



Technical bulletin

Paderborn, 19/12/2016

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Updating grandMA2 via USB

This document is intended to help you updating your grandMA2 console, RPU (Replay Unit) or NPU (Network Processing Unit). Do not try to use any keys on the consoles surface when you are involved in the update process, since when booting up from the USB stick these are not active at that moment. When the command key 'Please' is used in this manual, do not use the key on the consoles surface. Do only use the 'Please' key on the internal or the 'Enter' key on an external keyboard. Whenever grandMA compatibility mode or grandMA2 mode is started, the 'Please' key on the console surface works regularly.

Attention: Be aware that a Factory Reset (the old fullinstall or format and install) will completely format and empty your grandMA2 hard disc. Make a copy of already done showfiles via FTP access to save already done showfiles or any other user created data. If you only do a standard update the data-section will not be deleted.

Preparing the StickMAker program

You have to download two files to your Windows OS or MAC OS computer. The files 'StickMaker-x.x.x.exe' and the console image file 'gMA2Console_[x][x.x]_vxxxx.imgz' are relevant for your update. Please use the latest version for updating.

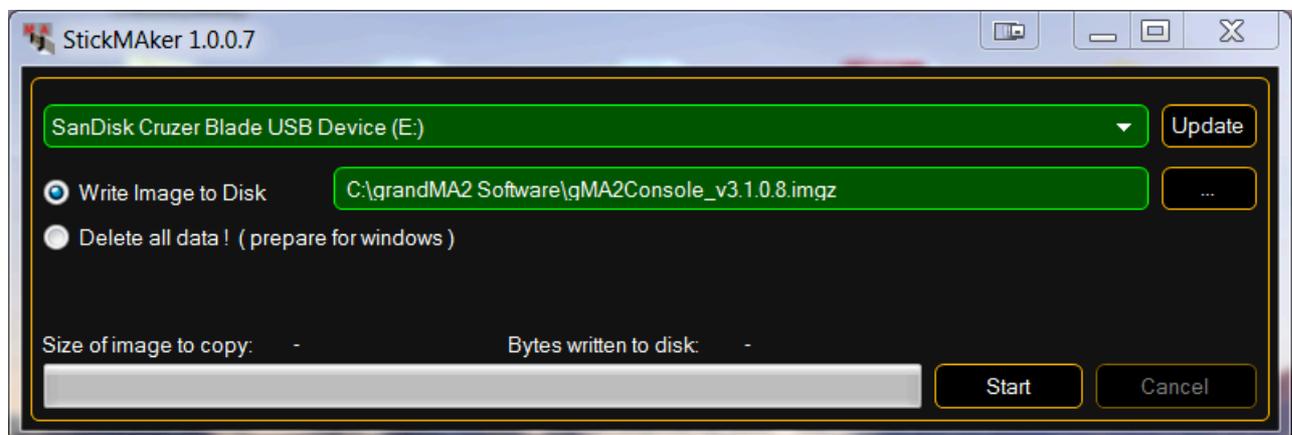
First install the program StickMAker onto your PC. You can do this by double-clicking the 'StickMaker....exe'-file. You will be automatically guided through the installation process. After installing the StickMAker program please make sure you always run the program in Administrator-mode (more information later in this document)!

Now you are ready to create your first grandMA2 USB-Update-Stick.

Creating the USB Stick for grandMA2 Update

The recommended USB device must have a minimum memory of 2GB.

Before starting the program StickMAker....exe please connect an empty USB stick to your PC and make sure that you always run the program in Administrator mode (more information later in this document). Make sure that you have a backup of all data that is stored on your USB stick because the StickMAker will completely erase all data of your storage device!





Setup the software to prepare your USB stick: Target Disk (your USB device). If the correct USB device is not displayed automatically, click on the little arrow on the right side and select it. Select the option 'Write Image to Disk' (click on the button with 3 dots '...' and select the file type *.imgz. Then select the image file and open it).

Attention: The option 'Delete all data!' deletes all files on the USB device and erases any image data written to it. It is intended to prepare your stick to work under Windows again. When you have used this option and accepted with the 'Start' button in the StickMAKER program, you can format the stick in Windows or OSX with a FAT based file system to regain access for regular applications again.

No matter which option you choose, you have to accept your settings and start the process with the 'Start' button in the bottom right. A popup window will ask you to confirm. Click on 'Yes' / 'Ja' to proceed.

It will take a minute or two until all data is transferred. A green bar will indicate the progress. A new popup will show when the operation is finished. You can now close the StickMAKER program and unplug the USB storage device.

Booting up the console to update the software

First insert your grandMA2 USB-Update-Stick into one of the USB ports of your console, RPU or NPU. If you use an external keyboard, make sure this one is connected as well before you power up your console. After powering up the console check your screen. With the welcome screen as below you can press TAB to see all single steps. The welcome screen tells you which button to press to get to your boot-menu to choose a different device than your built-in SSD. The most common keys to update NPU, RPU and consoles are so far: F11, F12, ESC

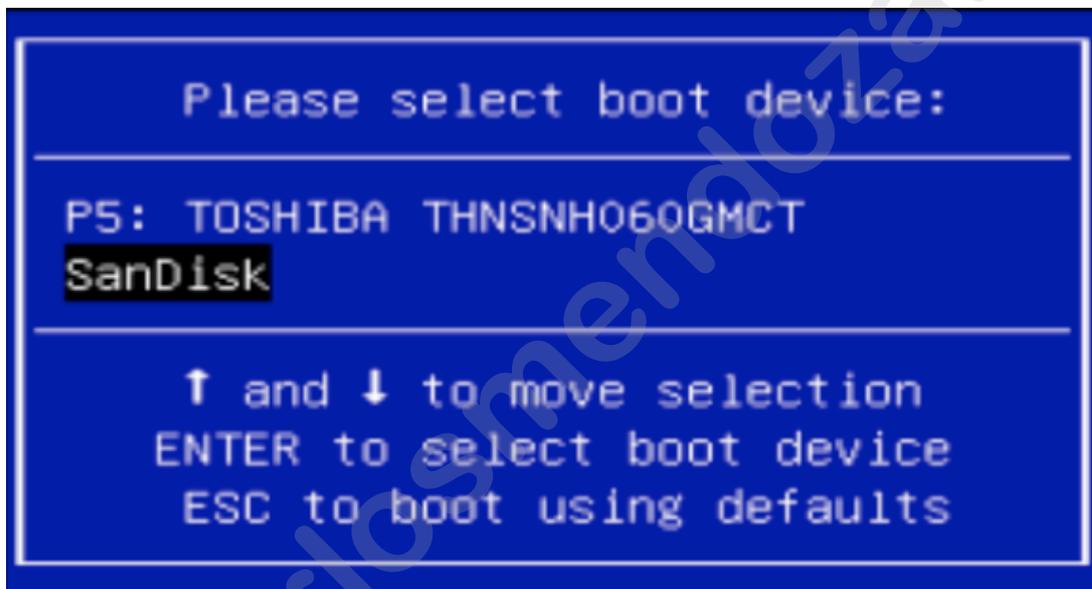
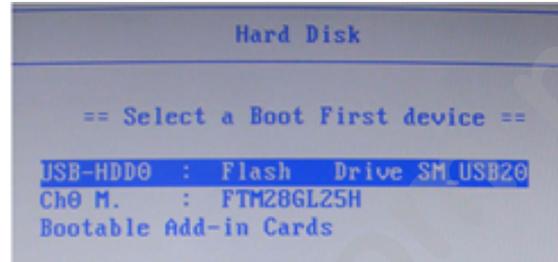
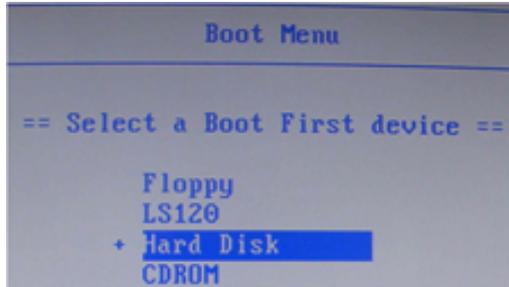
Tip: Press the F-key a few times to be sure your console recognized your command. Due to the static welcome screen you might miss the right time to press the F-key. If you press TAB first, you see the dynamic boot-up screen and exactly see the time to push the button but it is more difficult to find out which F-key to press.

Where to find the right F-key on your console? With the grandMA2 full-size and light you can use your built-in keyboard. You have to push and hold the correct F-key on your console (above the armrest). If your correct key is 'F11' or 'F12' then you need to push and hold the 'Fn' key (right above the arrow keys on your console) and press 'F11' or 'F12' (above the armrest and the same keys as F1 or F2).

If you like to update grandMA2 ultra-light, RPU or NPU you need an external keyboard! Please plug in the USB-keyboard before you power up your console!

If you have pressed the correct F-key a few times but the console keeps booting and ignores your manual access, your BIOS settings might be wrong. In this case please contact your MA Tech.Support.

If you see the Boot-device screen (see below), you have to choose the external device. Sometimes (depending on the BIOS used) you see a lot of devices but not your USB-Stick. Then there should be a line named 'HDD' with a plus in front. Select this line and the next screen allows you to choose your device.



Installing the new Software

After selecting your USB-Stick as your boot device you will end up with the MA installer screen (see below). Here you can choose your option!



The following options are available:

- Update software and keep shows/user data
- Update software and CLEAN shows/user data
- Factory Reset + Update software (this deletes all shows)
- Backup all shows (empty USB drive is needed)
- Start memory test only

- The first option is an update without a loss of data.

The touch screen calibration, the network station name and IP address remains.

- The second option is an update but you lose all shows and user data.

The touch screen calibration, the network station name and IP address remains.

- The third option is an update on a clean hard drive. The hard drive will get a new partitioning and format before the software will be installed. You will lose all data. You have to calibrate the touch screens and possibly give a new network station name. The Factory Reset will set a DHCP IP address.

- With the fourth option you can backup all shows on an empty USB-drive. Maybe you want to make a factory reset but you want to backup all shows first, then use this option please.

- The memory test is useful if you have to test a console after a service.



The update process will guide you through different windows which you have to confirm. The last process is to remove the USB-drive and press Please/Enter on your keyboard.

The console/NPU will reboot and start up with the MA Lighting EULA (End User License Agreement) which you can confirm with the 'I agree' soft button in the window.

Don't forget to check your console touch screen calibration (Setup/Console/Screen Options), the network station name and the IP address (Setup/Network/MA Network Control). You have finished the update.

StickMAker in Administrator-Mode:

Please make sure that your application is started as Administrator all the time. You can right click with the mouse on your application icon and go to properties. Depending on your OS version you might need to change to another level of option, but nevertheless there will be a tick-box which says "run as administrator". Please tick this box and save your changes.

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