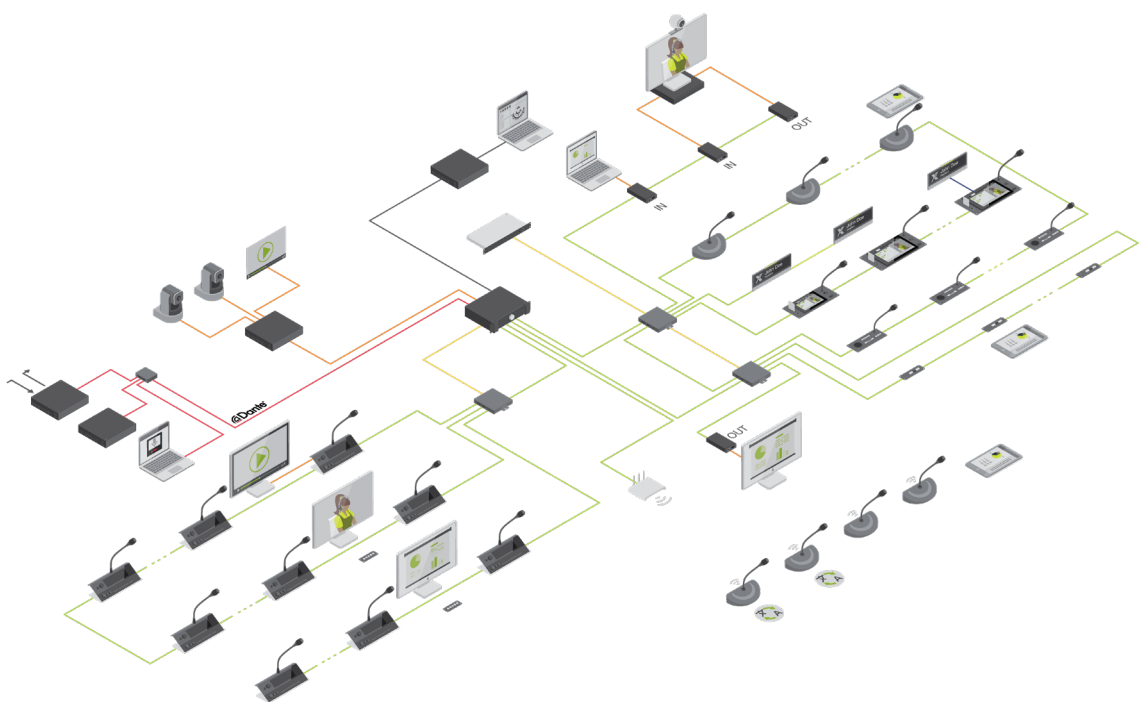


# PLIXUS

## UPDATE PROCEDURE



## Copyright Statement

No part of this publication or documentation accompanying this product may be reproduced in any form or by any means or used to make any derivative such as translation, transformation, or adaptation without the prior written permission of the publisher, except in case of brief quotations embodied in critical articles or reviews. Contents are subject to change without prior notice.

Copyright © **2019** by Televic Conference NV. All rights reserved.

The authors of this manual have made every effort in the preparation of this book to ensure the accuracy of the information. However, the information in this manual is supplied without warranty, either express or implied. Neither the authors, Televic Conference NV, nor its dealers or distributors will be held liable for any damages caused or alleged to be caused either directly or indirectly by this book.

## Trademarks

All terms mentioned in this manual that are known to be trademarks or service marks have been appropriately capitalized. Televic NV cannot attest to the accuracy of this information. Use of a term in this book should not be regarded as affecting the validity of any trademark or service mark.

# DOCUMENT HISTORY

Version	Date	Description
0.1	2018-02-12	Initial draft
0.2	2018-02-13	Final version for CRP 5.2.21
0.3	2018-03-12	Final version for CRP 5.2.23
0.4	2018-07-26	Final version for CRP 5.3
0.5	2018-09-28	Final version for CRP 5.3.2
0.6	2019-01-15	Adjustments for CRP 5.4
0.7	2019-05-09	Adjustments for CRP 5.4.1

# CONTENTS

Document history .....	3
Getting started .....	5
About This Document.....	5
Compatibility .....	6
Plixus back up and restore procedure for configurations.....	7
Download And Upload Configurations .....	7
Backup And Restore CoCon Database .....	8
Plixus update procedure .....	9
Update Procedure When Core Is Not Activated .....	12





# GETTING STARTED

## About This Document

The main purpose of the Plexus Update procedure is describe how to update a Plexus system.

As a result, this document is intended for **distributors, integrators, installers, end users** and anyone else who needs to perform a software update of a Plexus system.

Throughout this guide we use icons to designate different types of information:

	This is a note. A note gives additional information, such as the meaning of the color of the microphone LEDs. A note also provides information that may only be applicable to some situations.
	This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option that you may find helpful.
	This indicates that something is very important. Important information is something that you need to do in order to accomplish a certain task.
	This provides safety precaution information, that is, information that you need to be careful about to prevent potential problems when using our systems.

# Compatibility

This update procedure is valid specifically to update a Plixus system and all its components towards CRP 5.4.1 (Customer Release Package)

It is advised to take along spare equipment in this update process.

All system components should at least contain a CRP 5.2 version or higher (check table with versions below)

Plixus MME / AE	5.14.2	5.2.25
Plixus AE-R	5.7.2	5.2.25
Plixus NE	5.8.1	N/A
Plixus NEXT	5.8.1	N/A
uniCOS F/MM	5.12.1	5.2.25
uniCOS F/MM v2	5.11.1	5.2.25
uniCOS F/MM-10	5.21.2	5.2.25
Confidea T	5.17.1	N/A
Confidea F	5.15.1	N/A
Confidea F-DIV-C	5.15.1	N/A
Confidea F-CS	5.13.1	N/A
Lingua ID	5.19.1	5.2.25
Plixus V-IN	5.10.1	N/A
Plixus V-OUT	5.9.1	N/A



In case some of the Plixus components don't match, please contact [support-conference@televic.com](mailto:support-conference@televic.com) for further instructions.

In NO case do a downgrade to a lower version than CRP 4.4

# PLIXUS BACK UP AND RESTORE PROCEDURE FOR CONFIGURATIONS

Use the procedure described below to back up and restore a CRP 5.2 configuration.



When upgrading a system from CRP 5.X to CRP 5.3.2 or higher , the present configuration is automatically updated to be compatible with CRP 5.3.2 , meaning no re-initialization is required.

**However , you cannot import a CRP 5.2.X configuration back up file into a CRP 5.3.X or higher system and vice versa. This means you need to create a backup before down- or upgrading, to restore a backup file later on.**

## Download And Upload Configurations

Before you update from CRP 5.X to 5.3.2 or higher , back up the current configuration. Go to **System Info > Export configuration** > click **Download**.

The backup file will be a config\_archive.tgz file in the download folder of your computer.



Make sure the name contains no ( ), so if the file is called config\_archive (1).tgz , remove the (1) from the file name !

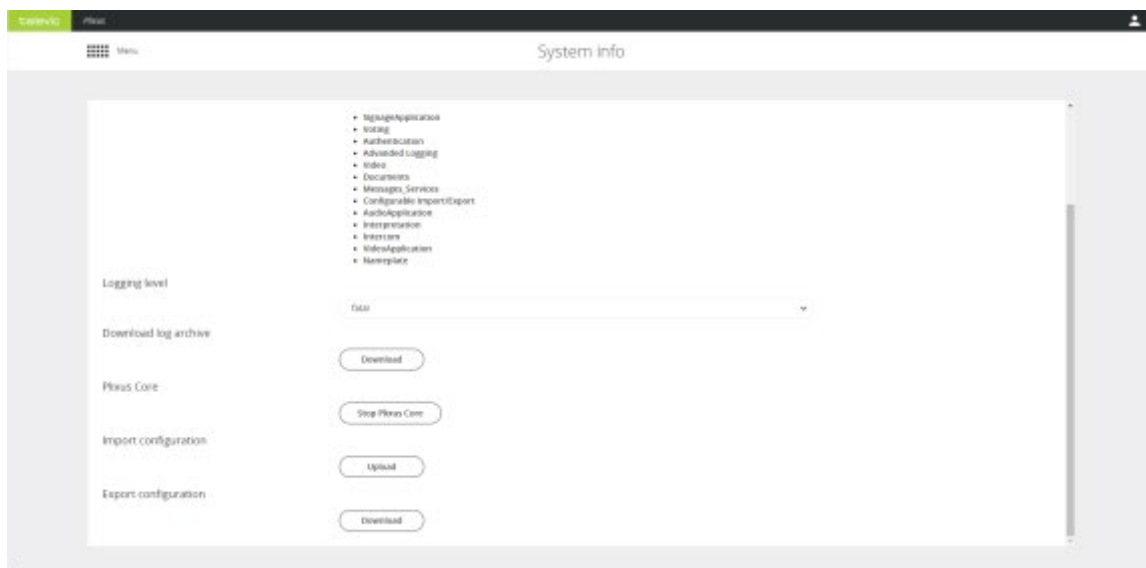


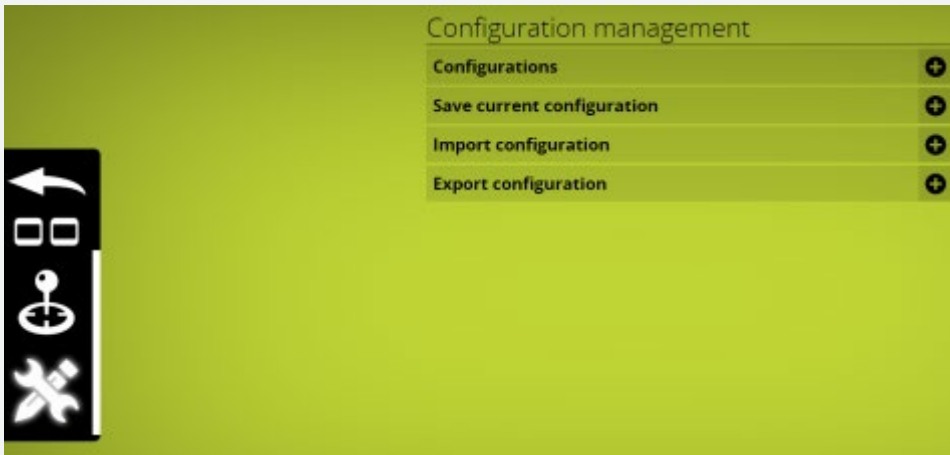
Figure 1-1 The System Info page where you can download and upload configurations

## RESTORE CONFIGURATION

1. Go to **System Info > Import configuration** > click **Upload** > browse to the config\_archive.tgz file which was downloaded from CRP 5.2 system.
2. Perform a **power cycle** on the Plixus engine.



When Core is inactive the web server has a different look & feel as well as layout. To download and upload configurations go to the Configuration management page. Upload the CRP 5.2 configuration and reboot the engine.



## Backup And Restore CoCon Database

When CoCon is updated ( e.g. 5.3 to 5.4 ) , the update of the SQL database is done automatically when going through the CoCon configuration wizard after update.

However when downgrading the CoCon version ( e.g. from version 5.4 to 5.3 ) , an automatic downgrade of the SQL database is NOT possible. It is therefore recommended to make a **backup of the existing CoCon 5.3 SQL database**, before upgrading to 5.4 or higher.

If you downgrade CoCon , you need to restore the SQL database corresponding to the previous CoCon version before you can use CoCon again. You can find the instructions on how to back up and restore the SQL database in the document **Advanced CoCon installation.pdf** located here: c:\Program Files (x86)\Televic Conference\CoCon\Help. This document is automatically Installed together with CoCon.

You can find the name of the SQL database used in the CoCon server screen.

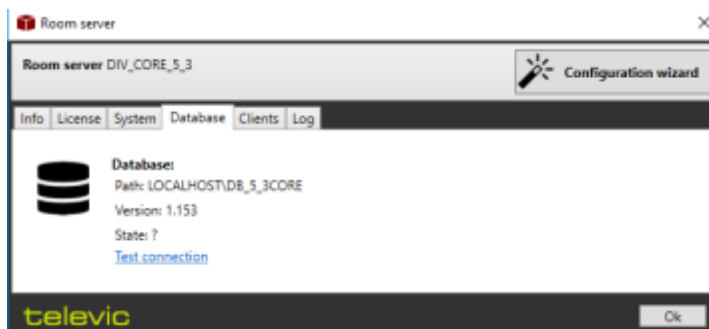


Figure 1-2 Where to find the SQL database name in the CoCon Room Server



# PLIXUS UPDATE PROCEDURE


Carefully execute the following steps in order to guarantee a smooth upgrade towards the latest version:

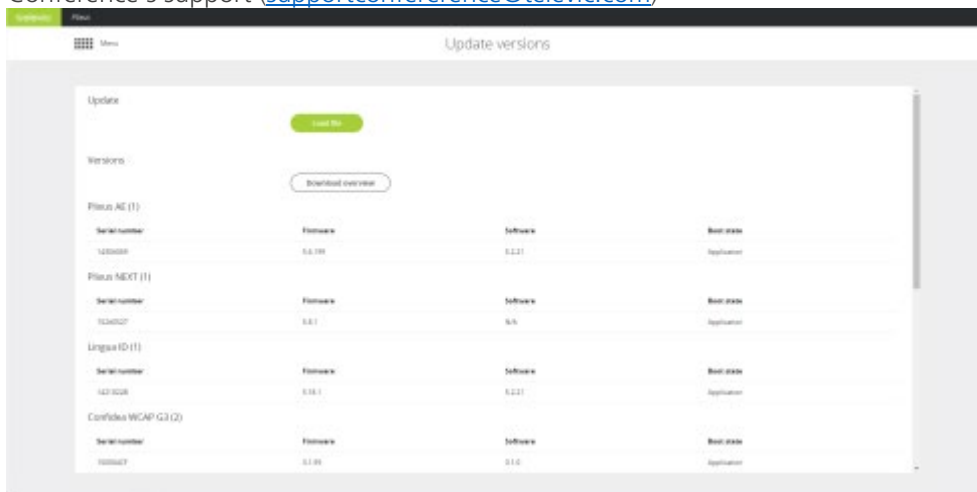


We recommend to use the latest version of the Chrome browser



From CRP 5.4 onwards there are two update files: **Multimedia** and **Essential**. If your Plixus system only contains audio-only devices you only need to use the **Essential** update file. When your system contains multimedia devices please upload the **Multimedia** update file first, and then the **Essential** update file. This order will ensure that all devices will be detected.


1. In case you have one or more wireless access points (WCAP) connected on the system, please remove these from the setup before starting the update. Make sure that all other Plixus devices which are part of the system are connected to the Plixus engine. It is good practice to even connect and update the spare units.
2. Switch on the engine and go to the Plixus web server using the IP address of the engine (default: 192.168.0.100).
3. In the main menu select **Update versions** . On this screen you can see the version numbers of all units connected to your system. If you do not see the version numbers, please contact Televic Conference's support ([supportconference@televic.com](mailto:supportconference@televic.com))




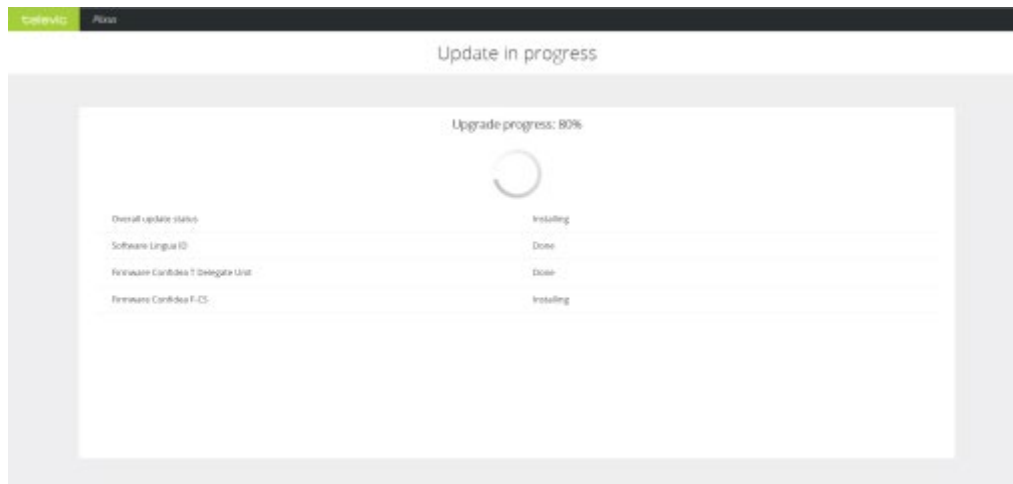
Serial number	Firmware	Software	Boot state
Plixus AE (1)			
1230000	5.6.100	5.2.1	Application
Plixus NEXT (1)			
1234567	5.6.1	5.6	Application
Lingua ID (1)			
1234567	5.6.1	5.2.1	Application
Confidex WCAP G3 (2)			
1234567	5.6.1	5.1.0	Application

4. Go <https://www.televic-conference.com/en/plixus-software-updates> to find the latest updates. Download the appropriate update file(s).
5. On the **Update versions** page click **Load file** and select the correct Plixus update file ( see remark in the beginning of the procedure).


6. Click **Start update**, you can monitor the update progress during update.


 Do not disconnect, switch off, change configurations or refresh the update page while the update process is ongoing.


 A complete update of a system might take up to 45 minutes. This duration depends largely on the number of units and the amount of different unit types connected to your system.

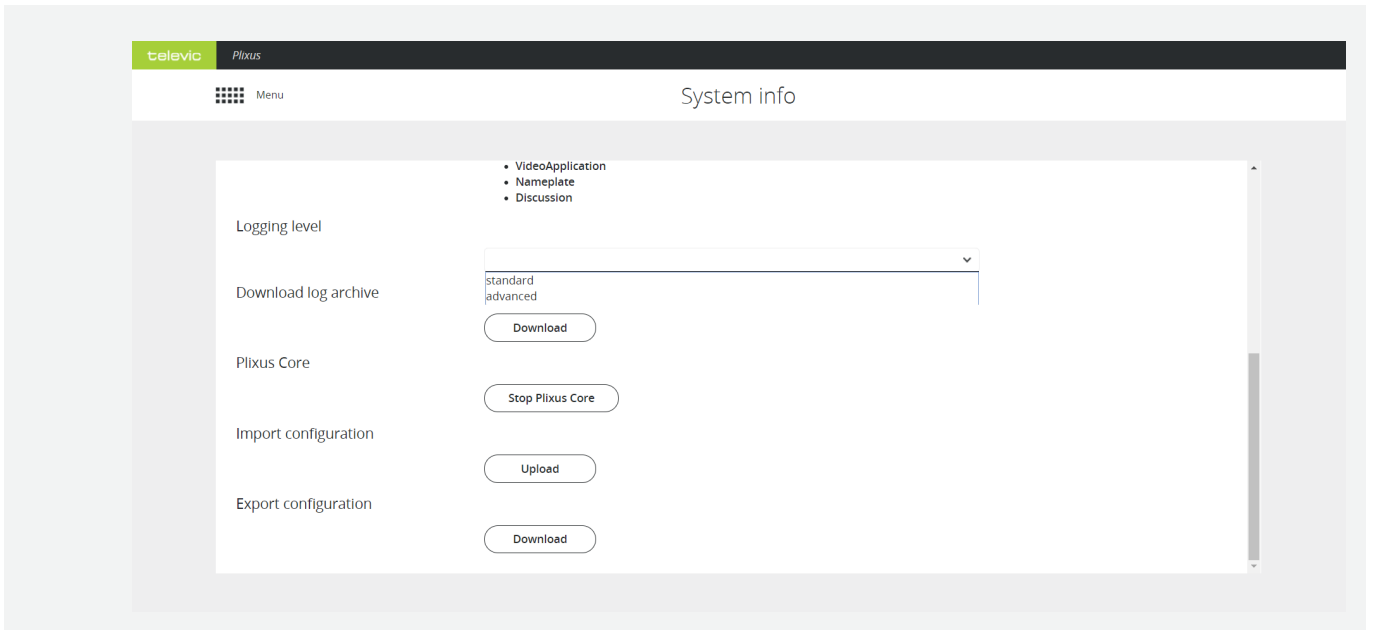


7. When the update is complete, click **Reboot system**.

 If your system contains uniCOS devices (uniCOS F-MM7 (71.98.2002); uniCOS F-MM10 (71.98.2001)) you need to update your system again using the **Multimedia** update file.

 After the first update from CRP5.2 version, a configuration migration takes place. This process can take up to several minutes. Please wait until the web server displays the Update page before restarting.


 After the engine is restarted, please make sure to put the logging level to the value **Standard**



8. After completion of the update process, please open and close the initialization via **Menu > Initialization > Manual initialization**. This saves the configuration of all unit extensions.
9. After the update is finished the release versions should match the following table. If versions don't match this table, contact Televic Conference support ([support-conference@televic.com](mailto:support-conference@televic.com)).



Product	Application Firmware	Software
Plixus MME / AE	5.15.1	5.4.24
Plixus AE-R	5.8.1	5.4.24
Plixus NE	5.9.1	N/A
Plixus NEXT	5.9.1	N/A
uniCOS F/MM	5.15.1	5.4.17
uniCOS F/MM v2	5.17.1	5.4.24
uniCOS F/MM-10	5.26.1	5.4.24
Confidea T	5.23.1	N/A
Confidea F	5.20.1	N/A
Confidea F-DIV-C	5.19.1	N/A
Confidea F-CS	5.21.1	N/A

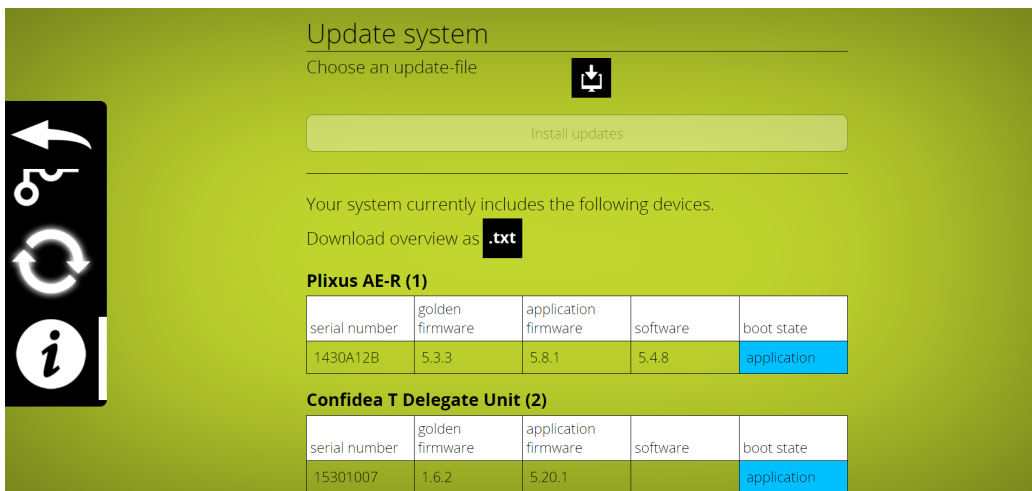
Product	Application Firmware	Software
Lingua ID	5.24.1	5.2.27
Plixus V-IN	5.11.1	N/A
Plixus V-OUT	5.10.1	N/A
Plixus Nameplate	5.3.2	N/A
Plixus Nameplate USB	N/A	5.3.2
uniCOS F-MM7 (71.98.2002)	5.10.1	5.4.24
uniCOS F-MM10 (71.98.2001)	5.10.1	5.4.24
uniBOX (71.98.2004)	5.10.1	5.4.24

 Fallback firmware version (so called 'golden' firmware version programmed during production process) will not be impacted by a CRP update. This firmware is used as a bootloader and used as fallback in case of failure and the unit does not boot the application software.


Different fallback firmware versions have no influence on the functional performance of the system.

## Update Procedure When Core Is Not Activated

When **Core** is **inactive** the web server has a different look & feel as well as layout. To go to the **Update** page of the web server first click the settings icon  in the menu on the left and then the update icon . On the **Update** page click the download icon to upload the update file. Once the update file is uploaded click **Install updates** to start the update process.



Update system

Choose an update-file 

Your system currently includes the following devices.

Download overview as **.txt**

**Plixus AE-R (1)**

serial number	golden firmware	application firmware	software	boot state
1430A12B	5.3.3	5.8.1	5.4.8	application

**Confidea T Delegate Unit (2)**

serial number	golden firmware	application firmware	software	boot state
15301007	1.6.2	5.20.1		application

Figure 1-3 The Update page of the web server when Plixus Core is inactive

After the update is started the same steps and attention point are valid from chapter above from point 7 onwards.



After the engine is restarted, please make sure to put the logging level to the value info.

