



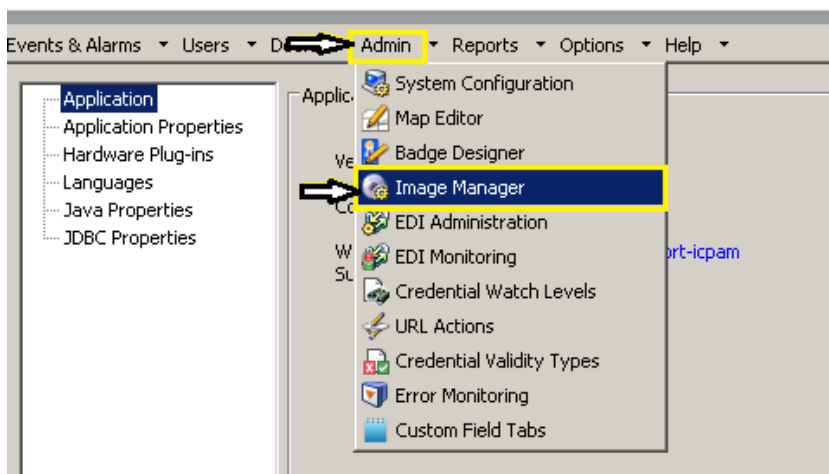
The following walkthrough covers the steps required to upgrade the firmware for the Secure Network Interface Board (SNIB3):

Updating the Firmware on a SNIB3 installed in a Hirsch Mx Multi-Door Controller

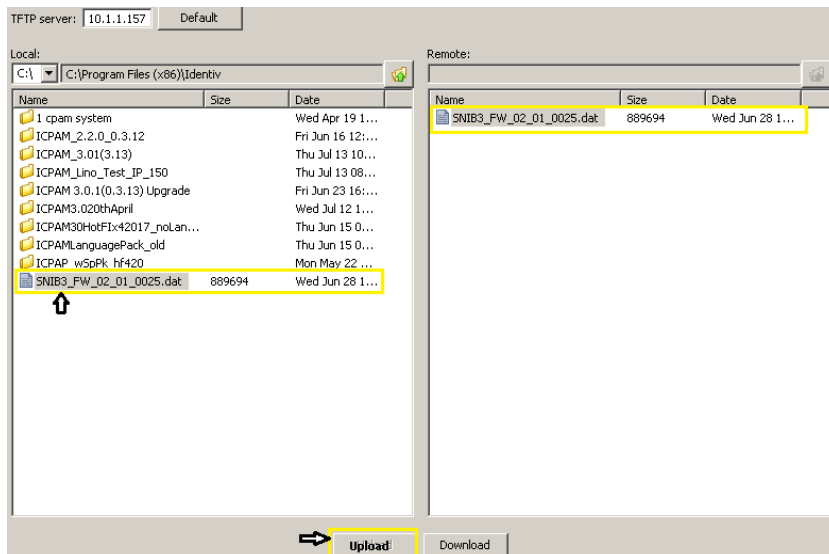
Requires: ICPAM 3.0.1(0.3.13) Installed

- Proceed to the *Image Manager* to upload the firmware to the server

IDENTIV Connected Physical Access Manager

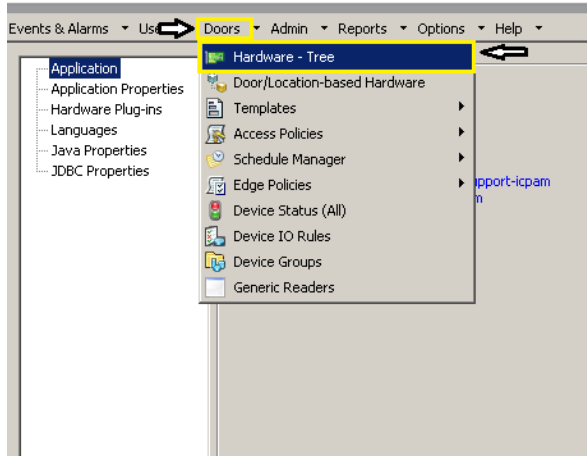


- Unzip the supplied firmware file to see the included .dat file.
- Locate the folder the file was unzipped to
- Select the .dat file and click **Upload**
- The uploaded file will appear on the right hand side

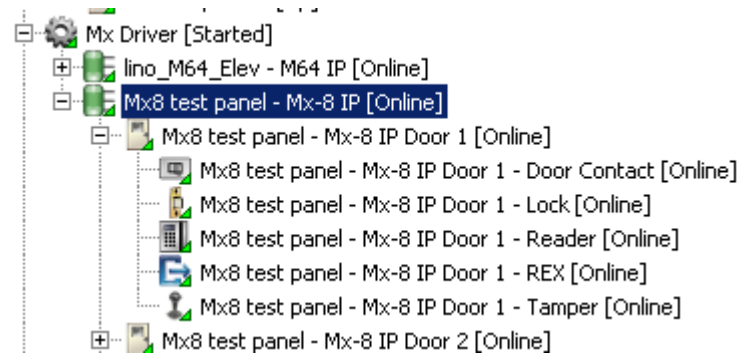


- Next, select *Doors* > **Hardware Tree**

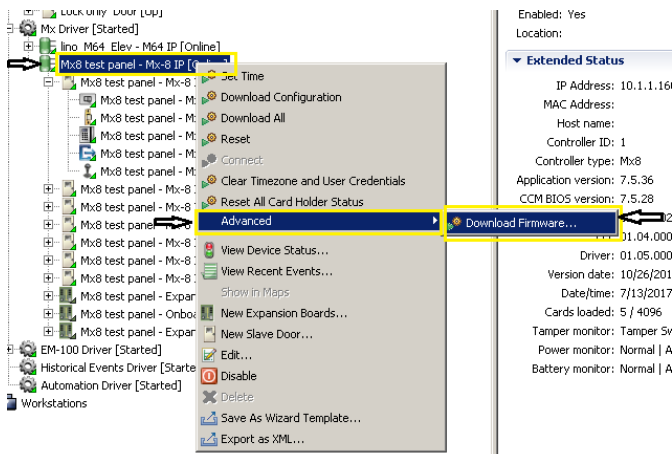
IDENTIV Connected Physical Access Manager



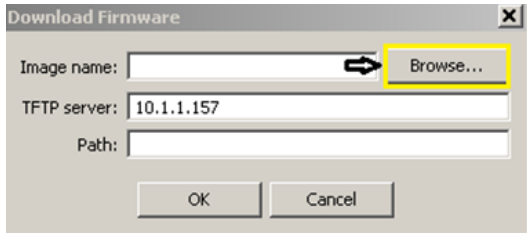
- Within the Hardware Tree, select the Mx Controller to upgrade. Make sure that the controller is online and ready to have the update applied.



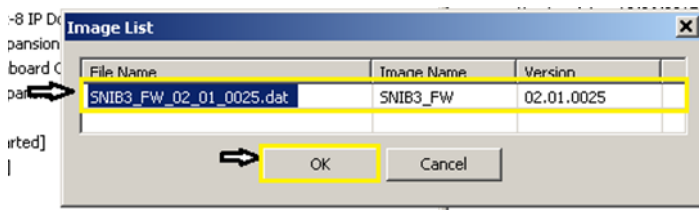
- Next, right click on the controller and select *Advanced* > **Download Firmware**



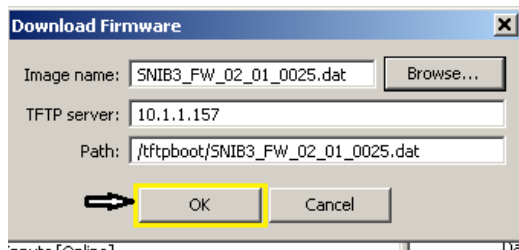
- The following dialogue box will appear with the built-in ICPAM TFTP server pre-filled. Click *Browse*.



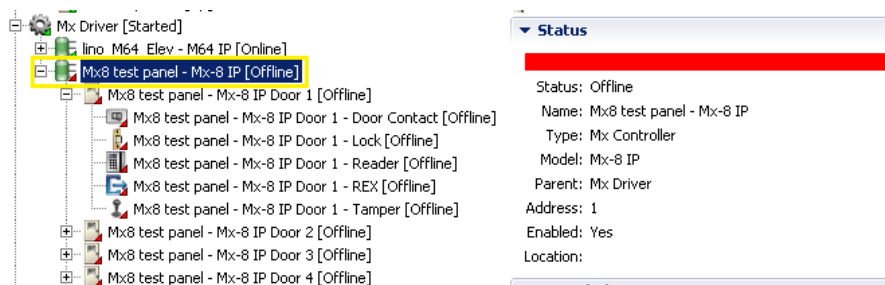
- Select the firmware image uploaded, click *OK*.



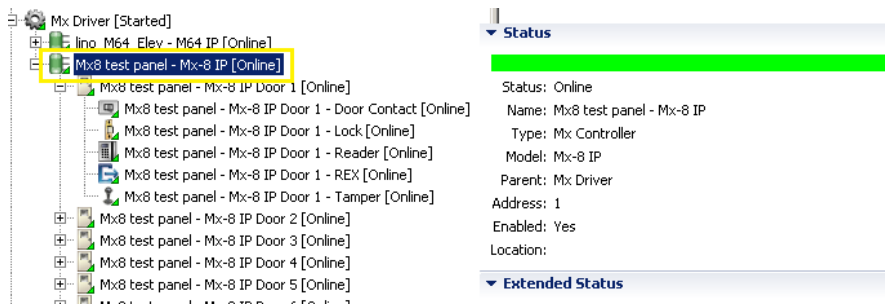
- All fields will populate with the appropriate values. Click **OK** to initiate the firmware upgrade process. **IMPORTANT:** Do not power cycle the controller during this process!



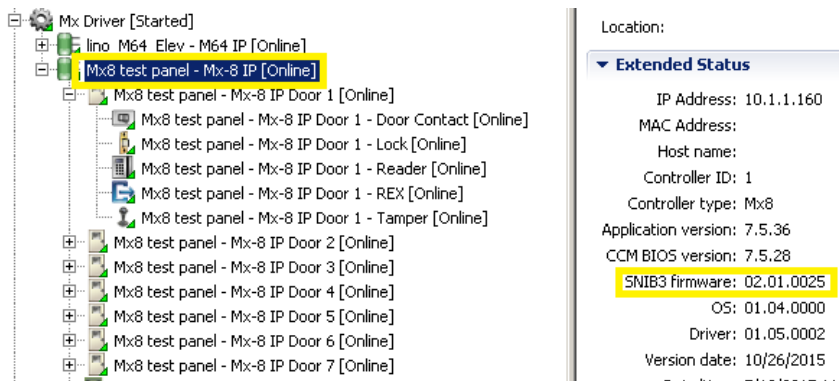
- Note the status of the controller in the Hardware Tree will show *Downloading* and then go *Offline* as the controller restarts.



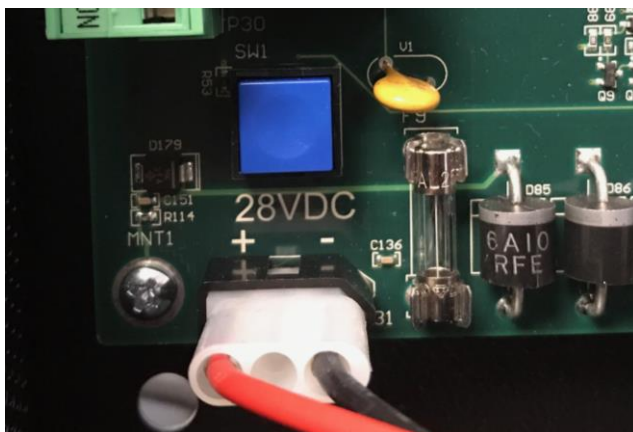
- Once the controller comes back online, the status will change from **RED** to **GREEN**:



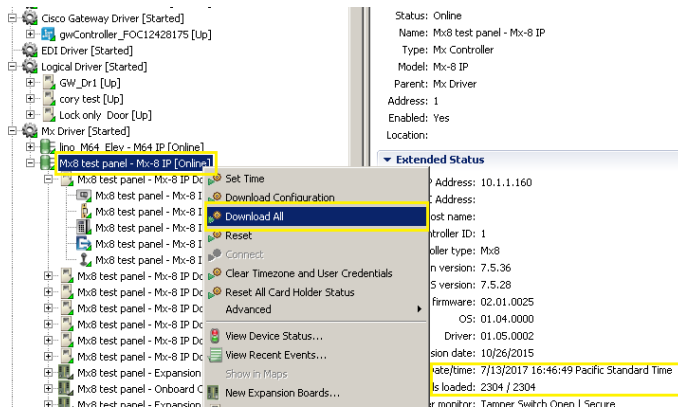
- Verify the firmware update was successful by reviewing the *Extended Status* on the right side of the Hardware Tree after selecting the controller just updated:



- In addition, after updating the SNIB3 firmware, the Mx Controller **REQUIRES** a factory reset to clear program configurations and the user database. To reset the controller, hold down the **BLUE** button above the 28V DC power supply connection for **30 Seconds**.



- Once the controller completes the reset cycle, the Mx Controller(s) will need to have all data re-downloaded to ensure proper functionality. Right Click on the Controller and Select *Download All*.



- To ensure the Controller is online and operating correctly, the clock located in the Extended Status window will increment every 2 seconds.

If any assistance is required on upgrading the firmware or if the controller does not come back online, please contact our support team via email at support_icpam@identiv.com.