# DP600 v1.5 Upgrade Instructions

**Note: Do not attempt to upgrade a DP600 late in the day, on a Friday afternoon, or immediately prior to a long weekend or vacation. Reserve at least an hour of free time (perhaps more) to dedicate to this upgrade process. Perform the upgrade only after reading through these instructions.**

## Preparation

One of the new features in DP600 software v1.5 is support for a nondestructive "refresh" installation.

A successful "refresh" installation will preserve existing network settings, licenses, workorders, profiles, bookmarks and automation jobs. However, there is a risk that some "refresh" installs can be problematic and a "clean" install will be required. A "clean" install will wipe all information from the unit and return it to an out-of-the-box condition.

For this reason it is suggested that you take screen shots of your settings and workorder path statements as displayed in the web client or otherwise note all network settings, urls, etc. Also all custom profiles should be located or offloaded from the unit prior to proceeding. From within V1.4 software, custom profiles can be downloaded by browsing to: http://yourdp600IPaddress/dp600-wfpms-client/workflowProfile.jsp.

All hotfolder workorders should be cancelled prior to proceeding with an upgrade. Make sure that the workorder status is shown as "CANCELED" before proceeding with the upgrade.

All installations require the use of a keyboard. After completion of the upgrade, you should not need the keyboard and should be able to control the unit from the touchscreen if necessary.

As with all previous DP600 software upgrades_, it is critical that the upgrade iso image be burned to a DVD at the slowest possible speed in order to ensure an accurate transfer of data to the disk_.

## "Refresh" (Non-Destructive) Installation

_If you are using DHCP please make sure the unit is connected to the network before proceeding with the upgrade process._

Place the installation disc that you burned (at no more than 4x) from the iso image supplied into the DP600 DVD drive and restart the unit from the java client or hit the recessed reset button above the DVD drive. The unit will reboot, read the DVD and begin the upgrade process. Early in the installation process, the installation will pause and you will be prompted with a choice of a refresh install (by pressing the "Y" key) or a clean install (by pressing any other key). We suggest attempting the refresh install as a successful "refresh" installation potentially saves you from re-licensing, re-entering network settings, recreating workorders, uploading profiles, etc.

Once the upgrade is complete, the process will pause and await user input to reboot. Press any key to reboot the unit. When the front panel screen goes blank after pressing any key, remove the DVD from the drive to avoid re-initiating the upgrade process. If the unit does not reboot and shows disk read errors, press the recessed reset button to force a reboot and eject the disk as the unit reboots.

Following reboot and DVD removal, if the display gets hung with an "X" in the center of the screen for more than several minutes, please press reset and the unit will usually come up. When the unit comes up, it will boot into the commissioning process screens. If none of your network settings need to be changed, you may click/touch through these screens and the licensing screens as a successful "refresh" will retain these settings and the installed license.

Note that V1.5 supports the use of an NTP server, which can be set in the commissioning process.

After clicking through the commissioning process the unit will reboot. Again, if the display gets stuck on the "X," please press reset. Once the unit has booted to the main screen, please browse to the unit from an external PC and launch the java web client. All existing hotfolder workorders will show up as cancelled (or failed if they were running prior to the install). You can edit existing hotfolder workorders within the web client, but it is suggested that you re-launch them using the "create new" command rather than "update".

Often after upgrading, the web client may experience a mismatch of Java versions on the host PC. To install the correct version of Java, follow these steps:
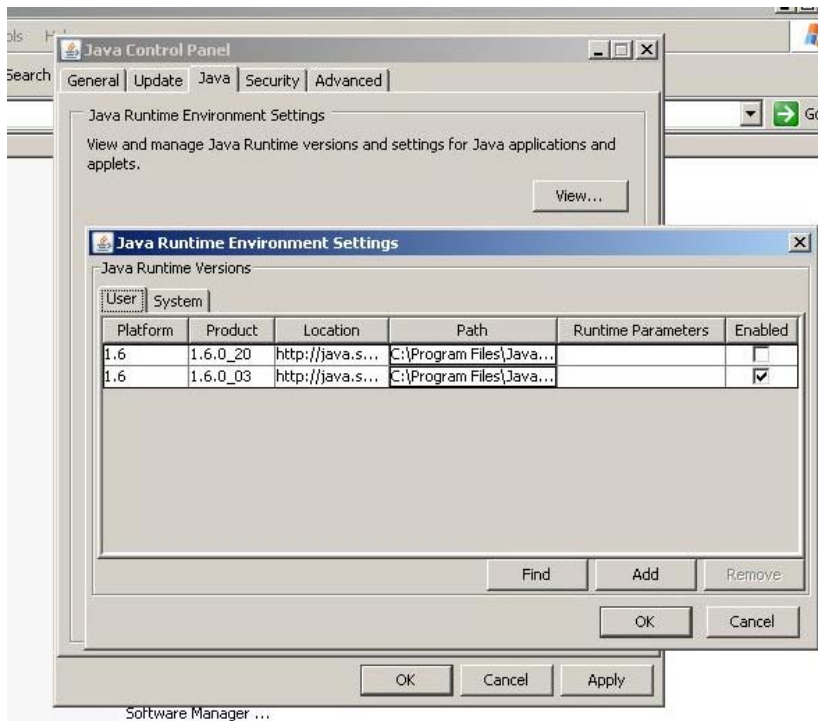
1. Browse to the DP600 and click on the "Install Virtual Machine" link on the web client splash screen.



2. Run the installation application.
3. Open the control panel in Windows and open the "Java Control Panel"
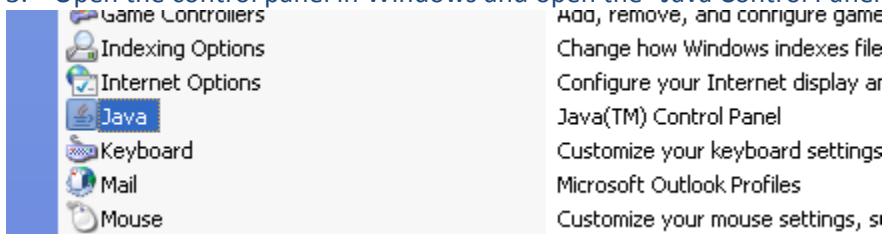


4. Select the "Java' tab in the Java Control Panel and click on "View…" The Java Runtime Environment settings will be displayed.

Java Control Panel

General | Update | Java | Security | Advanced

Java Runtime Environment Settings

View and manage Java Runtime versions and settings for Java applications and applets.

View...

Java Runtime Environment Settings

Java Runtime Versions

User | System

| Platform | Product | Location | Path | Runtime Parameters | Enabled |
|----------|---------|-----------|--------------------|--------------------|---------|
| 1.6 | 1.6.0_20 | http://java.s... | C:\Program Files\Java... | | ☐ |
| 1.6 | 1.6.0_03 | http://java.s... | C:\Program Files\Java... | | ☑ |

Find    Add    Remove

OK    Cancel

OK    Cancel    Apply

Software Manager ...

5.  Ensure that Java version 1.6.0_03 is enabled.  Disable all other Java versions.
6.  Click "OK" in all windows and exit the control panel.

After completion of the upgrade process and after ensuring that the proper Java version is installed and active, if the web client does not launch completely, then a clean install will be required.  Similarly, if the unit appears to upgrade properly and the proper version of Java is loaded and active but when launching the java web client an error message, "Unable to connect" appears, a clean installation will be required.
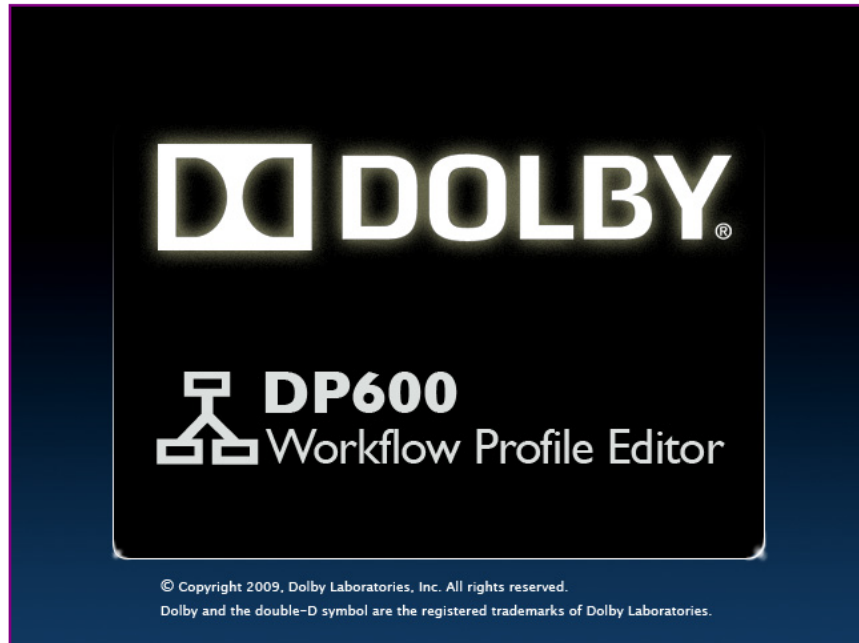
## Profiles

If a clean install is necessary you will need to relicense the unit.  If you don't have the license file it can be downloaded from the product registration page on www.dolbysupport.com.  The license needs to be on the root of a USB drive and inserted when prompted during the commissioning process.  To upload profiles to the DP600 in v1.5, browse to http://yourDP600IPaddress/profiles.  This page has been redesigned from V1.4.  Browse to the saved location, import, and publish.

If you are using profiles from v1.3xx or v1.4xx that had "overwrite destination file set" in the profile these will need to be modified in order to import and publish them.  The "overwrite destination file" function is exposed in the workorder setup screens in the UI in V1.5.

If you are upgrading from v1.4xx to v1.5.1.10 we need to receive any profiles that process MPEG I LII audio and make a slight modification.  These would be variants of the default TS_TS-2 profile in v1.4.  If you are upgrading from v1.4xx to v1.5.1.13 this is not required.

The default profiles in V1.5 have been consolidated and some of the names have changed.  This may cause a conflict with custom profiles that carry the same name.  This will trigger an upload error when using the "backdoor" upload tool located at http://yourDP600IPaddressprofiles.  To work around this issue, you can upload or "publish" your custom profiles to the DP600 using the Profile Editor.  Launch

the Profile Editor by browsing to http://your_unit_IPaddress/DP600Editor and clicking anywhere on the Profile Editor splash screen.



This will launch the DP600 Profile Editor in a new window.
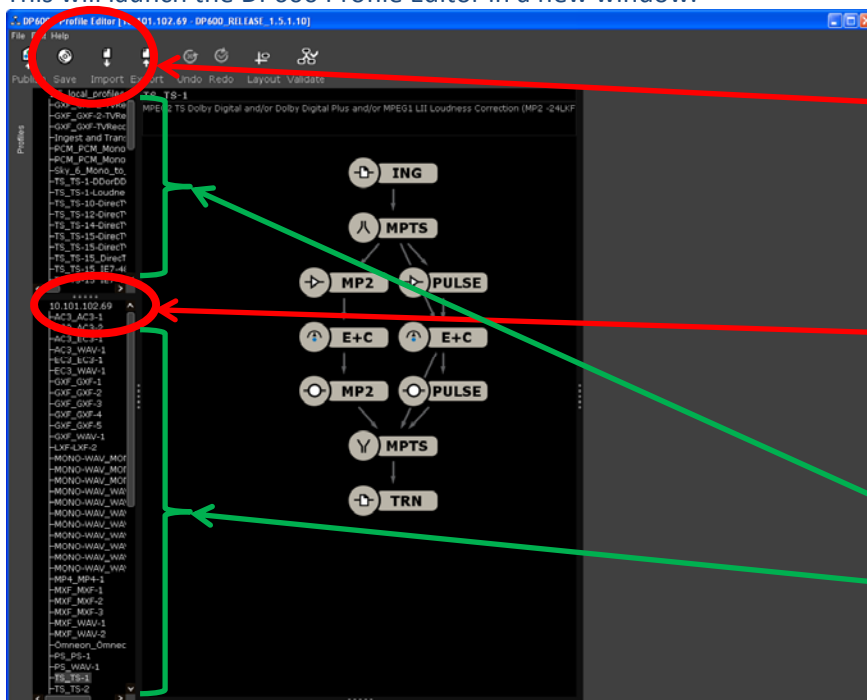


Click on "Import" and browse to your saved profiles to view them in the Profile Editor.
Click "Save" to upload them to your DP600.

Click on your unit's IP address in this field to display all the profiles saved on the unit.
Click on a specific profile to view it in the Profile Editor.

Locally saved profiles are displayed here.
Profiles saved/loaded onto the DP600 are displayed here.

## Known Issues

Installations of v1.5 can result in a reversal of drive LED behavior, i.e. red drive LEDs instead of green. This is not necessarily an indication of drive failure, but does make it difficult to interrogate the unit for true drive status. Restarting the unit or running another "Y" refresh installation can sometime fix this. This issue will be addressed in the next release.

Some clean or refresh installs may result in the unit not being able to be licensed.  This may be due to a hard drive not being recognized during the commissioning process.  This can sometimes be fixed by removing and reseating the drives, following the procedure in section 3.1.1 in the DP600 User Manual.  Please contact Dolby support if licensing problems continue.

Please refer to the DP600 V1.5 release notes to review the new features in V1.5.  Among these are: multi-mono (rather than interleaved) input file support; TS remux minus, allowing the DP600 to drop and replace PIDs; A new quarantine feature which allows you to reject or correct audio but flag files that exceed user definable correction thresholds; A Loudness Summary Log which outputs a csv file (without extension) which can be imported into Excel and delimited by comma.  This provides a great way to look at all the workorders that have run in a user defined period and easily see status, amount of correction applied, etc. for reporting and compliance requirements.  The Loudness Summary Log is accessed from System/Maintenance.

We are aware that installation of DP600 software is not always the smoothest process.  Despite careful planning, the "refresh" (Non-Destructive Upgrade) can still sometimes result in the need for a clean install.  We are continuing to work on making this more reliable.

If you run into problems at any stage please contact Adam Pinch (ajp@dolby.com), Mike Babbitt (mgb@dolby.com), or Greg Price (greg.price@dolby.com) by email or phone and we'll do our best to get you up and running on v1.5.  Please provide feedback on anything unexpected so we can try to get it addressed.