## Synamedia MEG – Upgrade SOP

Task – Upgrading Synamedia MEG to Version 24.02.03-79

- Log in to Synamedia MEG IRD (Default ip 192.168.2.20/24, port 3)
  - o Admin
  - Password
- Navigate to **Advanced View** in upper left corner (3 lines)
- Navigate to the Configuration tab on left side
  - Click on the **Version Info** section (see Figure-1)
  - Click on **Choose File** 
    - Navigate to upgrade file location (file name meg-installer-24.02.03-79.rocky9.zip)
      - Before clicking *Add Installer*, Tick the box **After Upload Install** when upload is done (Figure-2 is how it should look)
    - Click Add Installer
      - It will now begin the upgrade process
  - After the file is finished uploading, it will automatically begin installing the new update
  - Note: Depending on the browser used for the upgrade, it's possible to receive some error messages indicating the final verification failed as follows:

"Installation of MEG version 24.2.3-79 completed." "Final verification of the system has failed."

- This error shows up when there is about 1:12 left and is a known issue with the installer. The upgrade is complete.
  - Once the installer is finished and the unit has rebooted, refresh the log in page and it should now show
     V24.02.03 on the Log in Page (Figure-3)
- Upgrade complete.

## Figure-1

| e (   | Synamed               | ia | 🗴 Media Edge Gateway                           |   |      | VI Adve (    | VI Active (Adm | VI Active (Admin) | VI Active (Admin)  |
|-------|-----------------------|----|--|---|------|--------------|----------------|-------------------|--------------------|
| 1     | *                     |    | 🏚 Tree View / System Settings / Version Info 🔺 |   | Char | Channel View | Channel New    | Channel New 11:7  | Channel Mew 11:15: |
| Servi | ce                    | Þ  | Reload   | Module Name Version   |      |              |                |                   |                    |
| icka  | iger                  | Þ  | Em Configuration<br>æ ≠ V0 1 (upress)          | Package V24.02.63 Searce V24.02.63.79 (tota) OS Envice (unv 0.5.00)                               |      |              |                |                   |                    |
| it Ra | ites                  | Þ  | - S ANTE 1 (SDI III - VIIEE)                   | de hour analos pre ony  |      |              |                |                   |                    |
| Statu | 5                     | Þ  |  | VMFP 2 🔞  |      |              |                |                   |                    |
| onti  | auration              | -  |  | Module Name Version   |      |              |                |                   |                    |
| Next  | guracon               | 2  |  | DTA-2127 slot 1 (installed) HV4.00 Viz 1; Ver 0<br>DTA-2127 slot 1 (inuming) HV44.00 Viz 1; Ver 0 |      |              |                |                   |                    |
| Svi   | a<br>dem              |    |  | H0MI slot 9 (installed) 1.0<br>H0MI slot 9 (running) 1.0  |      |              |                |                   |                    |
| Net   | work                  |    |  | Dolby Vision LDP V01.00.00<br>Dolby Ferander V02.07.00  |      |              |                |                   |                    |
| PCI   | e Cards               |    |  | Dolby Decoder V01.04.02   |      |              |                |                   |                    |
| Ala   | rms                   |    |  | Dolby Franscoder VI1.05.00<br>Dolby E Decoder VI12.01.02  |      |              |                |                   |                    |
| Dro   | 69 <sup>2</sup>       |    |  | Dallay AC-4 Encoder VIE 00.00.5813125   |      |              |                |                   |                    |
| Clo   | ck                    |    | 4  | Dullay AC-4 Decoder VI2.04.01.5516881<br>Nielsen Watermark Encoder VI5.03.04                      |      |              |                |                   |                    |
| Lio   | mses                  |    |  | Dolby Atmos Encoder V04.07.00.51416   |      |              |                |                   |                    |
| Ver   | sion Info             |    |  | Quick Sync oneVPL API V02.10.00   |      |              |                |                   |                    |
| Bat   | :kup                  |    |  |   |      |              |                |                   |                    |
| Me    | fia<br>hu futburg     |    | •  | Installer Repository @  |      |              |                |                   |                    |
| See   | puly settings<br>ints |    |  | File Name OS Upgrate Actions  |      |              |                |                   |                    |
| Sta   | truce                 |    |  | Add Installer   |      |              |                |                   |                    |
| Dia   | prostics Data         |    |  | Searce From File Y  |      |              |                |                   |                    |
| Ori   | pin                   |    |  | File Choose File No file chosen   |      |              |                |                   |                    |
| 9ys   | tem Services          |    |  | After Upload install when upload is done  |      |              |                |                   |                    |
| 200   | ZEN Master            |    |  | OS Upgrade Update to the latest OS version  |      |              |                |                   |                    |
| 101   |                       | P  |  | Add Installer   |      |              |                |                   |                    |
| ARUL  | - Z                   | P  |  |   |      |              |                |                   |                    |
| Secu  | ity                   | ►  |  | Portal URL  |      |              |                |                   |                    |
| Help  |                       | ▶  |  | Portal Credentials 🔞  |      |              |                |                   |                    |
|       |                       |    |  | Channel Name Channel ID Access Key  |      |              |                |                   |                    |
|       |                       |    |  | Add Row Remove Selected Items   |      |              |                |                   |                    |
|       |                       |    |  |   |      |              |                |                   |                    |

## Figure-2

| Installer Repository 😮                     |              |              |               |               |  |  |  |  |
|--|--------------|--------------|---------------|---------------|--|--|--|--|
| File Name                                  | OS Upgrade A | ctions       |               |               |  |  |  |  |
| Add Installer 😮                            |              |              |               |               |  |  |  |  |
| Source                                     | From File    | $\mathbf{v}$ |               |               |  |  |  |  |
| File                                       | Browse       | meg-insta    | aller-24.02.0 | 3-79.rocky9.z |  |  |  |  |
| After Upload                               | Install when | upload is    | s done        |               |  |  |  |  |
| OS Upgrade Vpdate to the latest OS version |              |              |               |               |  |  |  |  |
|  | Add Insta    | ller         |               |               |  |  |  |  |
|  |              |              |               |               |  |  |  |  |

## Figure-3

| Synamedia<br>Media Edge Gateway<br>Version: V24.02.03 |       |  |  |  |  |  |  |  |
|---|-------|--|--|--|--|--|--|--|
| Username  | Admin |  |  |  |  |  |  |  |
| Passphrase  | ••••• |  |  |  |  |  |  |  |
|   | Login |  |  |  |  |  |  |  |