CONCIERGE

Updating Firmware

Procedure and technical reference guide

Room Booking Display Panels
Room Booking Display Media Players

METHOD ONE: Direct update via on-prem network

Notes

- You can download the latest firmware updater program from [Downloads - Concierge Displays](#).
- Windows support only
- Unzip downloaded file on folder and run **ConciergePortableUpdater.exe**.
- Can update multiple panels at a time.
- All firmware versions supported

Network firewall considerations

The program requires access to URLs below to download necessary files. Ensure network firewall rules allow the following:
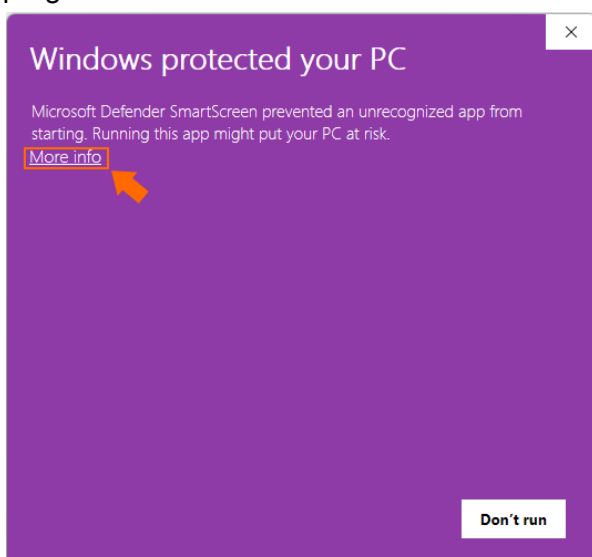
Preparation

- https://dl.google.com/android/repository/
  - Google Android platform-tools package (6 MB) is downloaded (*)
- https://s3.amazonaws.com/download.us.iadea.com/support/firmware
- https://license.conciergedisplays.com.au/serve
  - This is only required if panels are factory reset

During update

- TCP ports 8086 (HTTP), 8080 (HTTP) & 5555 (raw, opens after authorisation, closes on completion)

Anti-virus considerations

Windows Defender (or other anti-virus programs) may pop up an alert when executing the program. Please click **More info** and click **Run anyway**.

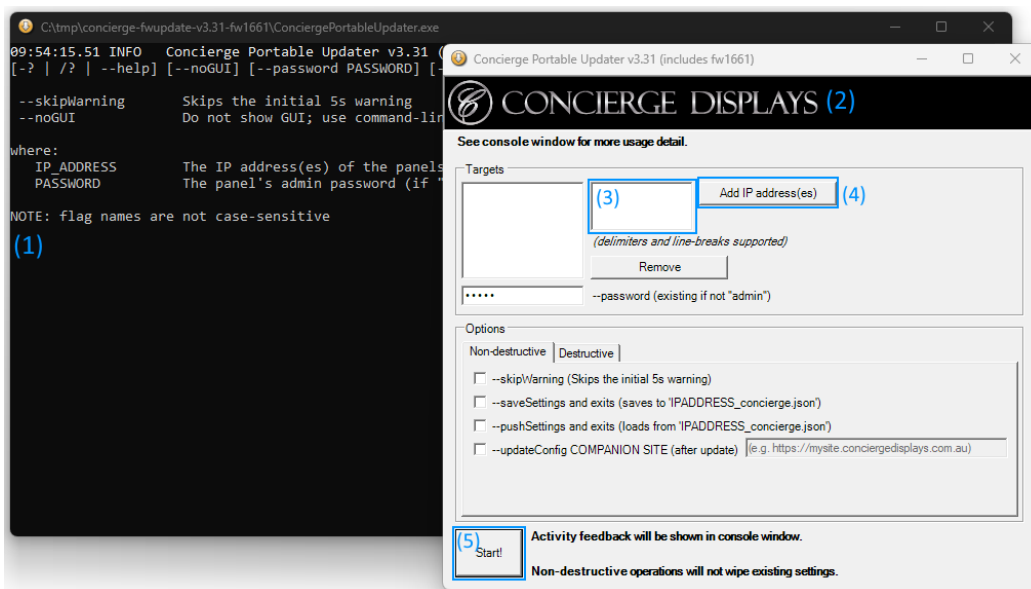(*) Ensure the executable `adb.exe` is not prohibited from executing.

Download locations

C:\Users**user-name**\AppData\Local\Temp\

Screenshots

After executing the program

1. Console window: detailed realtime operation logging
2. UI window: you can add IP address of panels and start updating.
3. A list of IP addresses can be added here
4. Click "Add…" to append to target list
5. Click "Start" to commence firmware update of one or more panels

After starting update

```
●  C:\tmp\concierge-fwupdate-v3.31-fw1661\ConciergePortableUpdater.exe              —   □   ✕

--noGUI           Do not show GUI; use command-line args

where:
   IP_ADDRESS       The IP address(es) of the panels to update
   PASSWORD         The panel's admin password (if "admin" is not used)

NOTE: flag names are not case-sensitive
10:05:53.39          (checking dependencies...)
10:05:53.39 INFO   At least one dependency needs to be downloaded...
10:05:53.64    [.download]    Downloading platform-tools_r28.0.2-windows.zip, 10 MB...
.........
10:05:55.73          1 IP address specified
10:05:55.73 WARN   This tool may alter the installed revision of Concierge software & firmware
10:05:55.73 WARN   Press Ctrl-C within the next 5 seconds to abort...
.....
10:06:15.30    [10.78.0.168]    REST API supports to update APK
10:06:15.36    [10.78.0.168]    REST API supports to update PKG
10:06:15.36    [10.78.0.168]    Trying to use REST API
10:06:15.38    [10.78.0.168]    Connecting and Authorizing...
10:06:15.39 SUCCESS [10.78.0.168]    Authorized!
10:06:17.41 SUCCESS [10.78.0.168]    ADAPI ready!
10:06:17.66    [10.78.0.168]    Model is XDS-1078; base firmware version is 2.2.8
10:06:18.13    [10.78.0.168]    Panel Firmware Version: 1.2.1661-perpetual-iadea1
10:06:23.16    [10.78.0.168]    Pushing Player / Panel update...
10:06:23.21    [10.78.0.168]    [Solutions] 'concierge' found
10:06:25.14    [10.78.0.168]    File uploaded [C:\Users\████\AppData\Local\Temp\ConciergeFactoryImageUpdater.1661
t-perpetual.fw][6BEA3340D5FC9E37E2FE30767B5E26]
10:06:25.19    [10.78.0.168]    app/solutions/update done
10:06:28.26 SUCCESS [10.78.0.168]    Concierge Player / Panel installed!
10:06:28.26    [10.78.0.168]    Waiting for reboot...
..........10:07:37.05    [10.78.0.168]    Tidied up
10:07:37.05 SUCCESS [10.78.0.168]    Update complete!
10:07:37.08    [10.78.0.168]    File deleted: 6BEA3340D5FC9E37E2FE30767B5E26
10:07:37.09    [10.78.0.168]    Progress: completed: 1, busy: 0, failures: 0
10:07:37.10 SUCCESS   ALL LISTED TARGETS WERE PROCESSED SUCCESSFULLY! 10.78.0.168
Press Enter to finish / close Window
```

METHOD TWO: Device self update via Internet

Notes

- Only available since **fw1619** (November 2021)
- No need to download any additional programs.
- Firmware updates support core application (apk) and hardware platform (pkg) updates
- It is recommended PKG is done first, then APK.

Network firewall considerations

The panel will get access to URLs below to gather information and download necessary files. Please make sure they are allowed on firewall policies.

- https://manage.conciergedisplays.co/serve/firmware
- https://s3.amazonaws.com/download.us.iadea.com/support/firmware
- https://concierge-firmware.s3.ap-southeast-4.amazonaws.com

Anti-virus considerations

N/A

Download locations

All downloaded files will be saved on local storage of the panel. They will be deleted after update.

Concierge Displays Pty Ltd | conciergedisplays.co

Screenshots

Before starting update (on Configuration tab of admin page)

1. Tick **Advanced** and click **Technical** menu.
2. Input one of the following.
   a. https://manage.conciergedisplays.co/serve/firmware?apk=latest
   b. https://manage.conciergedisplays.co/serve/firmware?pkg=latest
   c. In some cases, you can specify a specific version string like "**v1.00.999"
      instead of "latest".**
3. Click Save to execute the update.

After update finished (on Status tab of admin page)

Concierge_AutoUpdate_Update ⓪ ⌄

Category: Concierge_AutoUpdate_Update

Last occurrence: 18 days ago (04/21/2023)

Commentary at the time: Update completed

Lifetime count: 3

Concierge_AutoUpdate_Download ⓪ ⌄

Category: Concierge_AutoUpdate_Download

Last occurrence: 18 days ago (04/21/2023)

Commentary at the time: Download completed. A new binary file saved: 9958531 bytes

Lifetime count: 2

Concierge_AutoUpdate_Request ⓪ ⌄

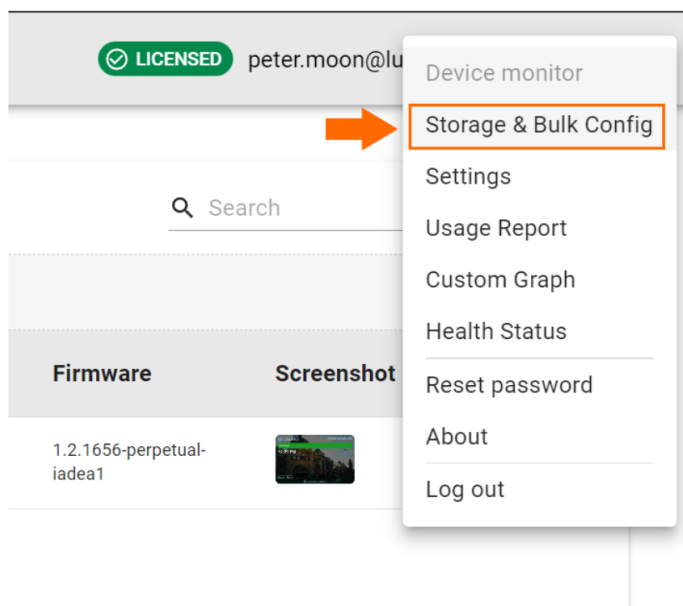Category: Concierge_AutoUpdate_Request

Last occurrence: 18 days ago (04/21/2023)

Commentary at the time: Metadata received: URL[~~~~~~

versionName[1.2.1661-perpetual-iadea1]

Lifetime count: 3

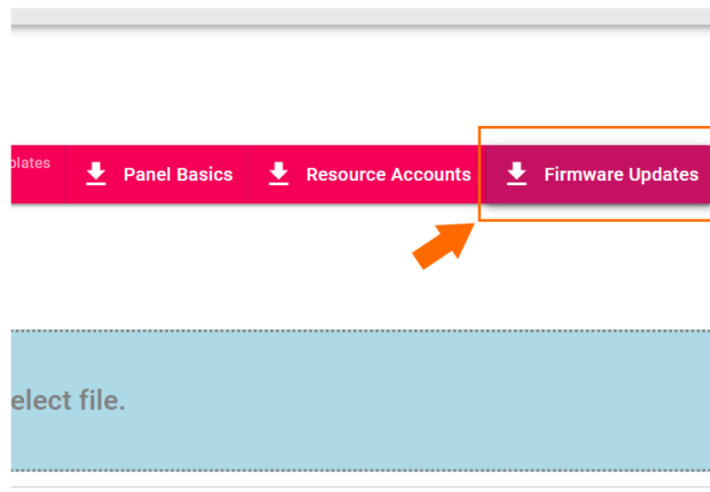# METHOD TWO BUT USING BULK CONFIG SHEET

You can update panels remotely using Companion site.

1. Log in to Companion site and go to **Storage & Bulk Config**.

2. Click **Firmware Updates** and save the csv file on local storage.

3. Open `.csv` file with text editor or your own spreadsheet software (Excel or Google Sheets, for example)
    a. **Keep rows for panels which should be targeted**
    b. Default version string of APK is "**latest**". In some cases, you can specify a specific version string like "**v1.00.999" instead of "latest"**.

4. Rename `.csv` file to **bulk_config.csv**.
5. Upload **bulk_config.csv** on Companion site (please back up an existing bulk_config.csv if necessary)

(1)

File Name

UPLOAD

File Url

Existing files

Created	File name	
2023-04-20 12:56:44	bulk_config.csv 📥	(2)

6. After their 15 min check-in period, the panels should commence the update