

SONY

NETWORK RX STATION

PWS-100RX1 /

PWS-110RX1

V1.12.0

Software Update Guide

1st Edition

Table of Contents

Software Update

[1] Purpose of this manual

[2] Preparation

Updating the PWS System

[3] PWS-100 Suite and MSQ Firmware

Windows Settings

[4] Update the Graphics Driver

Updating RX1 Applications

[5] Connection Control Manager and Receiver

[6] Registering Receivers

Appendix

[A] Windows Update and Windows Defender

[B] Importing the Certificate

[C] Port Check

[D] Diagnose the receiver system

[E] Initializing receiver application settings

[F] Set up the license

[G] Set up the USB audio interface driver

[H] Troubleshooting

[I] Back up and restore CCM software settings

Purpose of this manual

This document describes how to update the PWS-100RX1/PWS-110RX1 application software programs to the latest version as follows.

- PWS-100_Suite: Version 01.54.00.00
- Sony HKP Service PWS-100: Version 01.54.00.00
- Sony SNMP PWS-100: Version 01.30.00.02
- Sony Web_Application_PWS-100: Version 01.21.02.8875
- Sony MSQ-S321 PWS-100 PWS-300: Version 01.38.00.00
- RX1 Connection Control Manager: Version 1.12.0.09190
- RX1 Streaming Receiver: Version 1.12.0.09190
- Intel Graphics Driver: Version 10.18.10.4276

Note

- If the version of the unit is **V1.8.0 or earlier**, update the unit to **V1.9.0** first, and then perform this installation.

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Preparation

Note

- Please keep all camcorders and wireless adapters offline and close all web browser screens when doing this update.

Equipment required

- A USB mouse
- A USB keyboard
- A HDMI monitor
- A USB flash memory (commercially available, 1GB or more recommended)

Required file

- Data file for update (installation package): PWS-100RX1_V1.12.0.zip

Procedure

1. Connect the mouse and the keyboard to the USB connectors.
2. Connect the monitor to the HDMI connector.
3. Copy the data file "PWS-100RX1_V1.12.0.zip" to the USB flash memory.
4. Connect the USB flash memory to the USB connector on the unit.
5. Copy the data file to the Desktop, then select "PWS-100RX1_V1.12.0.zip" and right click, and then select "Extract All..." (Do NOT double click to open).

PWS-100RX1_V1.12.0

- MsqUpdater_01_38_00
- PWS_SettingUpdater_201906
- RX1_App_1.12.0
- Utility
- PWS-100_pkg_v01.54.00.00.zip

PWS-100 Suite and MSQ Firmware

Windows Defender

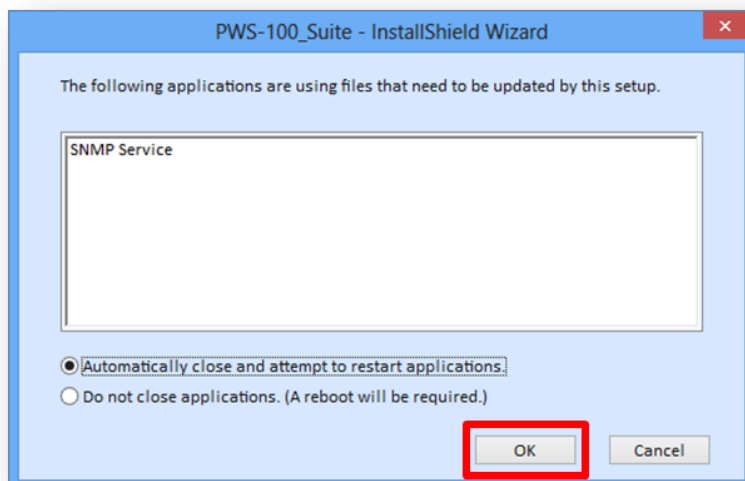
If Windows Defender is running, stop the service.

1. Hold down the [Windows logo] key and press the [Q] key on the keyboard.
2. Click [Windows Defender] icon.
3. Click [Settings] tab, Click [Administrator] on the left, uncheck the small box [Turn on this app].
4. Click [Save changes].

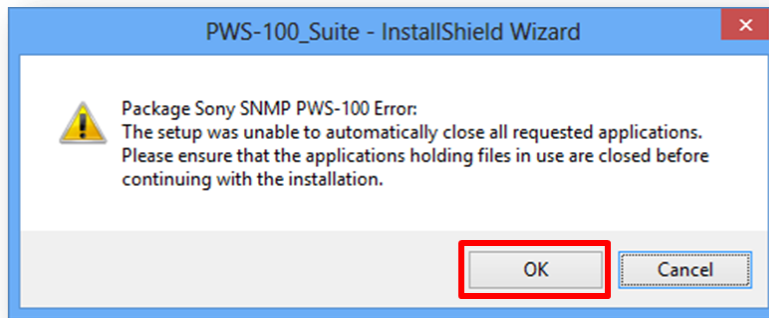
Procedure

1 Uninstallation of the PWS-100 Suite.

1. Hold down the [Windows] button and press the [X] key on the keyboard.
2. From the displayed Quick Access menu, select [Programs and Features].
3. On the displayed window, select [PWS-100_Suite] and then click [Uninstall].
4. The InstallShield Wizard is started. Click [Remove].
5. If SNMP Service dialog box is displayed. Click [OK] to continue.



6. If SNMP PWS-100 Error dialog box is displayed. Click [OK] to continue.



7. When software uninstallation has been completed, click [Finish].

2 Uninstallation of the MSQ Firmware.

1. Select [Sony MSQ-S321 PWS-100 PWS-300] and then click [Uninstall].
2. The InstallShield Wizard is started. Click [Uninstall].
3. If a dialog box is displayed. Click [Yes] to continue.
4. If User Account Control dialog is displayed. Click [Yes] to start the uninstallation.

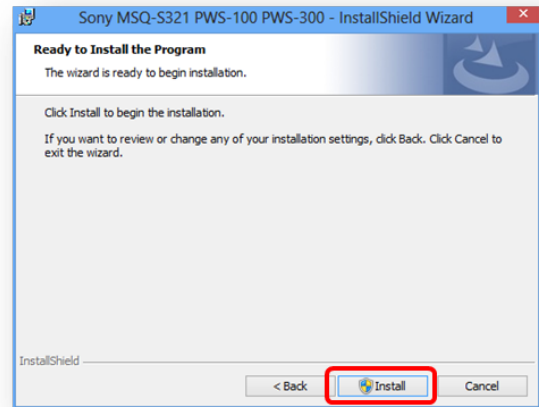
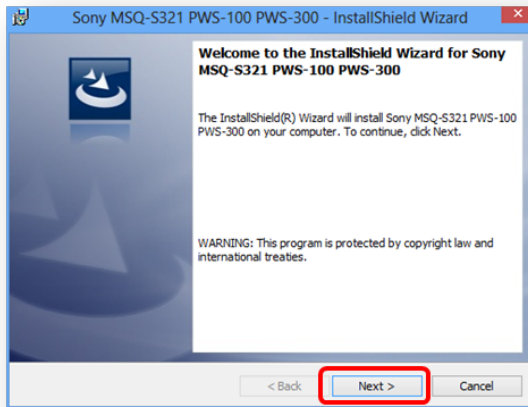
- When uninstalling, you may be asked to restart Windows.
- If uninstallation fails, refer to [Appendix E](#) and reset the Streaming Receiver, and then uninstall the MSQ Firmware again.

3 Installing the PWS-100 Suite.

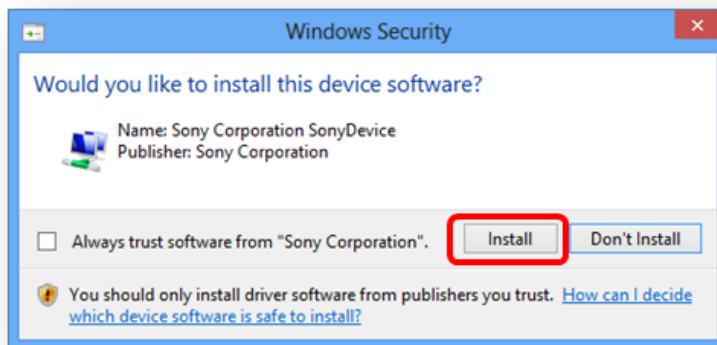
1. Open the Install package folder, then select "PWS-100_pkg_v01.54.00.00.zip" and right click, and then select "Extract All..." (Do NOT double click to open).
2. Execute the "Setup.exe".
3. The InstallShield Wizard is started. Click [Install].
4. If User Account Control dialog is displayed. Click [Yes] to start the installation.
5. A command prompt opens and closes during the installation. Wait until the installation finishes.
6. After the installation is complete, click [Finish].

4 Installing the MSQ Firmware.

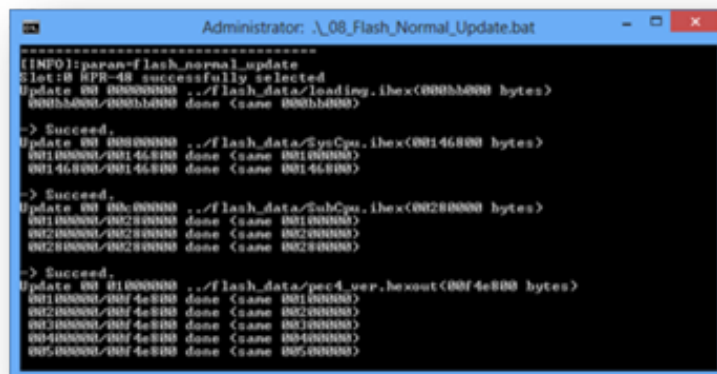
1. Open the Install package folder "MsqUpdater_01_38_00".
2. Execute the "Sony MSQ-S321 PWS-100 PWS-300_v01.38.00.00.msi".
3. The InstallShield Wizard is started. Click [Next] and then click [Install].



4. If User Account Control dialog is displayed. Click [Yes] to start the installation.
5. If the "Windows Security" dialog box is displayed, click [Install].



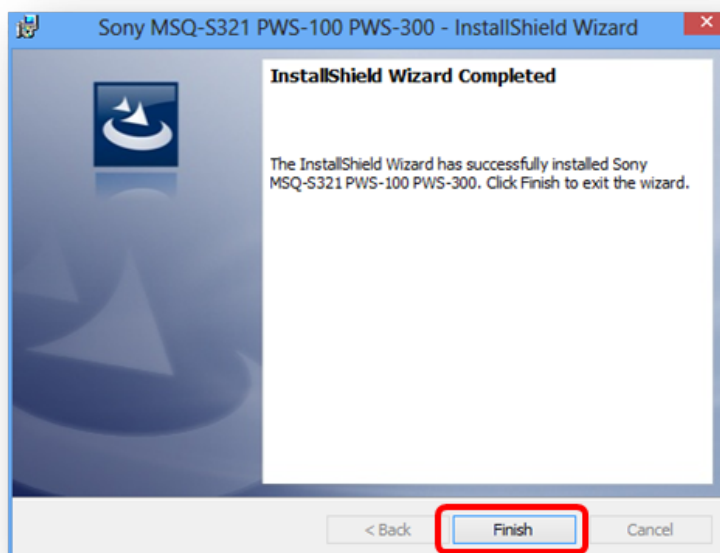
6. A command prompt opens and closes during the installation. Wait until the installation finishes.



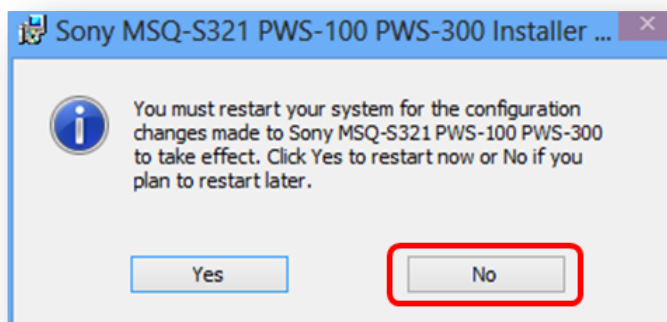
7. Since only one MSQ board (CARD-0) is attached to the unit, an error will be issued to CARD-1, but please ignore it.

```
Finish
#####
** CARD-0 **
## OK      ##
#####
SET CARD=1
Error: Can't open device
SET CARD=1
Error: Can't open device
*****
** CARD-1 **
** FAILED **
*****
```

8. After the installation is complete, click [Finish].



9. If the "restart" dialog box is displayed, click [No].



5 Software Version Check after Update.

1. Turn off the unit, and **remove the power cord**.
2. Wait for at least 10 seconds, connect the power cord, and then turn on the unit.
3. Sign in to Windows 8.
4. Hold down the [Windows] button and press the [X] key on the keyboard.
5. From the displayed Quick Access menu, select [Programs and Features].
6. On the displayed window, check the version of applications.

- PWS-100_Suite: Version 01.54.00.00
- Sony HKP Service PWS-100: Version 01.54.00.00
- Sony SNMP PWS-100: Version 01.30.00.02
- Sony Web_Application_PWS-100: Version 01.21.02.8875
- Sony MSQ-S321 PWS-100 PWS-300: Version 01.38.00.00

6 Installation of the PWS Setting Updater.

1. Open the Install package folder "PWS_SettingUpdater_201906".
2. Execute the "PWS_SettingUpdater_201906.exe".
3. If User Account Control dialog box is displayed. Click [Yes] to start.
4. A command prompt opens.
5. A dialog box is displayed. Click [OK] to finish.

Update the Graphics Driver

When using a streaming function, you need to update the Graphics driver.

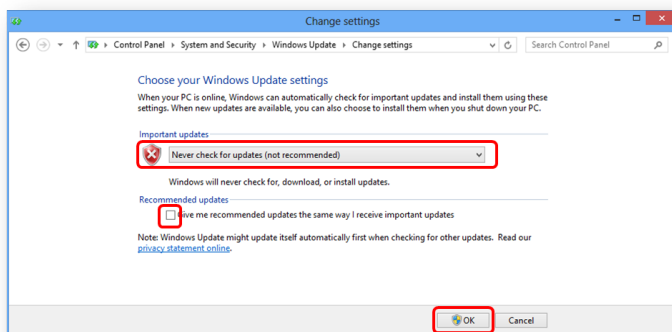
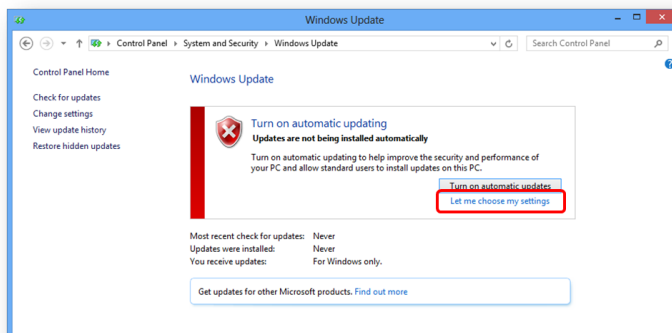
Intel Graphics Driver 10.18.10.4276 is supported. You can skip this step if you have already updated the driver to the version 10.18.10.4276.

Procedure

1 Change Windows Update settings if not set.

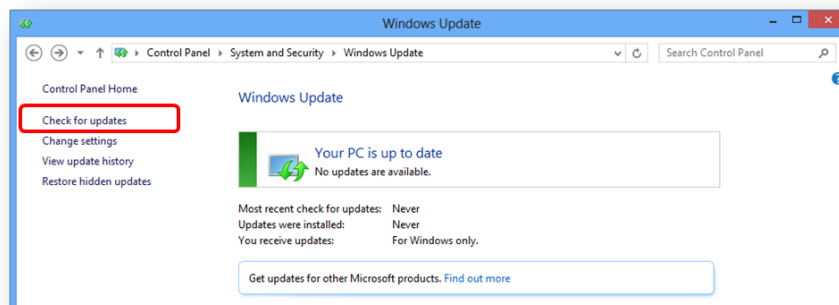
1. Turn on the unit, and sign in to Windows 8.
2. Hold down the [Windows logo] key and press the [X] key on the keyboard.
3. From the displayed Quick Access menu, select [Control Panel].
4. Click [System and Security], then click [Windows Update].
5. Click [Let me choose my settings], select as follows, then click [OK].

- Important updates: "Never check for updates (not recommended)"
- Recommended updates: Uncheck

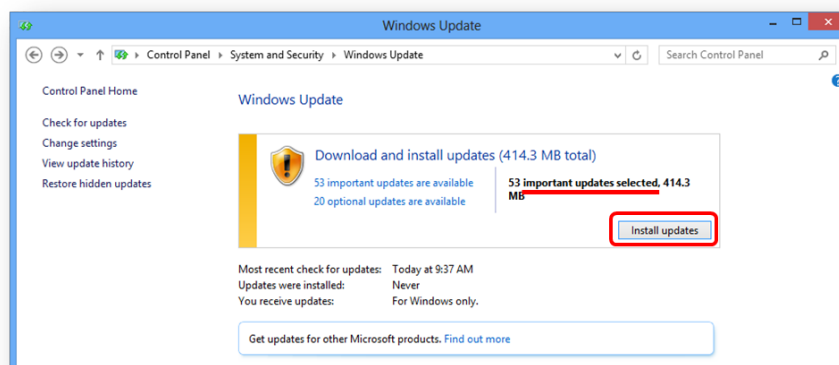


2 Check for updates.

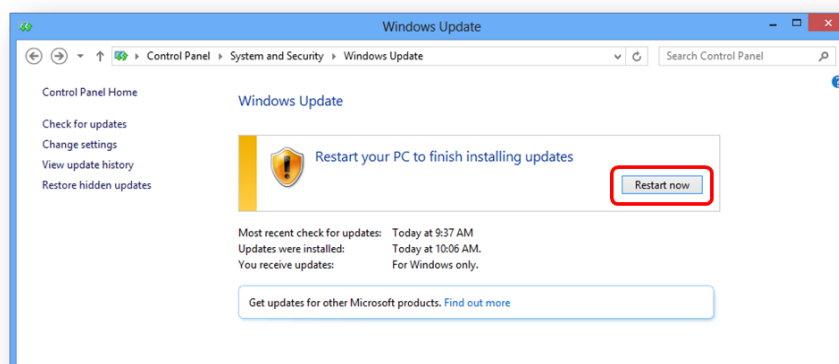
1. Click [Check for Updates]. Need to wait for a while.



2. Install important updates only. Click [Install updates].



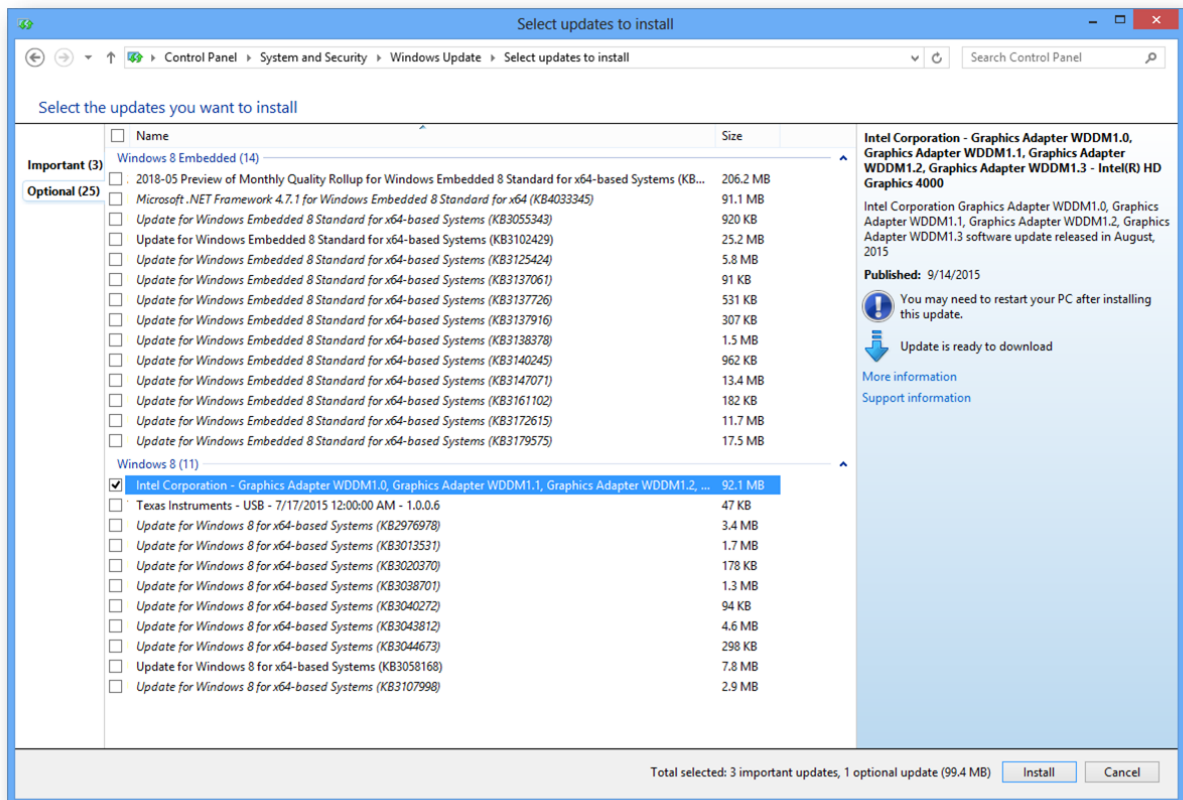
3. Click [Restart now].



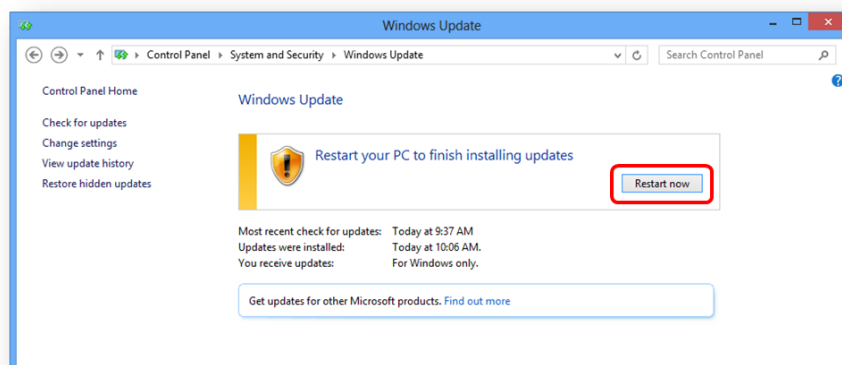
3 Check again.

1. Sign in to Windows 8.
2. Hold down the [Windows logo] key and press the [X] key on the keyboard.
3. From the displayed Quick Access menu, select [Control Panel].
4. Click [System and Security], then click [Windows Update].
5. Click [Check for Updates]. Need to wait for a while.

6. Select optional updates.
7. If the Intel graphic driver is listed, select it only and click [Install].



8. If necessary, click [Restart now].



4 Software version check after Windows Update.

1. Hold down the [Windows logo] key and press the [X] key on the keyboard.
2. From the displayed Quick Access menu, select [Programs and Features].
3. On the displayed window, check the version of applications.

- Intel Graphics Driver: Version 10.18.10.4276

Connection Control Manager and Receiver

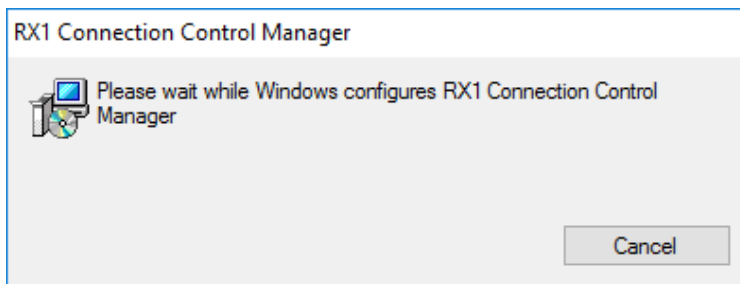
Note

- Update the unit to **V1.9.0** first if the version of the unit is **V1.8.0 or earlier**, and then perform this installation.

Procedure

1 Installing the Connection Control Manager.

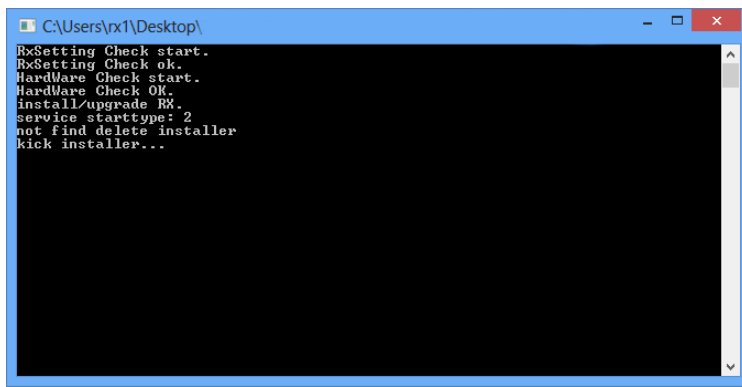
1. Open the Install package folder "RX1_App_1.12.0\CCM_V1.12.0.09190".
2. Execute the "RX1 Connection Control Manager.msi". Need to wait for a while.



3. If the User Account Control dialog box is displayed, check that "RX1 Connection Control Manager" is displayed and click [Yes] to start the installation.
4. A command prompt opens and closes during the installation. Wait until the command prompt closes.

2 Installing the Streaming Receiver.

1. Open the Install package folder "RX1_App_1.12.0\RX_V1.12.0.09190".
2. Execute the "StreamingReceiverAppInstallHelper.exe".
3. If the User Account Control dialog box is displayed, check that "StreamingReceiverAppInstallHelper" is displayed and click [Yes] to start the installation.
4. A command prompt opens and closes during the installation. Wait until the command prompt closes.



```
C:\Users\rx1\Desktop>
RxSetting Check start.
RxSetting Check ok.
Hardware Check start.
Hardware Check OK.
install/upgrade RX.
service starttype: 2
not find delete installer
kick installer...
```

3 Software version check after update.

1. Hold down the [Windows logo] key and press the [X] key on the keyboard.
2. From the displayed Quick Access menu, select [Programs and Features].
3. On the displayed window, check the version of applications.

- RX1 Connection Control Manager: Version 1.12.0.09190
- RX1 Streaming Receiver: Version 1.12.0.09190

Installing USB Audio Interface Driver

If you use an intercom function, refer to [Appendix G](#) and install the USB audio interface driver.
If you do not use the intercom function, skip this step.

Registering Receivers

Register the unit in the system using the Initialization Tool. This operation is required for all units configured to receive streaming content.

Procedure

1 Login to the CCM UI.

1. Enter "<https://localhost>" in the address field of the browser.

Note

- If a warning screen for SSL authentication appears, execute the procedure in [Appendix B](#) to import the certificate.
- It takes about 3 minutes to start up the CCM application. Please wait for a while if loading screen is displayed.

2. Enter the user name and password to log in.

Note

- If a password change is requested, set a new password.

2 Confirm that username and password are set.

1. Click [Settings] tab in the global header.
2. Select [CCM] tab, click [Connection].
3. Confirm [Username] and [Password] in [RX Connection] field.
4. Click [Streaming] tab in the global header.

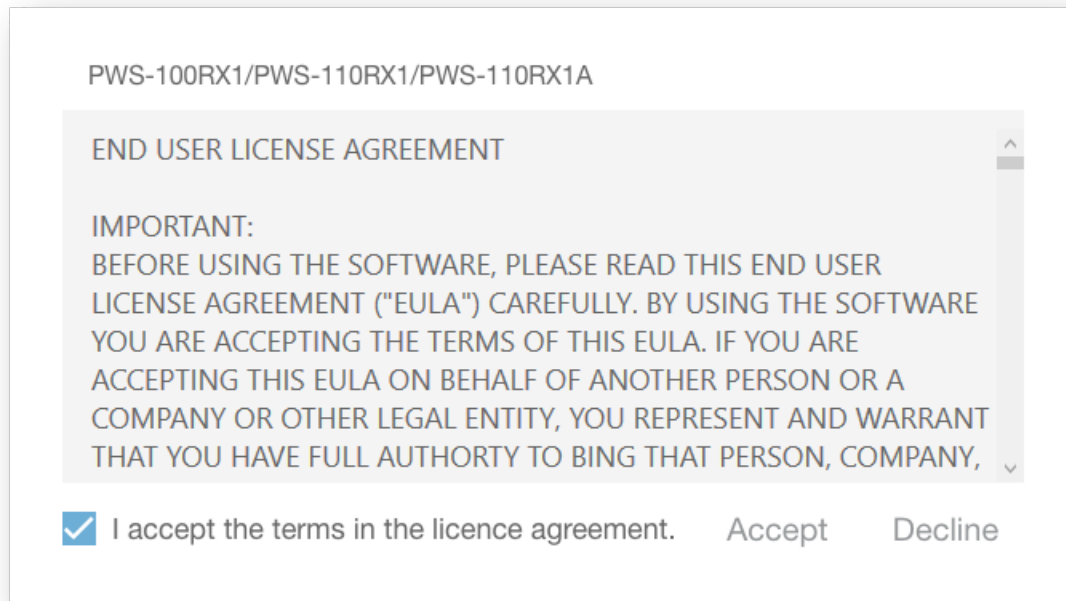
3 Launch the Initialization Tool.

Note

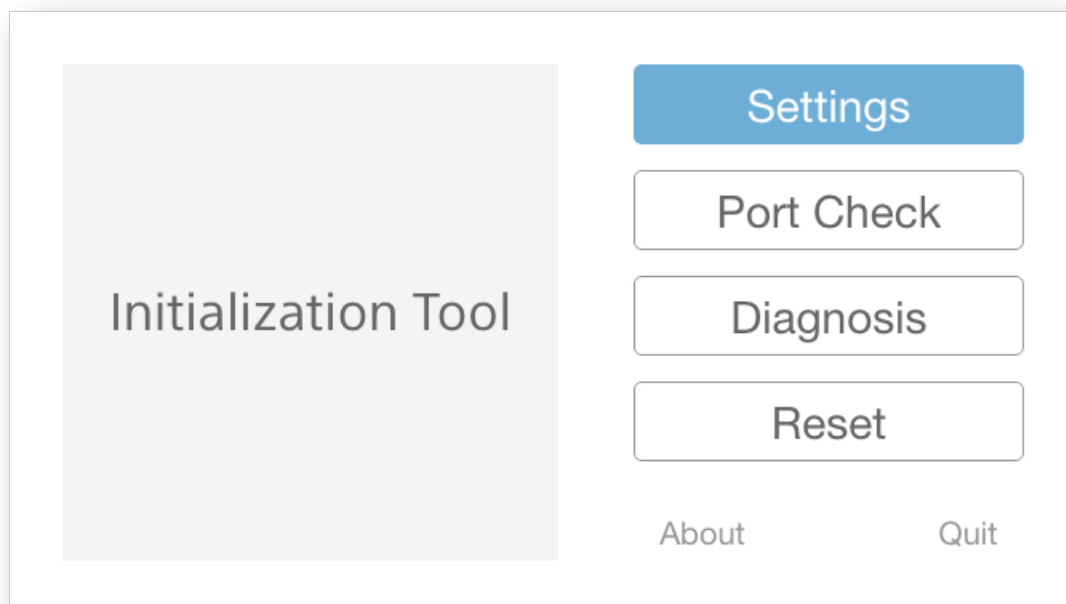
- If you want to use the intercom function, please connect the USB audio interface to the unit and then launch the initialization tool.

1. Click [Initialization Tool] icon on the Start screen.

2. User Account Control dialog box is displayed. Click [Yes] to launch.
3. The "End User License Agreement" appears the first time you launch the Initialization Tool. Check and accept the terms of the agreement in order to use the system. Click [Accept].



4. Click [Settings].



4 Enter connection settings for the Connection Control Manager.

1. Enter the IP address or hostname (FQDN) of the Connection Control Manager in [CCM Address].
2. Enter the TCP port number "9083" used to communicate with the Connection Control Manager in [CCM Port].

3. Enter the username in [User Name].
4. Enter the password in [Password].
5. Click [Next].

Settings: Page 1/3

CCM Address:

CCM Port:

Username:

Password:

☐ Show Password

< Back Next >

Note

- If you use the unit with XDCAM air, refer to the "XDCAM air Setup Guide".

5 Enter optional settings. (This step can be set later.)

1. Check the box [Use an image file for SDI outputs] when outputting a still image to SDI output while streaming is stopped. To use an image file, specify the path to the file (1920x1080 resolution JPEG or BMP image) in [File].

Settings: Page 2/3

☐ Use an image file for SDI outputs

File:

< Back Next >

2. Click [Next].
3. Check the box [Enable Intercom function] when using the receiver with an intercom function. Select your audio interface from the drop down menu.

Note

- The [Audio IN] and [Audio OUT] choices show the names found in the [Sound] settings in the windows control panel.

Settings: Page 3/3

☒ Enable Intercom function

Audio Interface: 2- M-Audio M-Track 2X2M ▼

Audio IN 1/2: Line 1/2 ▼ IN 3/4: Not Available

Audio OUT 1/2: Speakers ▼ OUT 3/4: Not Available

< Back Start >

4. Click [Start].

6 The result is displayed, then click [Quit].

Result:

```
GetSerialNo : Success.
SettingConfig : Success.
MSQ Check : Success.
Connect to CCM (localhost) : Success.
RxStreamManagerService Start : Success.
RxFileCleanerService Start : Success.
RxSystemMonitorService Start : Success.
```

Home Quit

Return to web browser screen and check the settings.

1. Select [Streaming] tab, then confirm that the receiver appears in the receiver area.
2. Click [Settings] tab in the global header.
3. Select [CCM] tab, click [Maintenance].
4. Check [CCM Software Version]. Version 1.12.0.09190
5. Click [RX] tab, then select the unit.
6. Check [Software Version]. Version 1.12.0.09190

Windows Update and Windows Defender

Windows Update

You can manually execute Window Update. Refer to [Section 4](#). We recommend that you update your operating system on a regular basis.

Turn off Windows Defender

1. Hold down the [Windows logo] key and press the [Q] key on the keyboard.
2. Click [Windows Defender].
3. Click [Settings] tab, Click [Administrator] on the left, uncheck the small box [Turn on this app].
4. Click [Save changes].

Turn on Windows Defender

1. Hold down the [Windows logo] key and press the [X] key on the keyboard.
2. From the displayed Quick Access menu, select [Control Panel].
3. Click [System and Security]. And then click [Action Center].
4. Click [Turn on now] for the Virus protection. If the update process starts, cancel it. If you do not have the Virus protection in Action Center, expand [Security], and click [Turn on messages about virus protection].

Importing the Certificate

Import Certificate

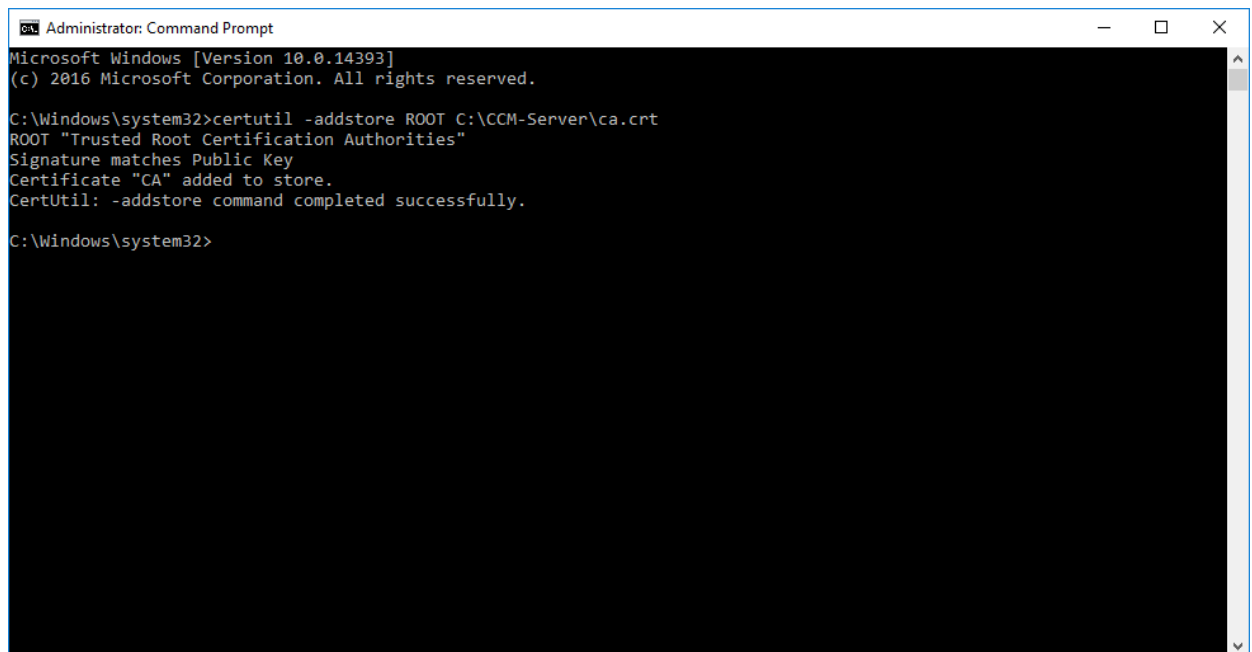
If you performed this update as a clean installation, please follow the steps below.

1 Launch command prompt as administrator.

1. Turn on the unit, and sign in to Windows 8.
2. Close all web browser windows.
3. Hold down the [Windows logo] key and press the [X] key on the keyboard.
4. From the displayed Quick Access menu, select [Command Prompt (Admin)].

2 Enter command.

1. Type 'certutil -addstore ROOT C:\CCM-Server\ca.crt'.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Windows\system32>certutil -addstore ROOT C:\CCM-Server\ca.crt
ROOT "Trusted Root Certification Authorities"
Signature matches Public Key
Certificate "CA" added to store.
CertUtil: -addstore command completed successfully.

C:\Windows\system32>
```

Using a client PC

When accessing the system from a web browser, an SSL authentication message may be displayed.

If using a client PC, use the following procedure on the client PC. The following procedure is applicable to Windows. For details about importing a certificate, refer to the manual for the corresponding OS.

1 Check host name on the unit.

1. Hold down the [Windows logo] key and press the [X] key on the keyboard.
2. From the displayed Quick Access menu, select [Command Prompt].
3. Type 'hostname', then host name of your unit is displayed.

2 Copy the certificate file (C:\CCM-Server\ca.crt) on the unit to any location on the client PC.

3 Temporarily close all browsers on the client PC.

4 Register the host name of the unit in the hosts file (C:\Windows\System32\drivers\etc\hosts) on the client PC.

5 Import certificate on the client PC.

6 Check that you can access "https://hostname_of_your_unit".

Regenerate certificate

If you changed the host name of the unit, regenerate the certificate by the following procedure, then perform the procedure to import the certificate (C:\CCM-Server\ca.crt).

1 Remove the key file (C:\CCM-Server\nginx\conf\server.key).

2 Execute the program (C:\Program Files\Sony Corporation\CCM\MakeCertificate.exe).

3 Restart Windows 8.

4 Import certificate.

Port Check

Check that you can access the receiver ports from outside the router.

Note

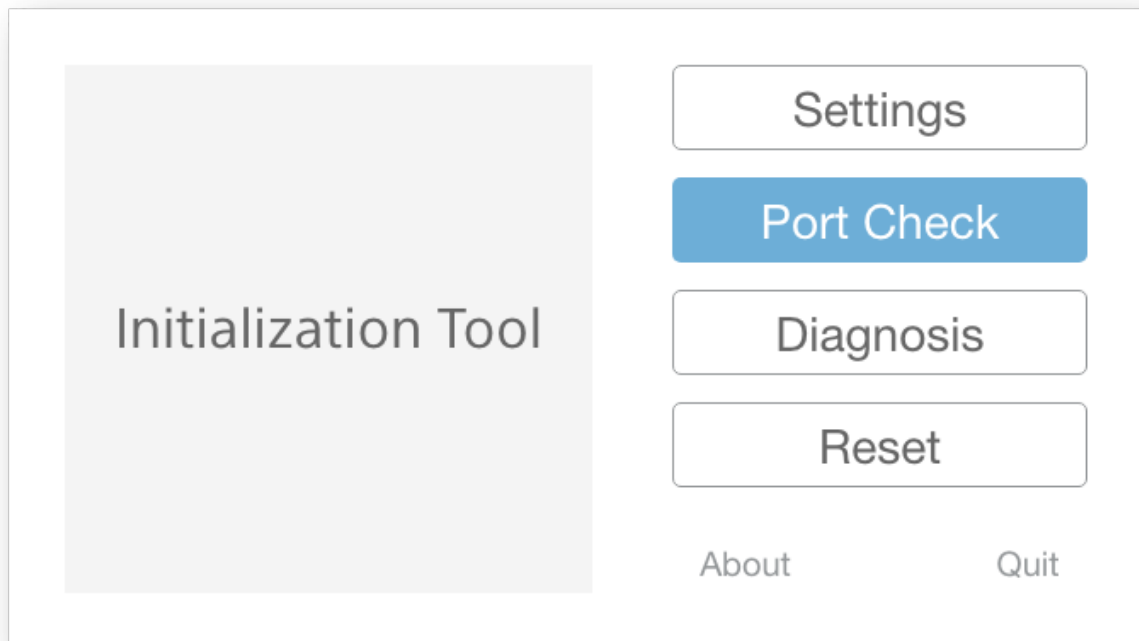
To run the Port Check tool you need:

- The DNS server setting is correct.
- System clock setting is correct.
- The outbound access of the TCP 9084 port to the router is permitted.

Procedure

1 Launch the Initialization Tool.

1. Launch the Initialization Tool.
2. Click [Port Check].



2 Enter the address and port for the unit.

1. You can test CCM (TCP) ports by placing a check mark in the [CCM] checkbox.

Note

Uncheck the [CCM] checkbox when using with XDCAM air, and then skip steps 2 and 3 below.

2. Enter the hostname (FQDN) or IP address to access from outside the router to the unit in [Host Name].
3. Enter the TCP port number used to communicate with the Connection Control Manager in [TCP Port].
4. You can test streaming (UDP) ports by placing a check mark in the [RX] checkbox.
5. Enter the hostname (FQDN) or IP address to access from outside the router to the unit in [Host Name].
6. Enter the UDP port number to use for streaming in [UDP Port].
7. Click [Start].

Port Check

☐ CCM

Host Name:

TCP Ports: +1

☒ RX

Host Name:

UDP Ports: +19

Home Start >

3 The result is displayed.

Note

Be sure to quit the Initialization Tool before starting the streaming.

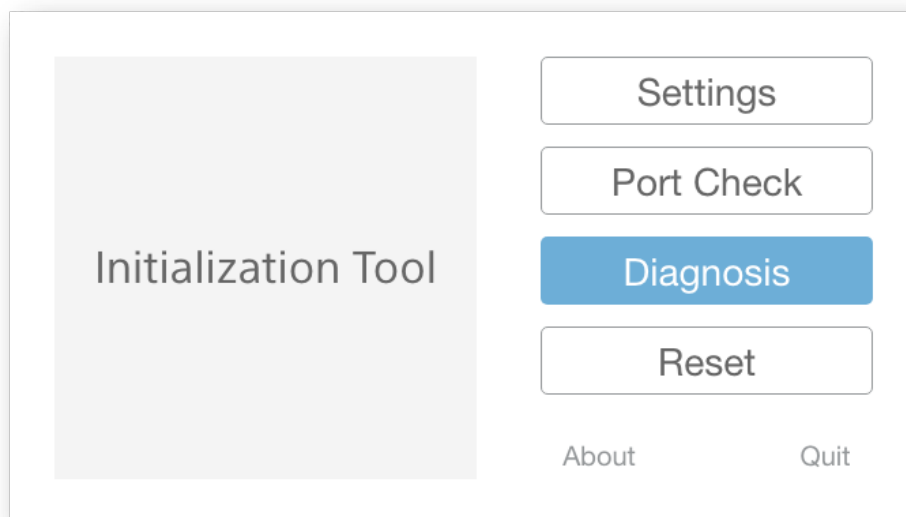
1. Click [Home].
2. Click [Quit].

Diagnose the receiver system

Check if the register of the MSQ (SDI) board can be accessed and the receiver process is running.

Procedure

- 1 Launch the Initialization Tool. Click [Diagnosis].

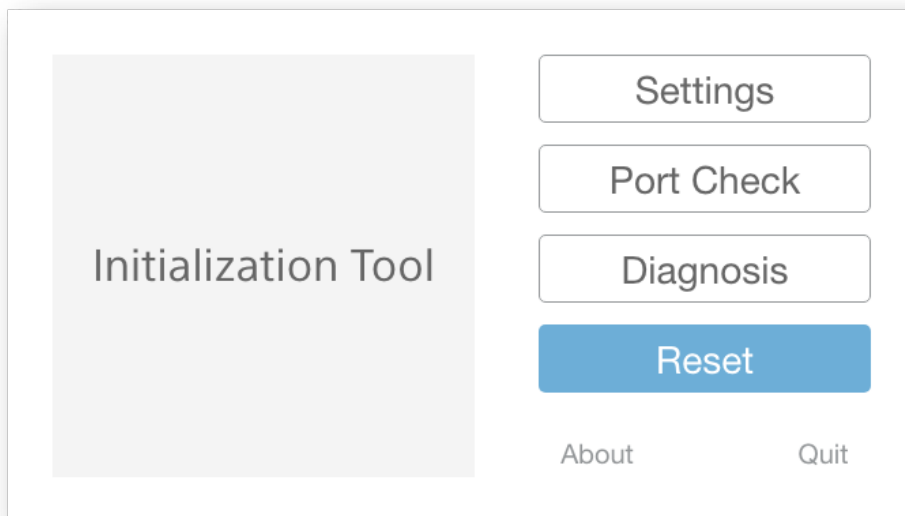


- 2 The result is displayed. Click [Quit].

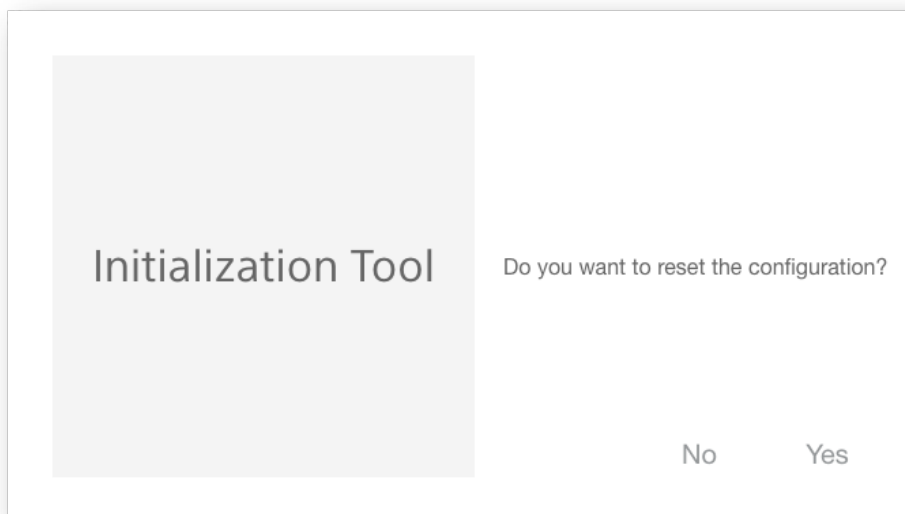
Initializing receiver application settings

Procedure

- 1 Launch the Initialization Tool. Click [Reset].



- 2 The confirmation dialog appears. Click [Yes].



- 3 The result is displayed. Click [Quit].

Set up the license

For details, refer to the "License Setup Guide" attached to each license.

Procedure

1 Check the "Unique Device ID" of the device on which to use the license.

1. Open [Settings] > [CCM] > [License] tab.
2. Confirm that the model name and serial number of the device is listed.
3. Check the "Unique Device ID" of the device.

2 Access the "Upgrade and License Management Suite" in a web browser.

1. [URL] <https://ulms.sony.net>.
2. Enter the purchase code obtained when purchasing the license.
3. Register the "Unique Device ID".
4. Save the installation key file to any folder.

3 Import the installation key file.

1. Go back to the Connection Control Manager, then open [Settings] > [CCM] > [License] tab.
2. Click the [Add Licenses] button.
3. Click [+] button.
4. Select the installation key file.
5. Click [Import] button.
6. Confirm that "Imported" is displayed in the status and click the [Close] button.
7. Confirm that "Activated" is displayed in the status of the device on the [License] screen.

Set up the USB audio interface driver

When using an intercom function, you need to install the USB audio interface driver. Please refer to the manual of each device for details.

Supported USB audio interface

- M-AUDIO M-Track 2X2M
- Native Instruments Komplete Audio 6
- Roland Rubix22

Note

M-AUDIO M-Track 2X2 (without M model) is not supported.
Native Instruments Komplete Audio 6 MK2 (2019 model) is not supported.

M-AUDIO M-Track 2X2M

1 Download the driver file.

1. Download the driver file ("Install M-Audio M-Track 2X2M 1.0.14.zip") from M-AUDIO site (<https://m-audio.com/support/download/drivers/Install-M-Audio-M-Track-2X2M-1-0-14>).
2. Save the driver file in the download folder ("C:\Users\rx1\Downloads").

Note

Keep the file in this place in case you need to reinstall it.

2 Check and extract the driver (zip) file.

1. Drag the driver file "C:\Users\rx1\Downloads\Install M-Audio M-Track 2X2M 1.0.14.zip" and drop it on the utility ("Utility\MA_IntercomDriverInstallHelper_1.0.14.exe") application. The file is checked automatically.

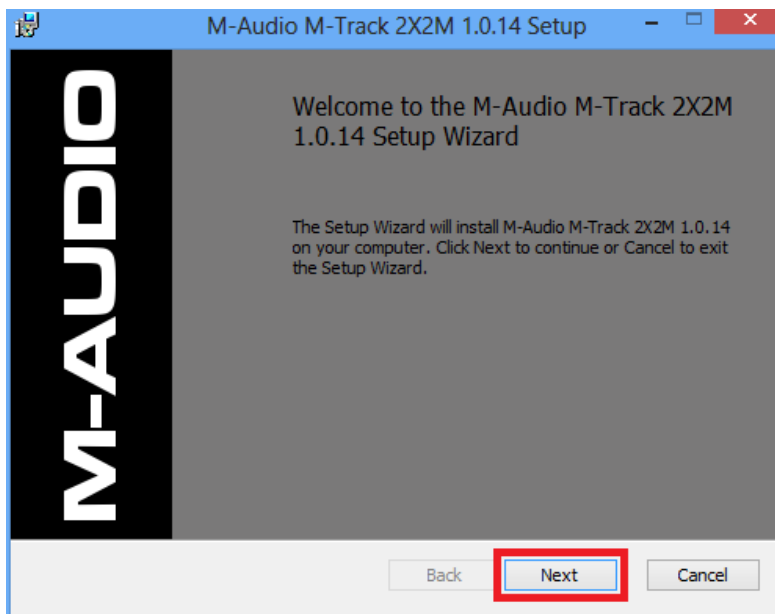
Note

Do NOT extract the zip file directly. Don't double click. Don't right click and extract all...

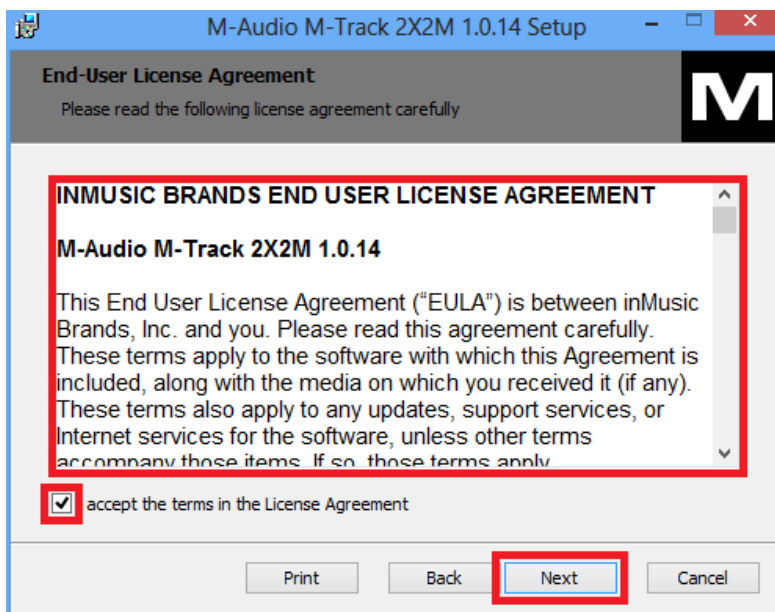
2. If the User Account Control dialog box is displayed, click [Yes] to start the program.
3. If the driver file is valid, it will be extracted to the folder "C:\Users\rx1\Downloads\Install M-Audio M-Track 2X2M 1.0.14".

3 Install the driver.

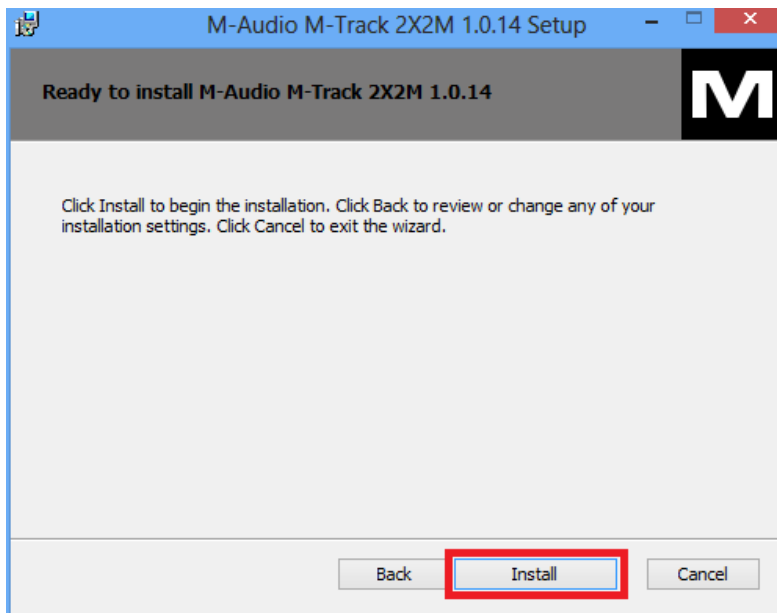
1. Open the folder "C:\Users\rx1\Downloads\Install M-Audio M-Track 2X2M 1.0.14".
2. Execute the "Install M-Audio M-Track 2X2M 1.0.14.exe".
3. Installation of Microsoft Visual C++ 2012 Redistributable will start automatically.
4. Installation wizard is opened, then click [Next].



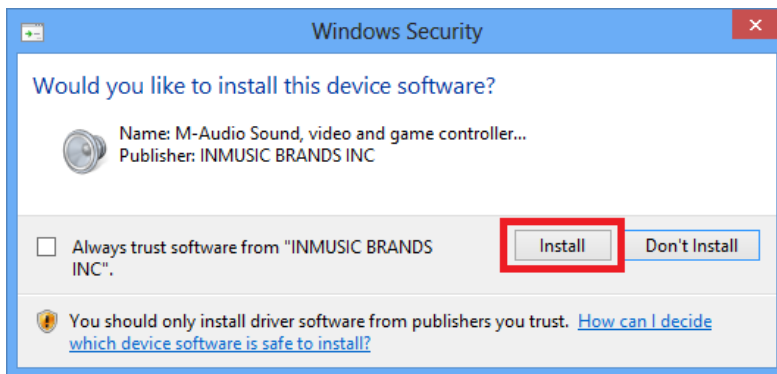
5. Accept the terms in the license agreement. Check and click [Next].



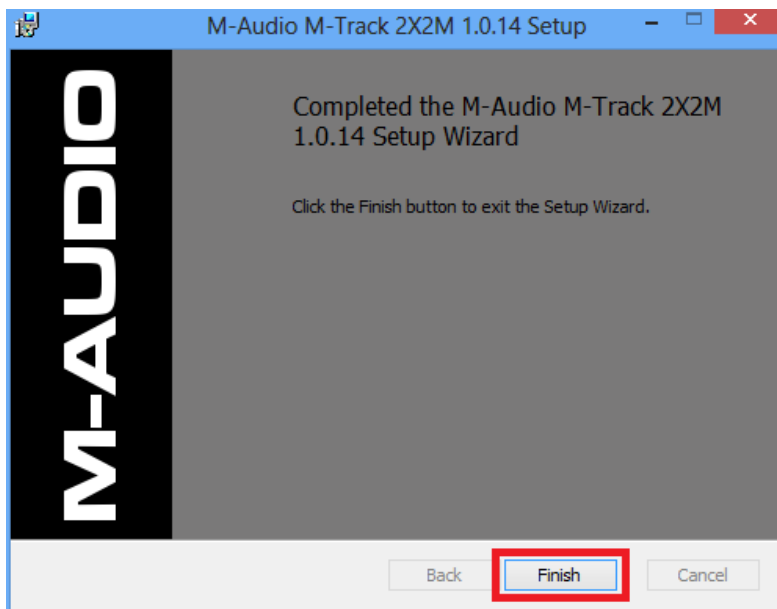
6. Click [Install].



7. If the Windows Security dialog is displayed, click [Install].



8. Click [Finish].



4 Software version check after installation.

1. Hold down the [Windows logo] key and press the [X] key on the keyboard.
2. From the displayed Quick Access menu, select [Programs and Features].

3. On the displayed window, check the version of applications.

- M-Audio M-Track 2X2M 1.0.14: Version 1.0.14

Native Instruments Komplete Audio 6

1 Download the driver file for "KOMplete AUDIO 6".

1. Select "Komplete Audio 6 Driver 4.2.0 - Windows 7 and above" and download the driver file ("Komplete_Audio_6_420_PC_p.zip") from Native Instruments site (<https://www.native-instruments.com/en/support/downloads/drivers-other-files/>).
2. Save the driver file in the download folder ("C:\Users\rx1\Downloads").

Note

Keep the file in this place in case you need to reinstall it.

2 Check and extract the driver (zip) file.

1. Drag the driver file "C:\Users\rx1\Downloads\Komplete_Audio_6_420_PC_p.zip" and drop it on the utility ("Utility\KA_IntercomDriverInstallHelper_4.2.0.exe") application. The file is checked automatically.

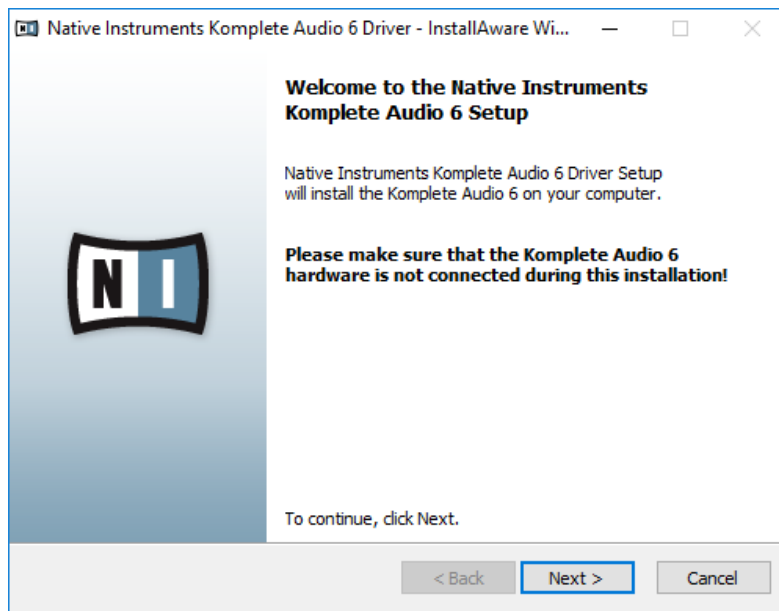
Note

Do NOT extract the zip file directly. Don't double click. Don't right click and extract all...

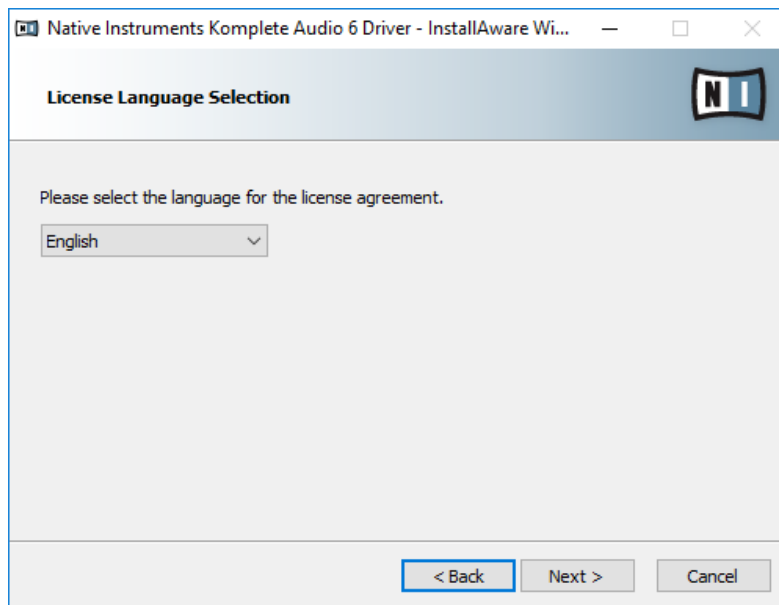
2. If the User Account Control dialog box is displayed, click [Yes] to start the program.
3. If the driver file is valid, it will be extracted to the folder "C:\Users\rx1\Downloads\Komplete_Audio_6_420_PC_p".

3 Install the driver.

1. Open the folder "C:\Users\rx1\Downloads\Komplete_Audio_6_420_PC_p".
2. Execute the "Komplete Audio 6 Driver Setup PC.exe".
3. If the User Account Control dialog box is displayed, click [Yes] to start.
4. Installation wizard is opened, then click [Next].



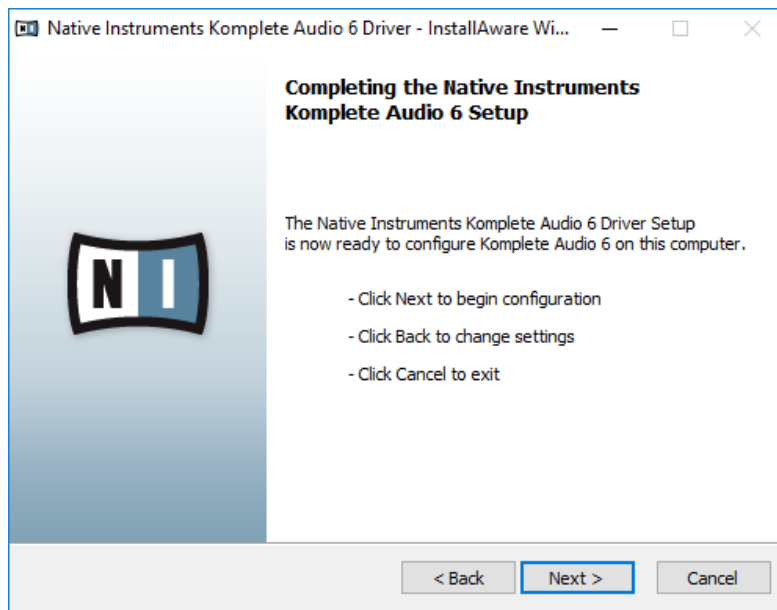
5. Select the language, click [Next].



6. Accept the terms in the license agreement. Check and click [Next].

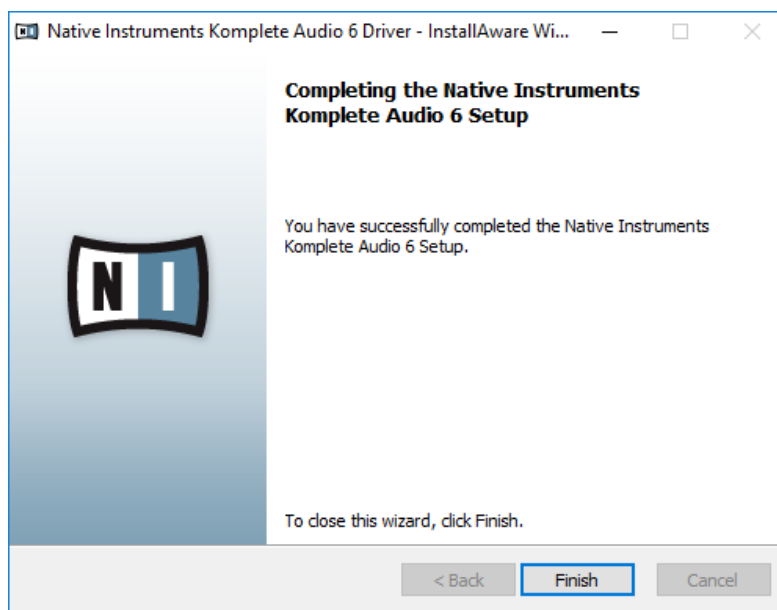


7. Click [Next].



8. Installation of Microsoft Visual C++ 2013 Redistributable will start automatically.

9. Click [Finish].



4 Change the USB buffer setting.

1. Open the [Komplete Audio Control Panel] in the start menu.
2. Set "2 ms" or more in [USB Buffer] setting.

Roland Rubix22

1 Download the driver file.

1. Download the driver file ("rubix_wind_v107.exe") from Roland site (https://www.roland.com/us/support/by_product/rubix22/updates_drivers/e688bb03-6094-48fc-988d-705906214f53/#win8).
2. Save the driver file in the download folder ("C:\Users\rx1\Downloads").

Note

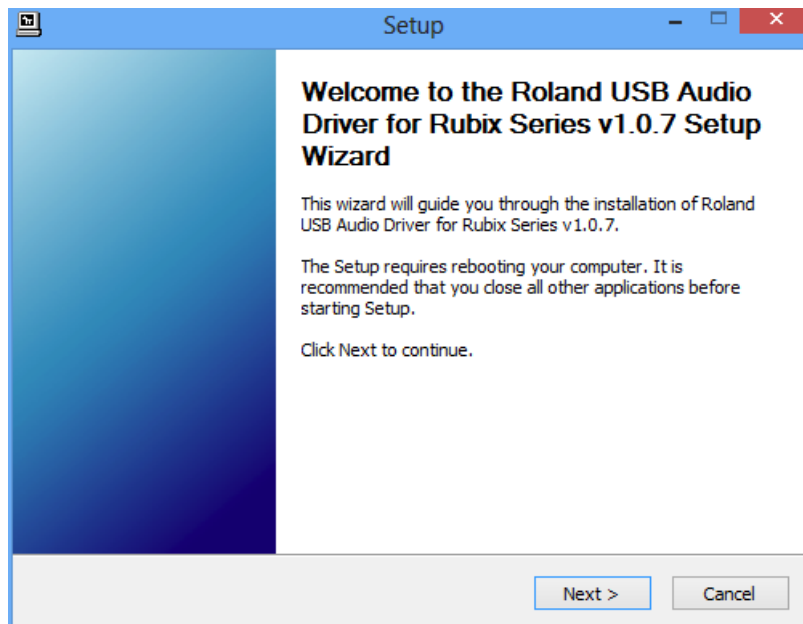
Keep the file in this place in case you need to reinstall it.

2 Check and extract the driver (zip) file.

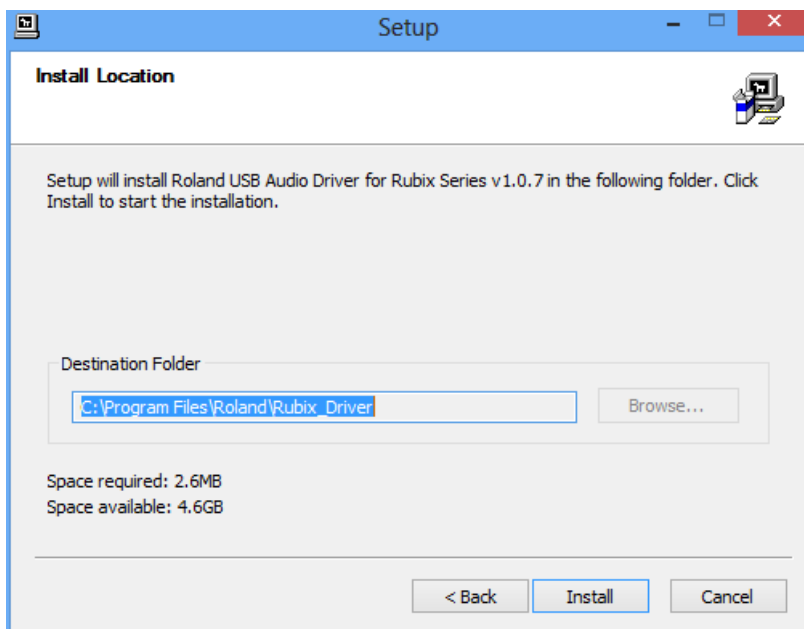
1. Drag the driver file "C:\Users\rx1\Downloads\rubix_wind_v107.exe" and drop it on the utility ("Utility\RL_IntercomDriverInstallHelper_1.0.7.exe") application. The file is checked automatically.
2. If the User Account Control dialog box is displayed, click [Yes] to start the program.
3. If the driver file is valid, the command prompt will be closed.

3 Install the driver.

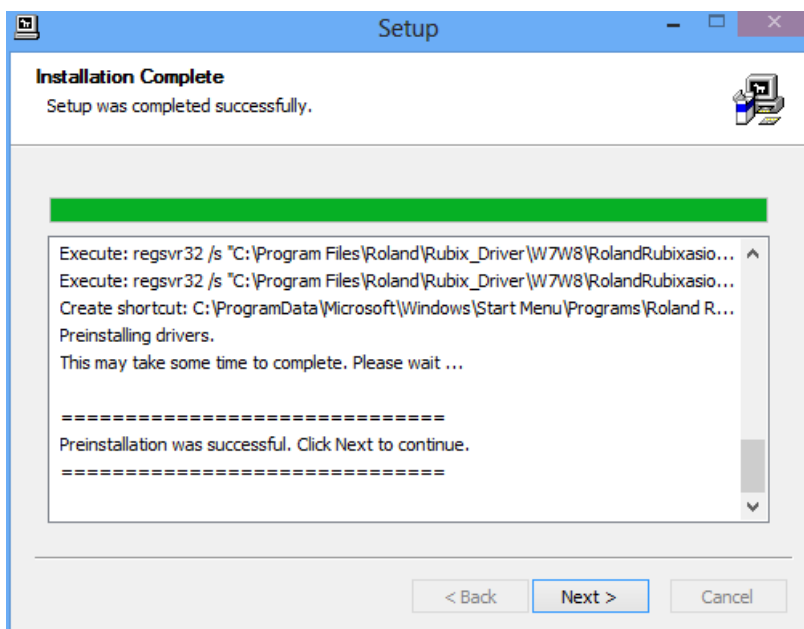
1. Open the folder "C:\Users\rx1\Downloads".
2. Execute the "rubix_wind_v107.exe".
3. If the User Account Control dialog box is displayed, click [Yes] to start the program.
4. Click [Next].



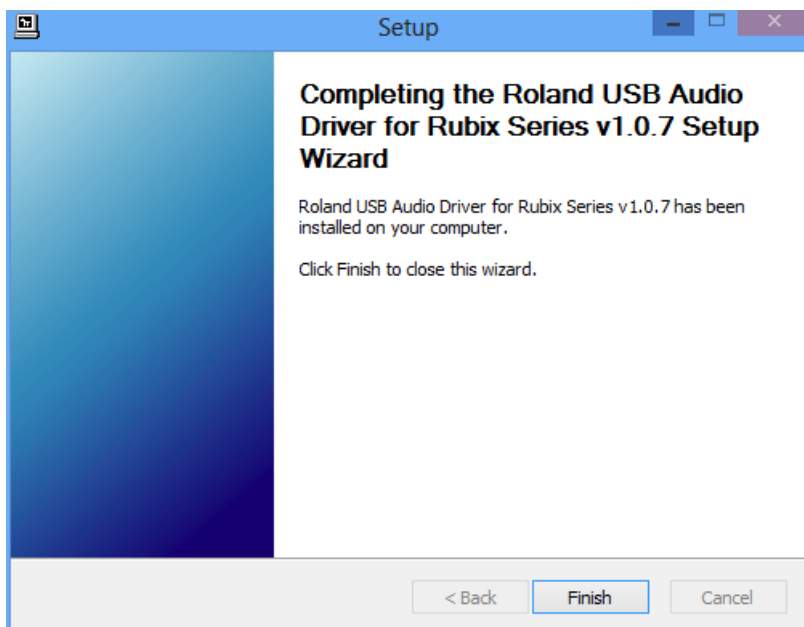
5. Click [Install].



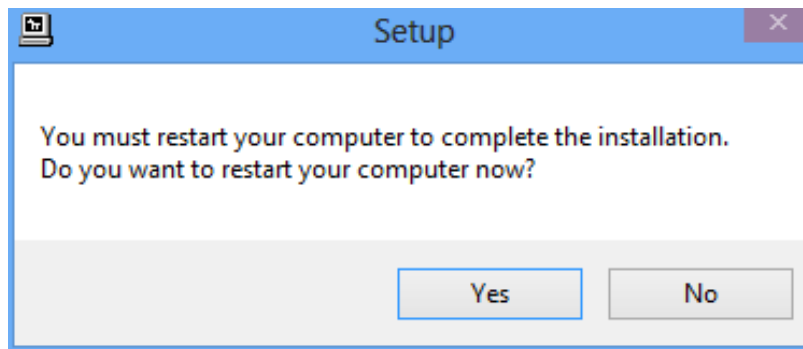
6. Click [Next].



7. Click [Finish].



8. If the Setup dialog box is displayed, click [No] to close the program.



9. Shutdown Windows 8. And turn it on again.

4 Software version check after installation.

1. Hold down the [Windows logo] key and press the [X] key on the keyboard.
2. From the displayed Quick Access menu, select [Programs and Features].
3. On the displayed window, check the version of applications.

- Roland USB Audio Driver for Rubix Series v1.0.7: Version 1.0.7

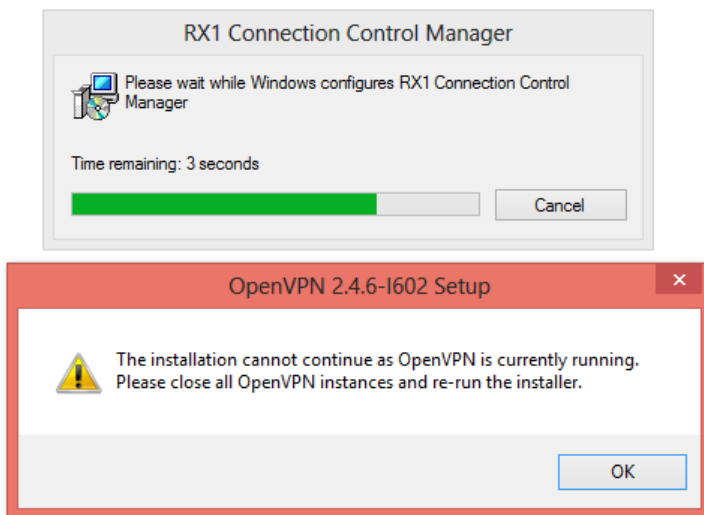
Troubleshooting

This chapter shows some troubleshooting examples.

RX1 Connection Control Manager update fails

In rare cases, OpenVPN service may not stop normally during RX1 CCM updating process.

- 1 If the OpenVPN Setup dialog box is displayed, click [OK].



- 2 If the RX1 Connection Control Manager dialog box is displayed, click [OK].



- 3 The RX1 CCM update will be rolled back.
- 4 Restart the unit.
 1. Shutdown the unit. [Start] > [Power] > [Shutdown].
 2. Turn on the unit.
- 5 Execute the "RX1 Connection Control Manager.msi" again.

RX1 Connection Control Manager uninstallation fails

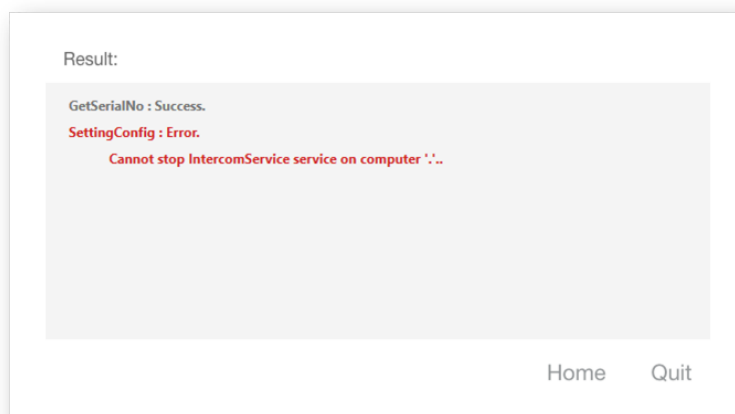
If you uninstall OpenVPN alone by mistake, the RX1 CCM may not be uninstallable. In such a case you can uninstall it with the utility ("Utility\rx1removehelper_2019.08.exe") included in the update file.

- 1 Select the utility ("Utility\rx1removehelper_2019.08.exe").
- 2 Right click, and then select [Run as administrator].
- 3 The RX1 CCM will be uninstalled.

The Intercom service could not be stopped

In rare cases, Intercom service may not stop normally during Initialization Tool process.

- 1 If the message "Cannot stop IntecomService" is displayed, click [Quit].



2 Disconnect the USB cable with the USB audio interface.

3 Restart the unit.

1. Shutdown the unit. [Start] > [Power] > [Shutdown].
2. Turn on the unit.

4 Execute the Initialization Tool again.

Back up and restore CCM software settings

This chapter shows how to back up CCM software settings and how to restore them.

Note

- This function is supported by RX1 Connection Control Manager: Version 1.10.0 or later.
- You can back up and restore CCM settings except license information.

Back up CCM settings

1 Login to the CCM UI.

2 Open the maintenance screen.

1. Click [Settings], and then click [CCM].
2. Click [Maintenance].

3 Click [Backup] button of [CCM Software Settings] item.

Note

- The backup file (.dat) is output in the folder "C:\CCM-Server\backup".
- Up to 10 backup files can be saved.
- When the number of files exceeds 10, the oldest file is deleted.

Restore CCM settings

Note

- Please keep all camcorders and wireless adapters offline and close all web browser screens when doing this procedure.

1 Drag the backup file(.dat).

2 Drop it to the "C:\Program Files\Sony Corporation\CCM\utilities\rx1dbrestore.exe".

Note

- Restore processing starts automatically.
- CCM services are temporarily stopped and then will be restarted automatically.

3 If a dialog is displayed, click [OK].

NETWORK RX STATION
PWS-100RX1 / PWS-110RX1
V1.12.0

Software Update Guide
1st Edition