

# Firmware Upgrade Process for MasterConsole<sup>®</sup> Digital KVM CIMs and Cables

**Date:** May 2019

**Applicability:**

MDCIM-DVI / MDCIM-HDMI / MDCIM-DP / MDUTP20 / MDUTP40 / MDUTP60 / MDUTP150

## Get started:

The CIM upgrade process requires the use of an Update Utility and a Firmware File. There is also another Utility to check the firmware version of a CIM.

- Firmware File: **dongle\_upgrade\_V2.0.bin**

Location: ***MCD\_FW\_202\CIM Firmware \dongle\_upgrade\_V2.0.bin***

- CIM Firmware Update Utility: **NuvoISP.exe**

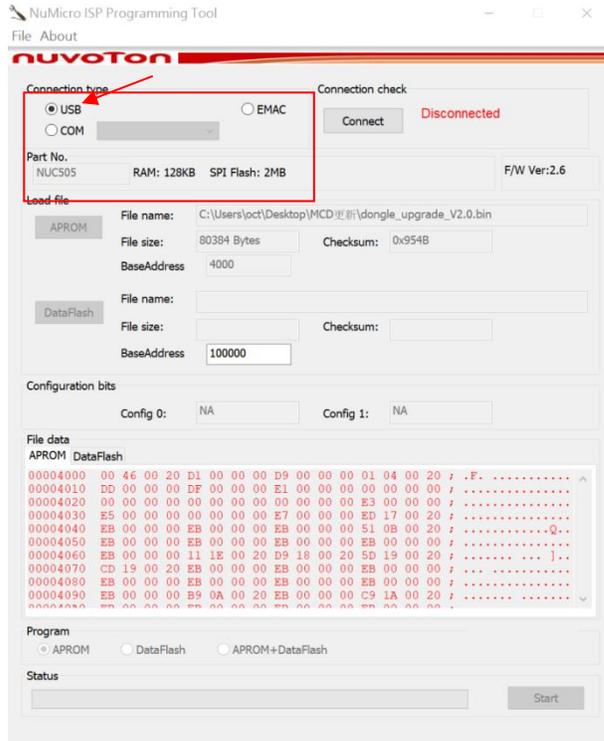
Location: ***MCD\_FW\_202\MCD CIM\CIM\_FW\_Update Utility\NuvoISP.exe***

- CIM Firmware Version Check Utility: **UVCView.x86.exe**

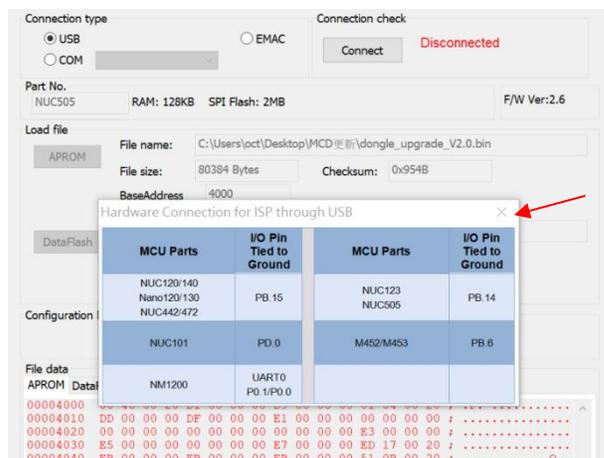
Location: ***\MCD\_FW\_0502\MCD CIM\CIM\_FW\_Check\_UTILITY\UVCView.x86.exe***

**To update the firmware, please do the following:**

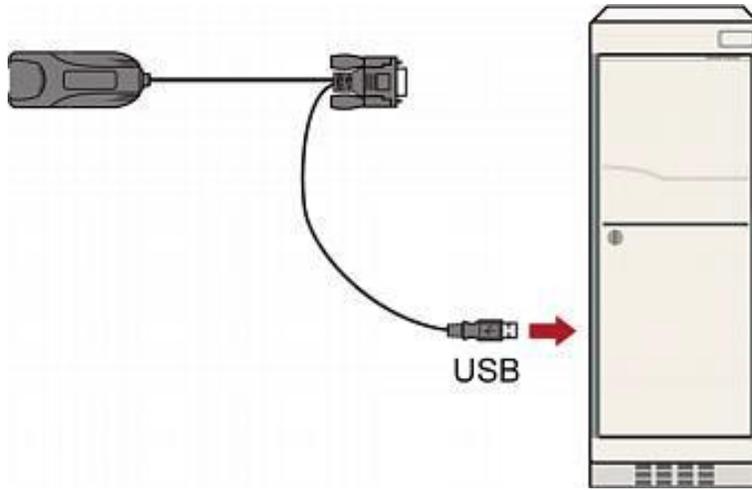
1. Open the CIM upgrade utility → “NuvoISP.exe.”
2. Select USB as the Connection Type.



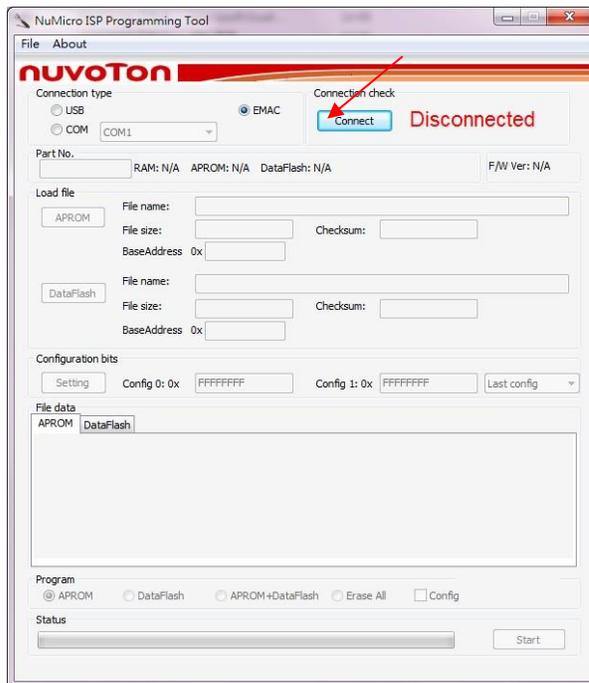
3. A dialog box will pop-up. Please close it.



4. Plug the USB-A connector of the MDCIM or MDUTP directly into the USB port on the computer. Please don't connect thru a USB hub to the computer or the CIM may not be detected.

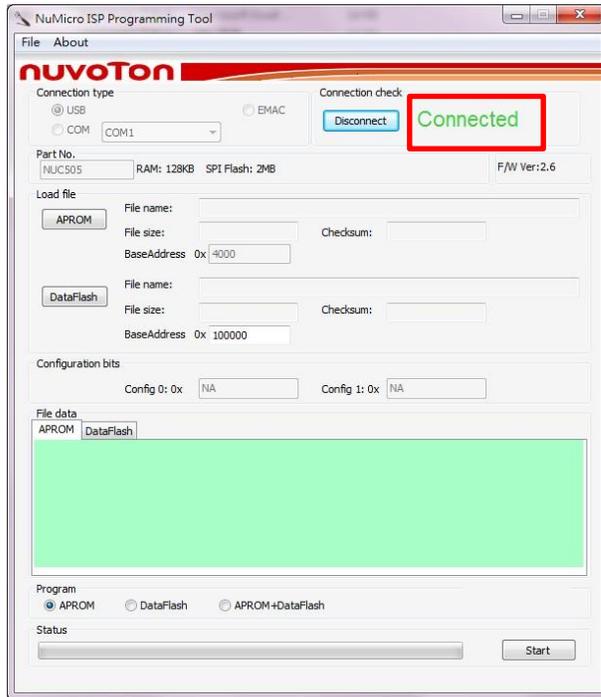


5. Click the **Connect** button in the firmware upgrade utility.

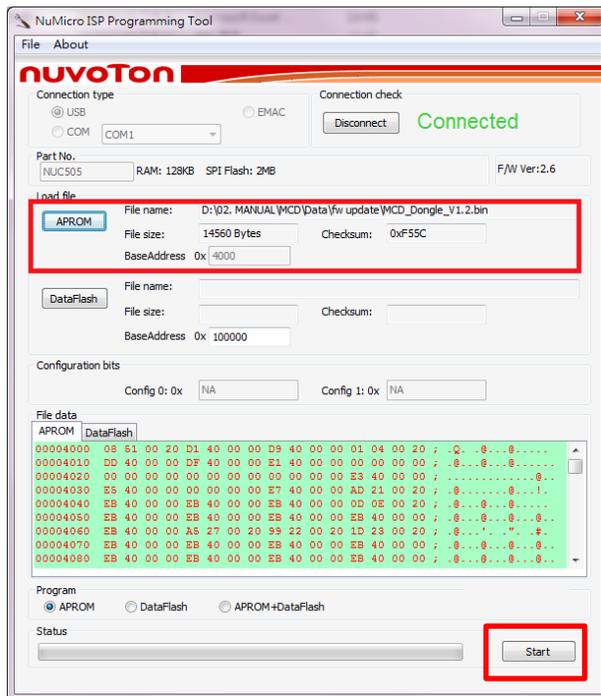


6. **Please perform actions 4 and 5 within 5 seconds.** Otherwise, the utility may not be able to detect the connected MDCIM or MDUTP. If steps 4 and 5 are not followed within 5 seconds, the utility may fail to detect the connected MDCIM or MDUTP. If this issue occurs, close the utility, disconnect the MDCIM/MDUTP from the computer, and then repeat all of the above steps until the MDCIM/MDUTP is detected successfully.

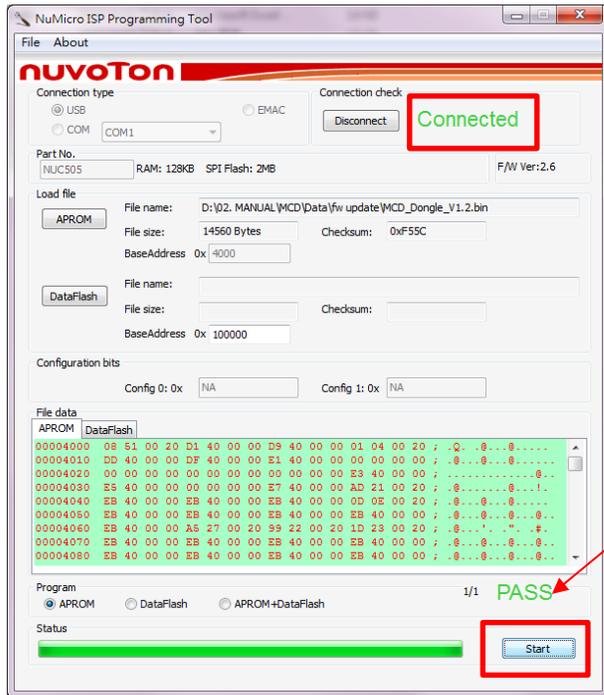
- The utility indicates that it has detected the connected MDCIM or MDUTP by showing the green message **“Connected”**.



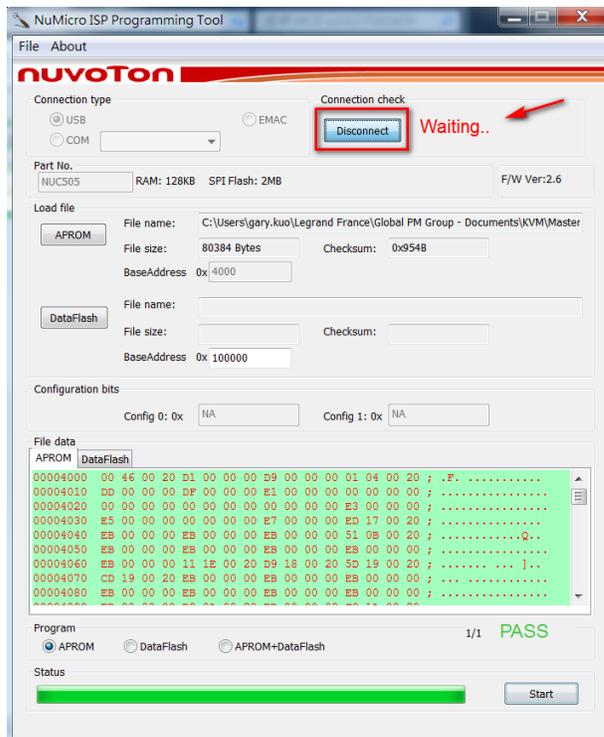
- Click **“APROM”** to select the appropriate MDCIM or MDUTP firmware file, and click **“Start”** to start the firmware upgrade.



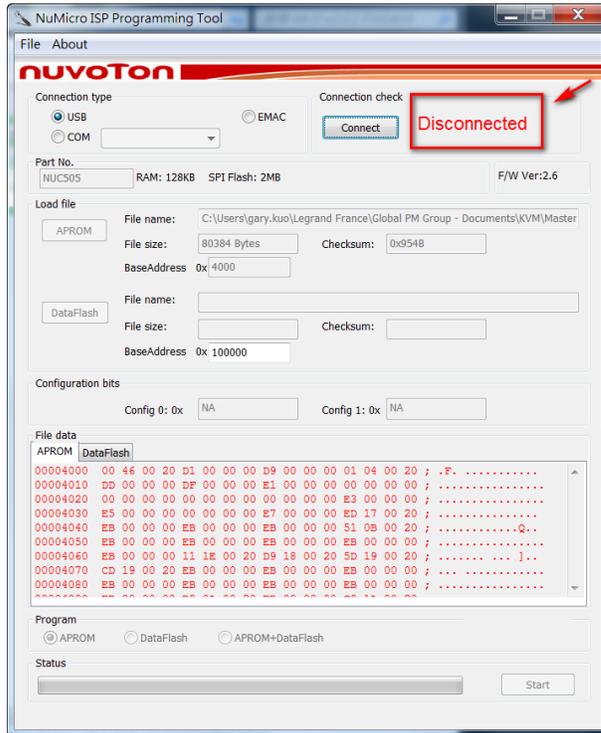
- When the firmware upgrade is **“completed”**, you will see a green message **“PASS”** on the utility.



- Click **“Disconnect”** button when the firmware upgrade has completed, and you will see a red message **“Waiting”** on the utility.



11. You can unplug the MDCIM or MDUTP from the USB port, when the red message “**Disconnected**” shows on the utility.



12. If you wish to upgrade more MDCIMs and MDUTP cables, please reconnect a new CIM/Cable and follow steps 4 to 11 for each CIM or cable.
13. You can use the **UVCView.x86** Utility to check the CIM/Cable firmware version. Please follow the steps in the **MCD\_CIM\_FW\_CHK SOPxxx.doc** document in the **CIM\_FW\_Check\_Utility** folder to check the CIM/Cable's version after they are updated.