STORM|AUDIO

ISP and PA FIRMWARE UPGRADE

Quick Guide

Preliminary work

FIRMWARE UPGRADE - PRIOR INFORMATION

Download information

- The upgrade packages can be downloaded from the StormAudio client portal
- Login with password is required (to request your credentials - please email to info@stormaudio.com)
- File name of the firmware will resemble the following format:
  - For ISP: isp_[*version*].ssp
  - For PA: pa_[*version*].ssp

FIRMWARE UPGRADE - PRIOR INFORMATION

ISP Upgrade information

- Make sure to do a backup of the ISP configuration first
  - NOTE: Upgrade of ISP from FW earlier than 2.1r0 requires specific actions. Please contact our support team for further information (support@stormaudio.com)
- Upgrade of an ISP with firmware from FW 2.1r0 onwards, can be done via the herewith described process
- The ISP upgrade can be done
  - via the ISP Web User Interface - Remote Upgrade function - by entering the processor's IP address on any web browser *[recommended]*
  - Via inserting a USB dongle key in the back panel of the processor

FIRMWARE UPGRADE - PRIOR INFORMATION

PA Upgrade information

- Remotely upgrading a PA is possible via an ISP Web User Interface with firmware version FW 3.2r0 onwards or directly by typing the PA IP address in your Web browser. Please make sure to check your ISP firmware version as described in the next slides.
- Please note that the PA firmware from initial production (prior to V4.14r0) does not allow a remote upgrade of the PA, nor does it have the Remote Monitoring feature. In this case, an upgrade to V4.14r0 requires a USB key upgrade first (see PA USB Upgrade Process section p 18 after having downloaded pa_4.14r0_20171116.ssp file from the Client Portal as described in next slides).
- The PA upgrade can be done
  - via the ISP Web User Interface – PA Remote Upgrade function – or by entering the processor's IP address on any web browser *[see p 15]*
  - Via inserting a USB dongle key in the back panel of the processor *[see p 18]*

FIRMWARE UPGRADE - DOWNLOADING THE FIRMWARE

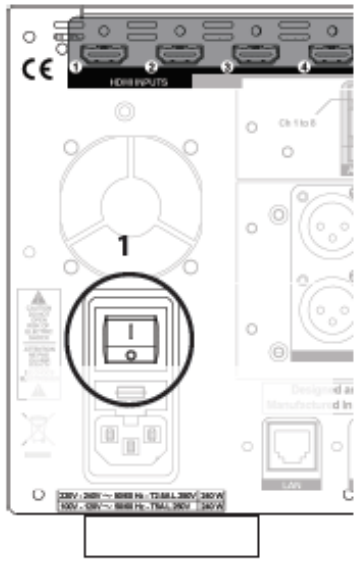
Downloading the firmware

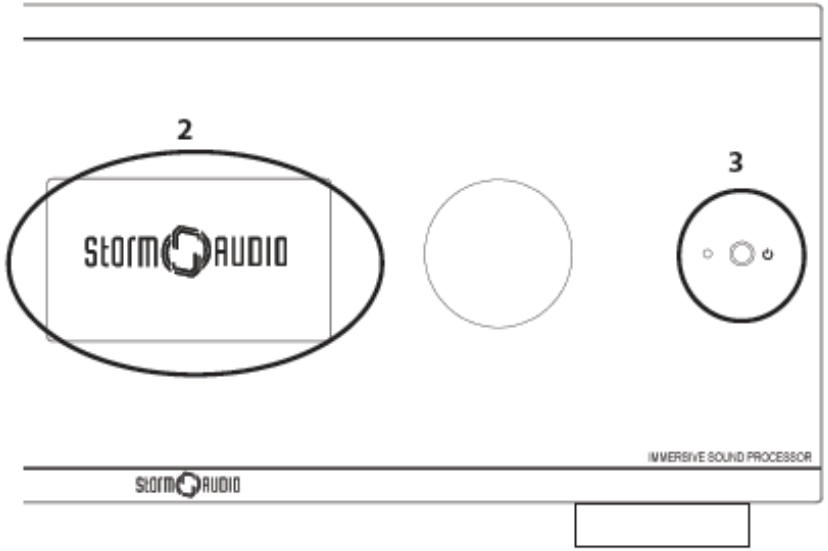
- Go to the client portal on the StormAudio website
- Login credentials will be asked (if you are not yet connected to your account)
- Firmware packages can be found under ‘Firmware & Downloads’

FIRMWARE UPGRADE - ACCESSING THE WEB UI

Accessing the Web User Interface

- Power on the unit
  1. Turn the main switch on the back panel to ON (I)
  2. StormAudio logo will be displayed on the processor for a few seconds and will then enter into sleep mode (LED turns red continuously)
  3. When in sleep mode, press the power button so the processor starts



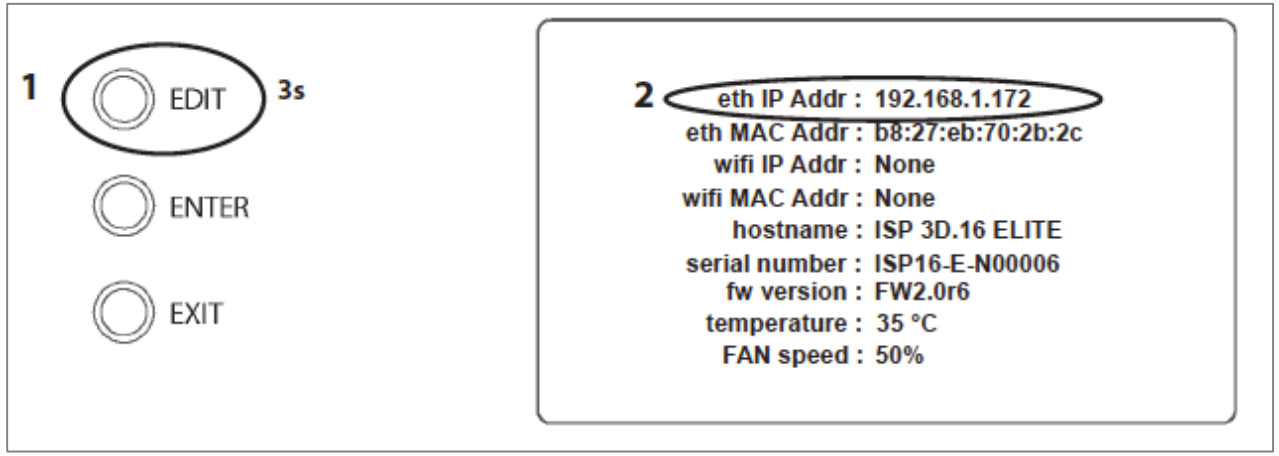


FIRMWARE UPGRADE - ACCESSING THE WEB UI

Accessing the Web User Interface

- Check for the IP address of the processor
  1. Press EDIT button for about 3 seconds
  2. The display in front will show a list with system information, including the IP address allocated via DHCP
  3. Take note of this address

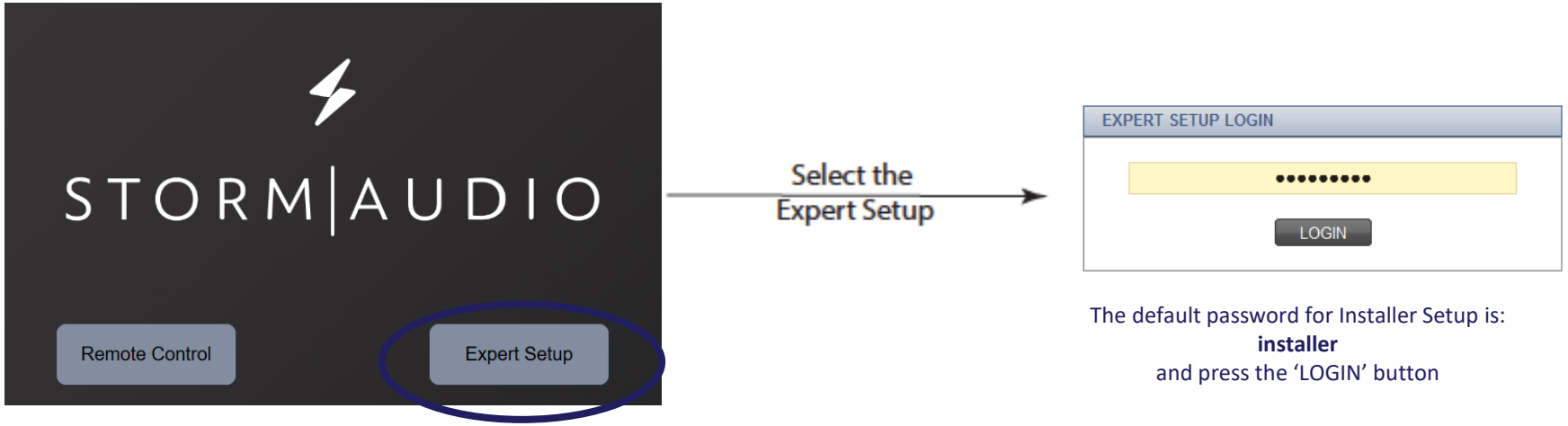
IP Address



FIRMWARE UPGRADE - ACCESSING THE WEB UI

Accessing the Web User Interface

- Log in to the Web User Interface
  1. Use your computer and open any web browser
  2. In the URL bar; type in the IP address of the processor as indicated in the previous slide and press enter
  3. The homepage of the Web User Interface will now appear
  4. Select Expert User and type in the password



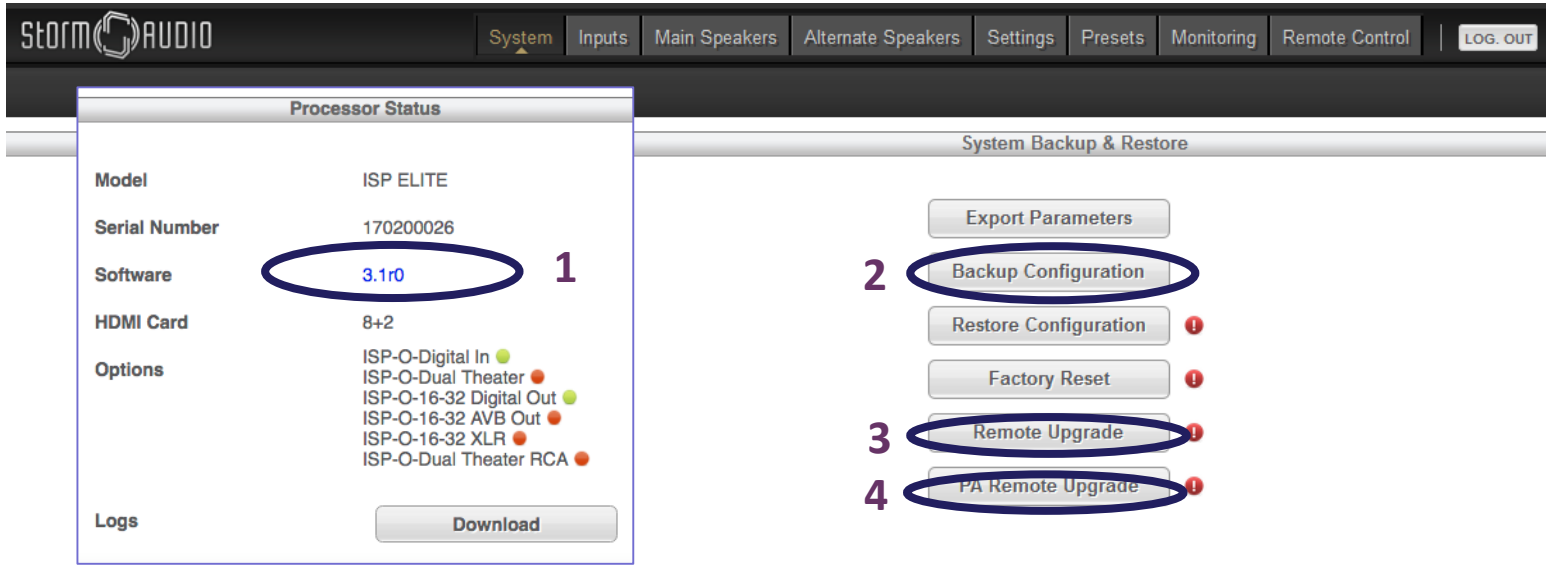
The default password for Installer Setup is:
installer
and press the 'LOGIN' button

5. Select Expert Setup again and you will now see the System Page of the processor you accessed

FIRMWARE UPGRADE - EXECUTION

Executing the firmware upgrade

- In the System Page of the Web UI, you will now find details on the processor status and more
- Here you will be able:
  1. to check whether the current software is FW 2.1r0 or onwards (see Upgrade Information on slide 2)
  2. to do a backup of the current configuration (see Upgrade Information on slide 2)
  3. select the Remote Upgrade of the ISP for an ISP or I.ISP upgrade
  4. select the PA Remote Upgrade for a PA upgrade (requires PA loaded with V4.14r0 onwards, else use USB method described p18)

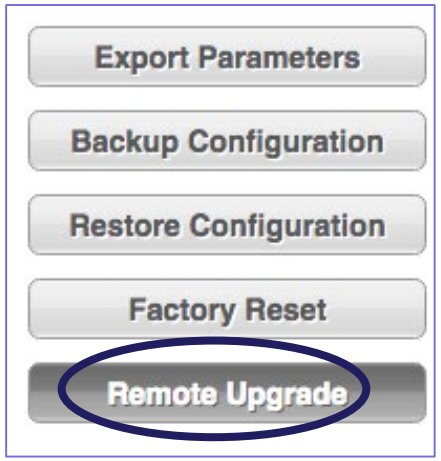


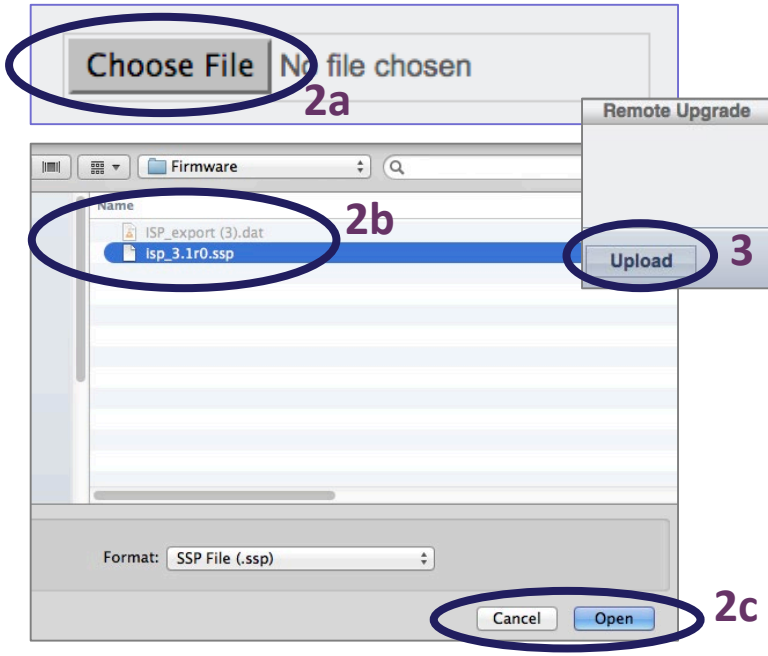
ISP REMOTE UPGRADE PROCESS

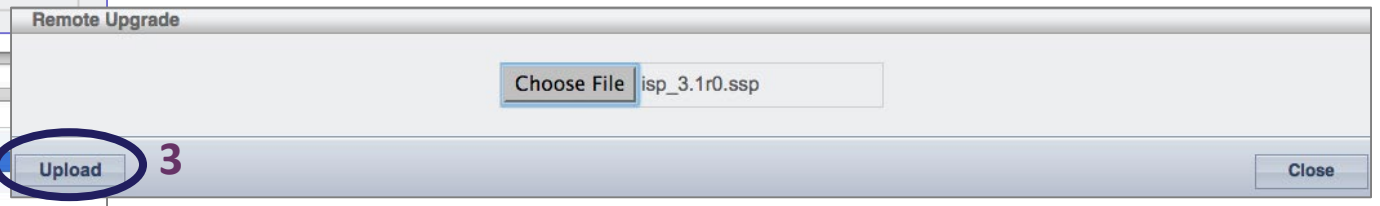
FIRMWARE UPGRADE - EXECUTION

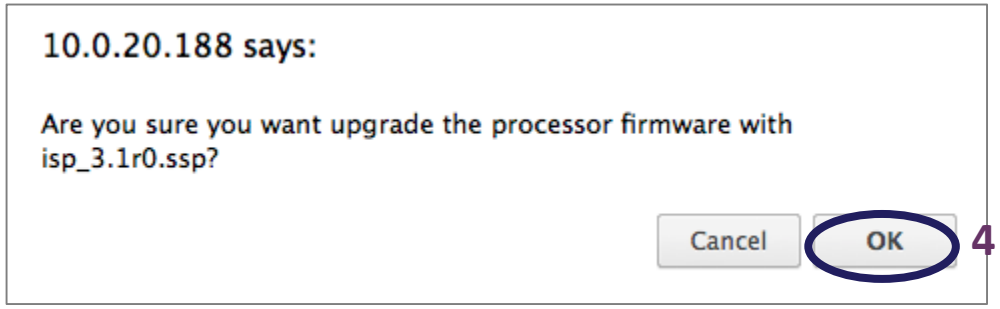
Executing the ISP firmware upgrade

- To execute the FW upgrade, follow these steps;
  1. Press the button 'Remote Upgrade'
  2. Choose the firmware upgrade (isp.[version].ssp file)
  3. Upload the isp.[version].ssp file
  4. Confirm the upgrade so the upgrade process will commence





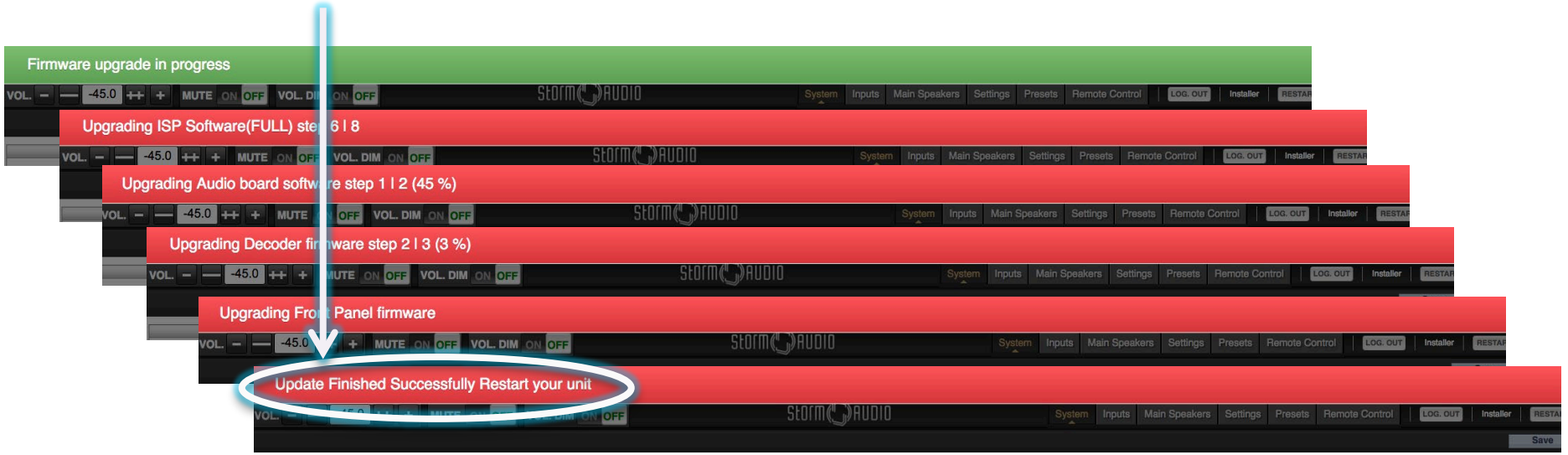




FIRMWARE UPGRADE - EXECUTION

During the ISP upgrade process

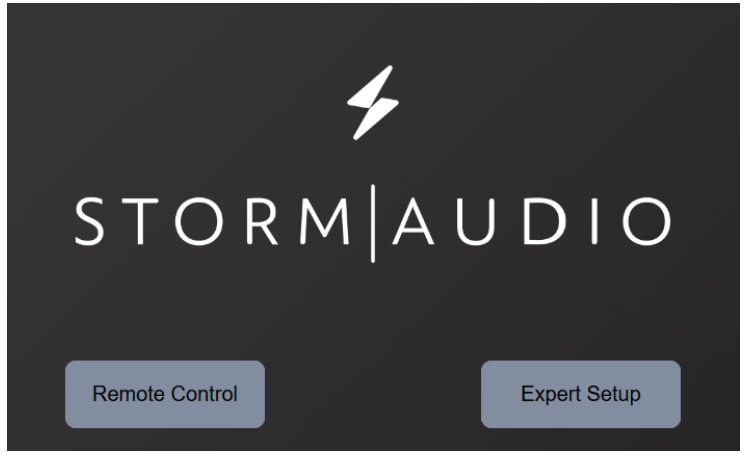
- The upgrade process can be monitored via:
  - the Web User Interface
    (banner on top of the page, that will be green at the beginning and red during the upgrade)
  - or on the front panel display of the processor
- A step per step process will be shown during the upgrade
- NOTE: Do not interrupt the upgrade process until you get the message saying 'Update finished successfully, restart your unit'

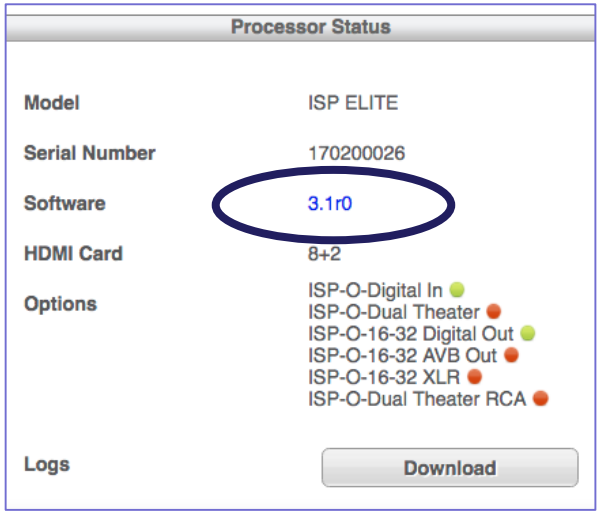


FIRMWARE UPGRADE - EXECUTION

After the ISP upgrade

- Restarting the processor
  - When upgrade is done via the Web User Interface:
    The processor will restart automatically after a successful upgrade
  - When upgrade is done via a USB:
    The processor will need to be restarted manually after removal of the USB key
- The Web User Interface will return back to its home page
- In the System Page of the Web UI, you will now find the upgraded software version indicated



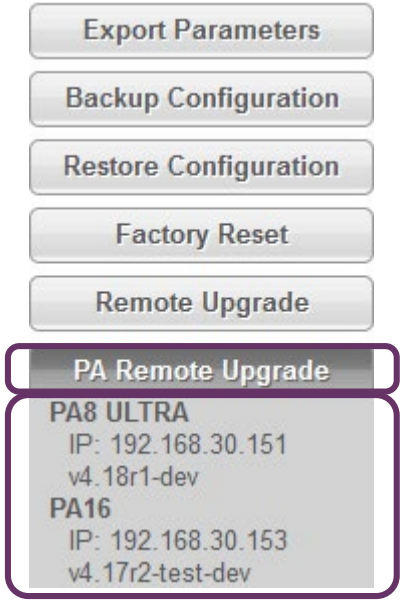


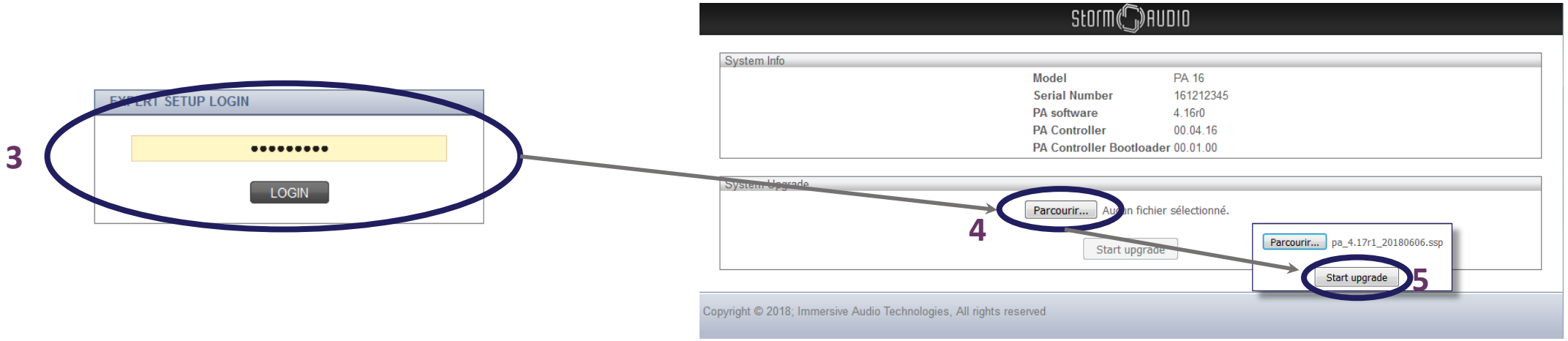
PA REMOTE UPGRADE PROCESS

FIRMWARE UPGRADE - EXECUTION

Executing the PA remote firmware upgrade

- To execute the FW upgrade, follow these steps;
  1. In the ISP Web User Interface System page, press the button 'PA Remote Upgrade'
  2. Choose which PA to upgrade by clicking on it
  3. A new browser page will be opened with login access: use "installer" password
  4. Press the button 'Parcourir…' ('Browse…') to select the pa.[version].ssp file
  5. Press 'Start upgrade' so the upgrade process can start

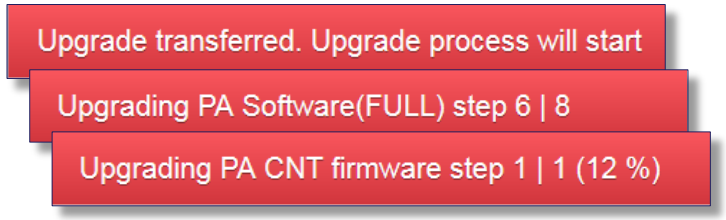




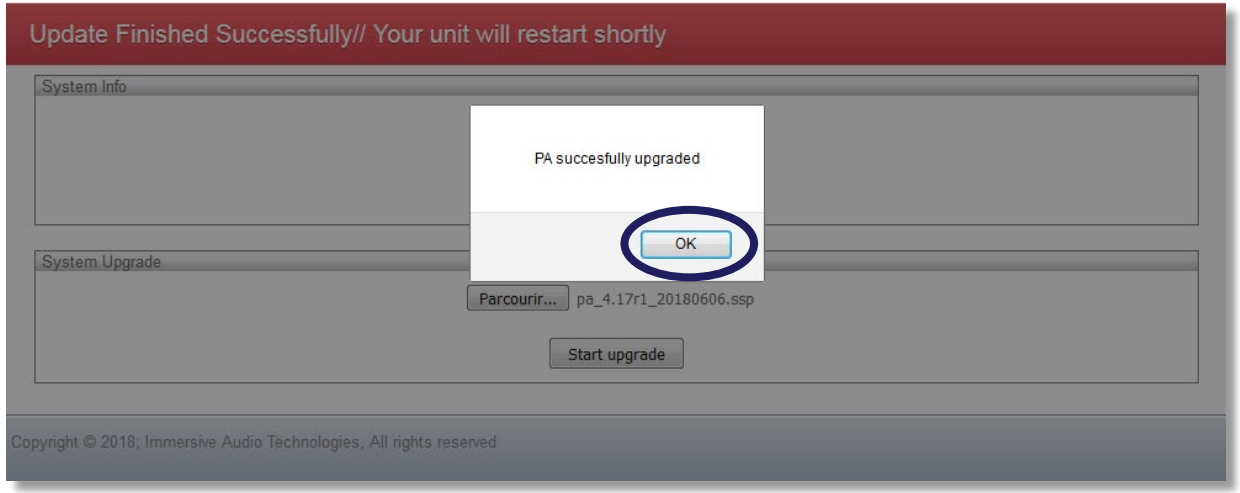
FIRMWARE UPGRADE - EXECUTION

During the PA upgrade process

- The upgrade process can be monitored via the PA Web User Interface (banner on top of the page, that will be green at the beginning and red during the upgrade)
- A step per step process will be shown during the upgrade
- NOTE: Do not interrupt the upgrade process until you get the message saying 'PA successfully upgraded'



- Press OK to complete the process and restart the PA



PA USB UPGRADE PROCESS

FIRMWARE UPGRADE – USB EXECUTION

Executing the PA USB firmware upgrade

- To execute the USB FW upgrade, follow these steps:
  1. Leave the unit in Standby Mode
  2. Load the firmware upgrade file (pa.[version].ssp file) into a USB key at the root level
  3. Connect the USB key to the PA back panel USB port
  4. After a few seconds the front panel LED should blink RED quickly
  5. The upgrade process will last 30 sec to 1 min
  6. At the end of the process the RED LED will go OFF. Turn the unit to OFF using the back panel Main Switch
  7. Remove the USB key and Power Up the PA. It should restart in Standby Mode.
  8. To verify the firmware version, go to the System page of your ISP (loaded with FW3.2r0 onwards), as described in earlier sections of this document or type the PA IP address if known using IP scan tool.

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