

## Troubleshooting Failed Uploads in IXG Support Tool

### Introduction

When using IXG Support Tool to upload settings to IX and IXG Series stations, uploads can occasionally fail. This article covers common causes of failed uploads and recommended steps to address them. The causes are arranged with the most common and simplest to resolve first, followed by more complex fixes.

This article assumes that the steps in the IXG Quick Start Guide have been followed up to the point of uploading settings to stations. If this is not the case, a copy of the Quick Start Guide can be download in the literature section of the IXG home page: <https://www.aiphone.com/products/ixg-series>. Use the Commerical Quick Start Guide for single tenant systems using IX Series hardware; use the regular Quick Start Guide for all other applications.

### Connection Based Issues

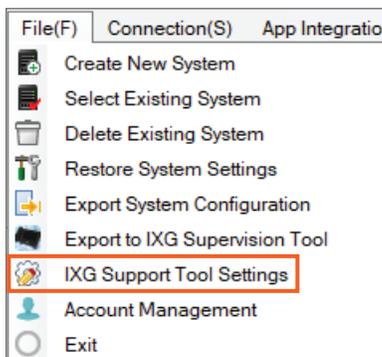
#### Physical Connection and PoE Issues

Network connection issues are a common cause of failed uploads. The PC running IXG Support Tool needs a valid network connection to the stations in order to upload the settings to them.

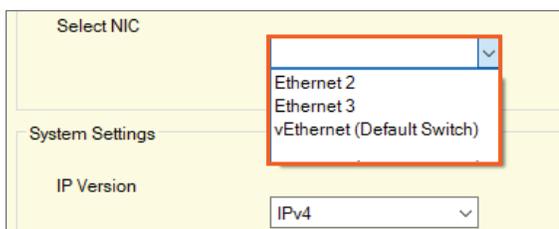
Make sure that the station is plugged into a PoE switch and is powered on. When stations are associated during the programming process, they usually reboot themselves. This process will take several minutes. Check to make sure that the status light on the station is a solid color (usually blue), instead of blinking. Also verify that the programming PC is attached to the same switch as the stations, or is at least on the same network as the stations. Try a different network cable for the programming PC to make sure it not a physical connection issue.

#### Incorrect NIC Selected

If the stations are fully powered on and the connection with the programming PC seem correct, IXG Support Tool might have selected a different network connection. In IXG Support Tool, navigate to **File**, [IXG Support Tool Settings](#).



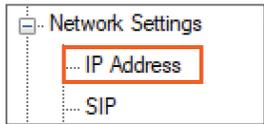
If it is not already selected, use the drop-down menu under **Select NIC** to choose the proper connection. Click **OK** to save the change.



## Network Connection Issues

If the physical connection has been verified and IXG Support Tool is set to use the proper NIC, check to make sure that the programming PC can reach affected station(s).

First, find the station or stations' IP Address under **Network Settings**, IP Address.



Building Nu	Unit Number	Station Name	Network Settings						
			IP Address						
			Hostname	IP Version	Static / DHCP	IPv4 Address			
						IP Address			
1	2	3	4						
01	1111	Tenant Station1		IPv4	Static	192	168	1	20
01	1111	Video Door Station1		IPv4	Static	192	168	1	21

Verify that the selected NIC is in the same IP range and has the same subnet mask as the stations. Try to ping the station using the PC's command prompt. If the station cannot be pinged, this means there is an issue somewhere with the network connection. If the PC cannot ping the station, uploads from IXG Support Tool will not work.

In situations where only a single station is failing to upload and it replies to a ping, there may be an IP conflict with another device on the network. Unplug the affected IXG station and try to ping it again. If there is still a ping reply, that confirms the conflict. Either change that device's IP address, or change the IP address for the affected station in IXG Support Tool and re-associate the station.

Firewall settings can also prevent uploads. IXG Support Tool uses Port 22 for setting files uploads. Make sure this port is not blocked, and that firewall and security software on the PC are not blocking or interfering with IXG Support Tool.

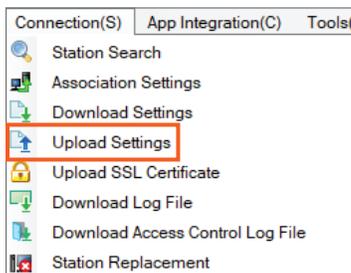
## Configuration Based Issues

If all of the connection tests seem to check out, that points to an issue with the settings in IXG Support Tool.

### Station Was Never Associated

In order for a station to receive an upload, it needs to be associated in IXG Support Tool. Association is the process that matches the desired settings with a particular station.

To confirm if it was, navigate to **Connection**, Upload Settings.

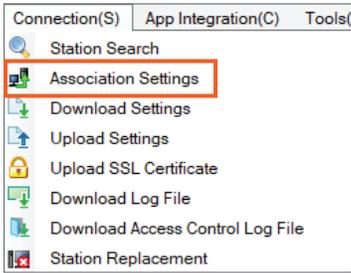


If the station cannot be selected, that means that it has not been associated.

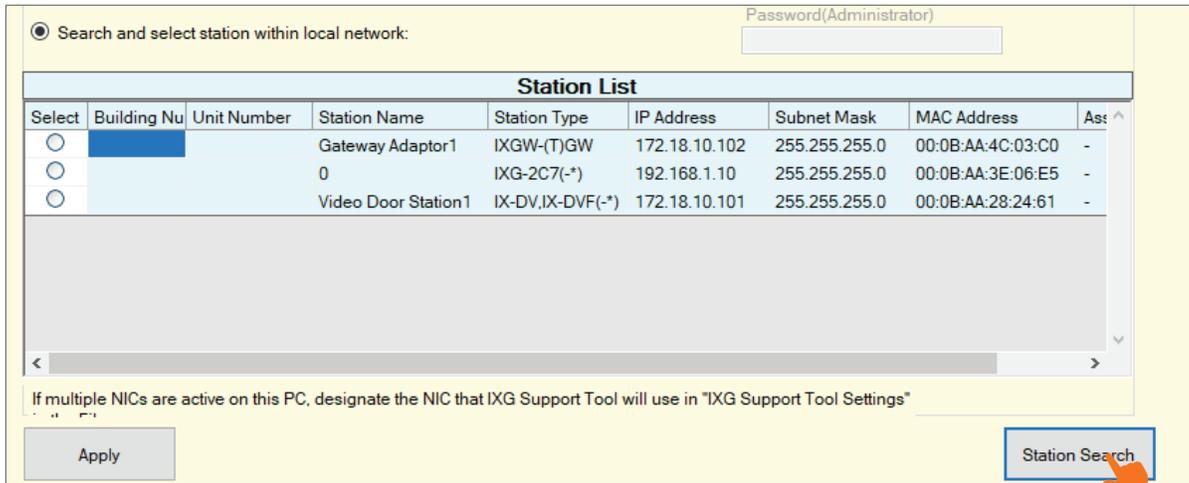
Select the station(s) to upload the Setting File(s):					
Station List					
Select	Building Nu	Unit Number	Station Name	Station Type	Status
<input type="checkbox"/>	01	1111	Tenant Station1	IXG-2C7(-*)	-
<input type="checkbox"/>	01	1111	Video Door Station1	IX-DV,IX-DVF(-*)	-

## Station Was Never Associated (continued)

To associate the station, navigate to **Connection**, Association Settings.



Click **Station Search**. Cancel the search once the stations show up in the search, which can take a few seconds.

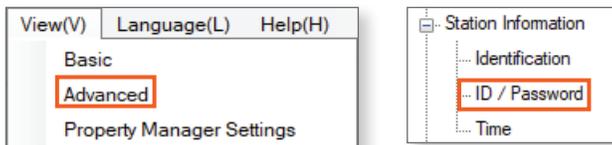


Select the desired settings under **Station Settings List**, and select the physical station under **Station List**. Click **Apply**. Once the station has rebooted, attempt to upload the settings again.

## Password Issues

If a station was previously programmed as part of another system, it is possible that it has a different ID and Password set than what is in IXG Support Tool, which will prevent the upload. The ID and Password need to match what is set for the system in IXG Support Tool. The steps will be slightly different depending on the station type.

Change the view in IXG Support Tool by going to **View**, Advanced. Check and record the listed administrator ID and Password.



Building Nu	Unit Number	Station Name	Station Information	
			ID (Administrator)	Password (Admin)
01	1111	Tenant Station1	aiphone	*****
01	1111	Video Door Station1	aiphone	*****

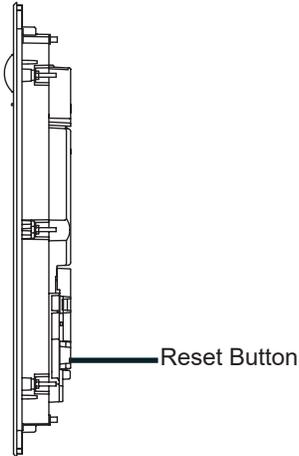
## Password Issues (IXG-MK, IXGW-(T)GW, IXGW-LC(-RY20), IXG-DM7-\*)

Hold down the reset button on the station for approximately five to ten seconds. The status LED on the station will blink for a few moments to show that the process is completed. This will reset the administrator ID and Password to the default "admin," which will resolve the ID and Password mismatch. Try to upload the settings again.

### IXG Station Reset Button Locations

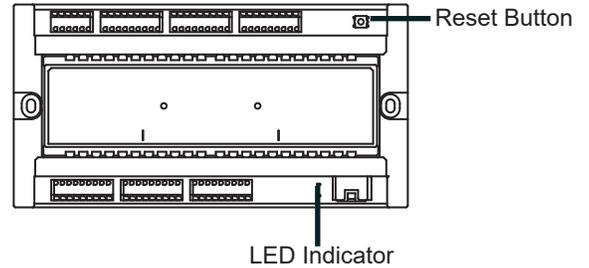
#### IXG-DM7-\*

The Reset button is located towards the bottom left of the back side.



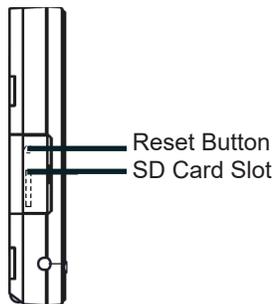
#### IXGW-LC / IXGW-LC-RY20

The reset button is located on the front of the unit.



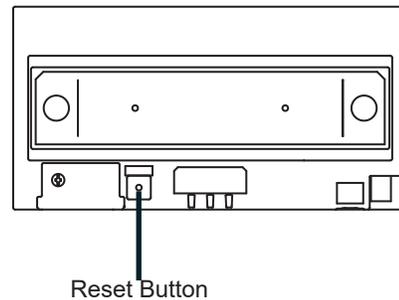
#### IXG-MK

Look for the reset button on the right side of the station near the SD card slot.



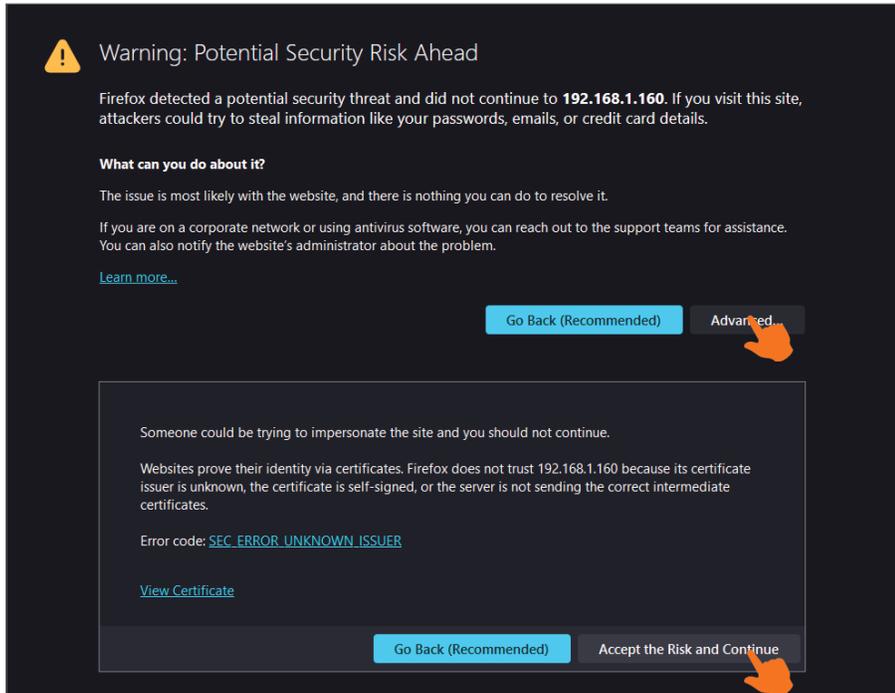
#### IXGW-(T)GW

The reset button is located on the front of the unit.



## Password Issues (IX Series Stations)

Open a web browser and navigate to <https://ipaddress/webset.cgi?login>, replacing "ipaddress" with the station's IP address. A message will appear saying that the page may be insecure. Follow the prompts to proceed anyway. The specific prompt will vary based on the web browser being used.

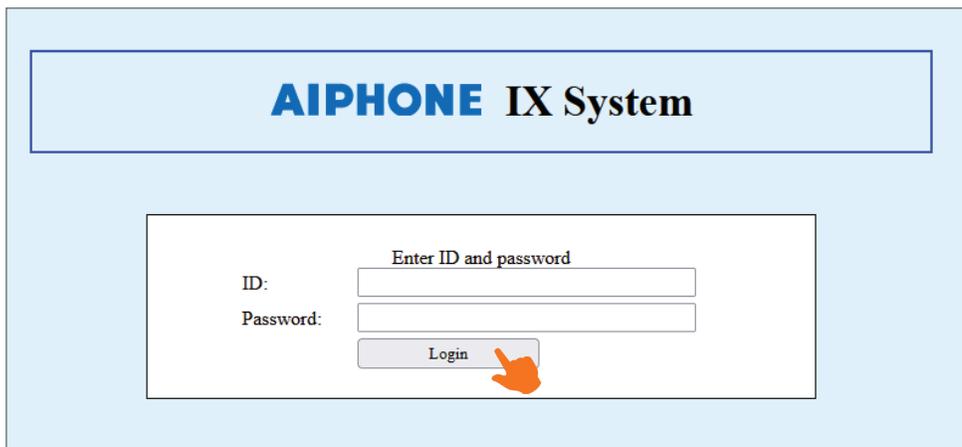


**i** IXG Series stations like the IXG-MK, IXGW-GW, IXGW-TGW, IXGW-LC, IXGW-LC-RY20, and IXG-2C7 do not have a web interface.

On the web interface page, select English. If the station previously accepted uploads from this system, try entering the ID and Password recorded from IXG Support Tool. If these credentials are not accepted, the station may need to be factory reset and reassociated. See the steps later in this guide for how to access and reset an IX Series station using Maintenance Mode. If the credentials are accepted and uploads through IXG Support Tool still fail, follow the later steps on factory resetting and updating stations through IXG Support Tool.

If the station has not taken an upload previously, use 'admin' as the ID and Password. If the station has newer firmware loaded, there will be a prompt to change the ID and Password to a more secure option. Enter the ID and Password recorded from IXG Support Tool. Once the credentials have been updated, try to upload settings from IXG Support Tool again.

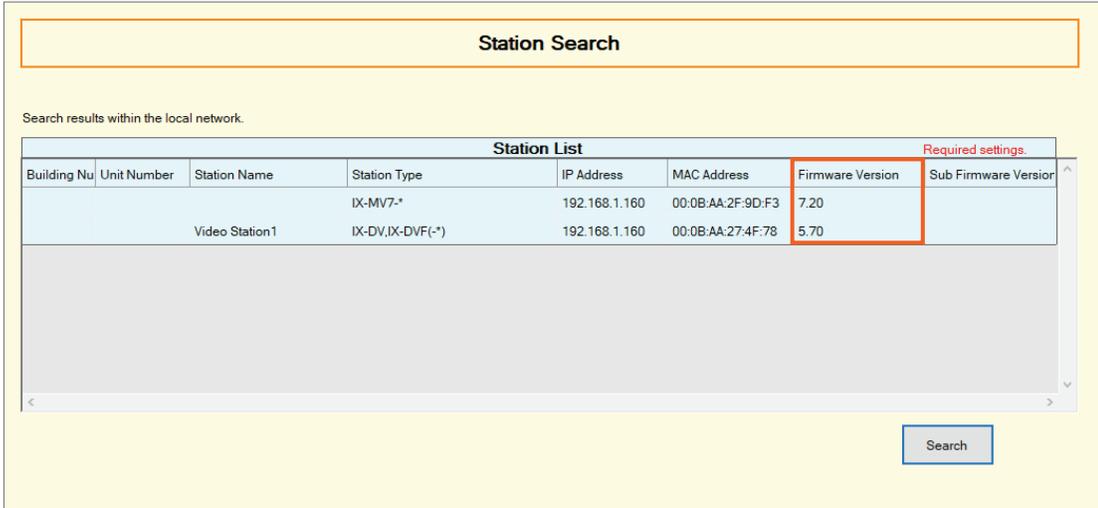
If admin was accepted and the web interface is displayed, that means that the station's firmware is out of date, and it will not be able to accept settings uploads from current versions of IXG Support Tool. Updating the firmware will be covered in the next section.



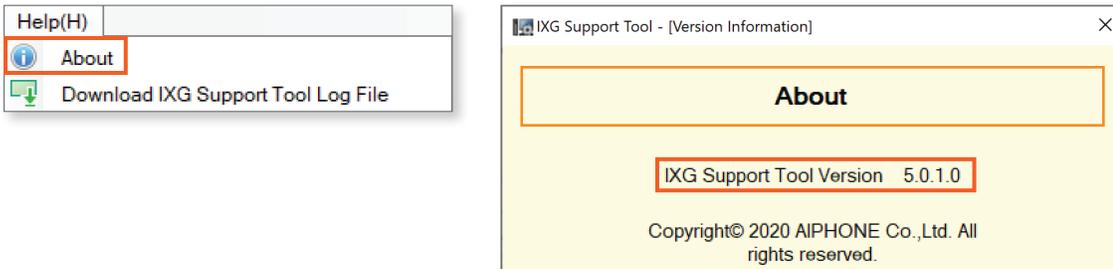
## Firmware and Support Tool Version Mismatch

It is always recommended to keep stations and IXG Support Tool updated to the most current versions for functional and security reasons. In addition, older versions of IXG Support Tool will fail to upload to stations with newer firmware installed, and newer versions of IXG Support Tool will fail to upload to stations with older firmware.

To see what firmware version the stations are on, open IXG Support Tool and navigate to **Connection(S)**, Station Search. Once the stations show up in the search results, click **Cancel** on the pop up to end the search early. The stations' firmware versions will be listed to the right of the screen.



To see what version of IXG Support Tool is installed on the PC, navigate to **Help**, About. The software version will be listed on the popup screen.



The most current versions of IXG Support Tool and IX and IXG Station Firmware can be downloaded or viewed at the links below.

IXG Series Support Tool: <https://www.aiphone.com/IXG-SupportTool>

IX and IXG Firmware Updates: <https://www.aiphone.com/kbtopic/firmware-ix-ixg>

To update IXG Support Tool, download the current version from the link, uninstall the current IXG Support Tool install, extract the compressed file, and reinstall IXG Support Tool. This will not delete your existing system information.

**If any of the IX Series stations have a firmware version lower that 5.00, the firmware is too old to be updated through IXG Support Tool.** They will need to be updated through the dedicated IX Firmware Upgrade Tool. Instructions and a software download link are below. **This is not a concern for IXG Series stations**, since their firmware numbering scheme is different; they can always be updated through IXG Support Tool.

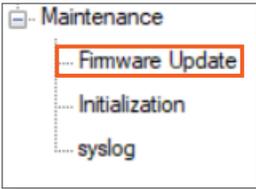
IX Firmware Upgrade Tool: <https://www.aiphone.com/IXFirmwareUpgradeTool>

IX Firmware Upgrade Tool Guide: <https://www.aiphone.com/wp-content/uploads/Firmware-Update-Tool-Guide.pdf>

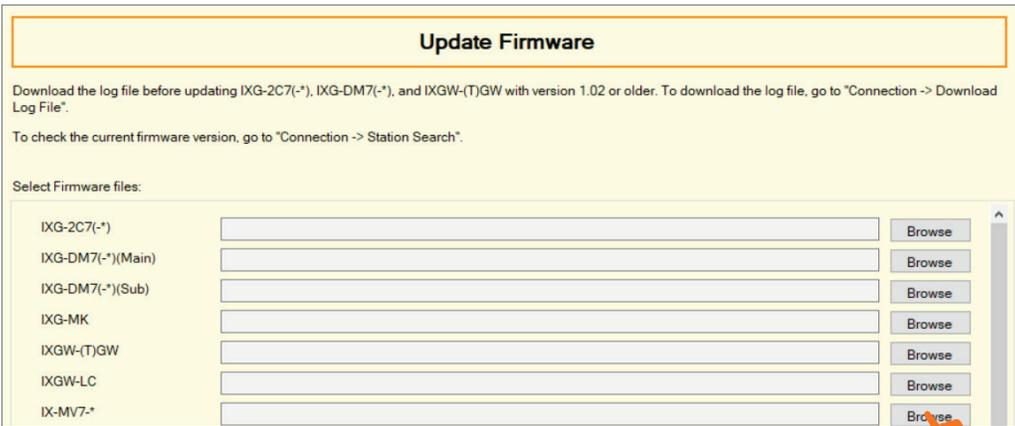
## Updating Station Firmware Through IXC Support Tool

This method will work for both IX and IXG Series stations. Use the link on the previous page to download the required firmware updates. These will be downloaded in a compressed folder. Use the PC's built-in methods to extract the firmware update, which is stored as a .bin file.

Navigate to **Maintenance**, Firmware Update.



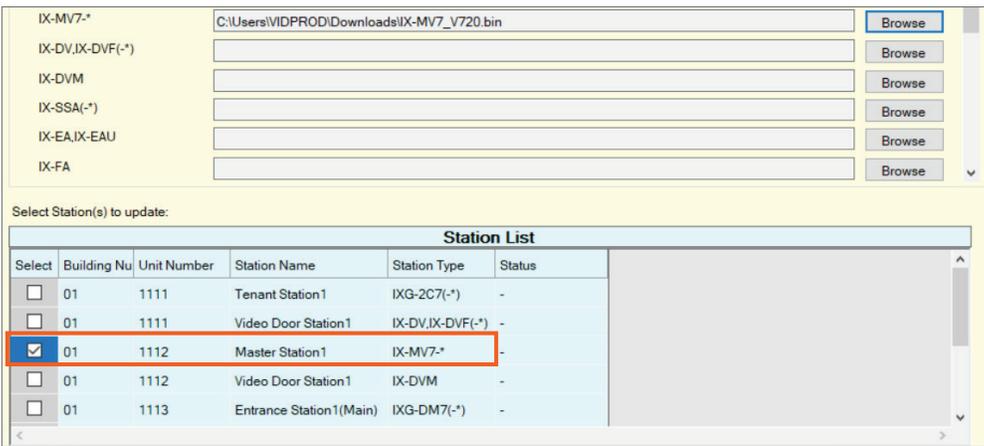
The page will display a menu showing different station types. Use the **Browse** buttons to navigate to where the appropriate firmware package is located. Multiple station types can have a firmware update selected at a time.



The 'Update Firmware' page contains instructions and a list of station types. The instructions state: 'Download the log file before updating IXG-2C7(-\*), IXG-DM7(-\*), and IXGW-(T)GW with version 1.02 or older. To download the log file, go to "Connection -> Download Log File". To check the current firmware version, go to "Connection -> Station Search".' Below this is a section titled 'Select Firmware files:' with a list of station types and corresponding 'Browse' buttons. An orange arrow points to the 'Browse' button for 'IX-MV7-\*'.

Station Type	File Path	Action
IXG-2C7(-*)		Browse
IXG-DM7(-*)(Main)		Browse
IXG-DM7(-*)(Sub)		Browse
IXG-MK		Browse
IXGW-(T)GW		Browse
IXGW-LC		Browse
IX-MV7-*		Browse

Select all of the stations to be updated and click **Update**. This process will take several minutes, and the stations will reboot during this time. Master stations will display a status bar during the update. All stations will show a solid status light once the process is done.



This section shows a list of station types with 'Browse' buttons. An orange arrow points to the 'Browse' button for 'IX-MV7-\*'. Below this is a table titled 'Station List' with columns for 'Select', 'Building Nu', 'Unit Number', 'Station Name', 'Station Type', and 'Status'. The row for 'Master Station1' (IX-MV7-\*) is highlighted with a red box and has its 'Select' checkbox checked.

Select	Building Nu	Unit Number	Station Name	Station Type	Status
<input type="checkbox"/>	01	1111	Tenant Station1	IXG-2C7(-*)	-
<input type="checkbox"/>	01	1111	Video Door Station1	IX-DV,IX-DVF(-*)	-
<input checked="" type="checkbox"/>	01	1112	Master Station1	IX-MV7-*	-
<input type="checkbox"/>	01	1112	Video Door Station1	IX-DVM	-
<input type="checkbox"/>	01	1113	Entrance Station1 (Main)	IXG-DM7(-*)	-

**i** Do not interrupt a firmware update once it has started, including unplugging the station. This can brick the station.

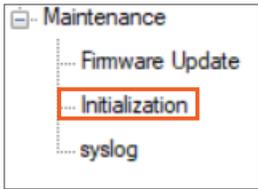


This section shows a dropdown menu for 'Select Station by Type' with 'All' selected. There are 'Select' and 'Unselect' buttons. An orange arrow points to the 'Update' button.

## Using IXG Support Tool to Factory Reset IX and IXG Series Stations

If the credentials in IXG Support Tool and admin both failed to grant access to the web interface, that implies that the station has been set to a different ID and Password. The most expedient way to resolve this is to factory reset the station.

Navigate to **Maintenance**, Initialization.



Select the stations that will be factory reset and click **initialization**. This process will take several minutes to complete, and the stations will reboot.

### Initialization

Select Stations to be initialized.

Station List					
Select	Building Nu	Unit Number	Station Name	Station Type	Status
<input type="checkbox"/>	01	1111	Tenant Station1	IXG-2C7(-*)	-
<input type="checkbox"/>	01	1111	Video Door Station1	IX-DV,IX-DVF(-*)	-
<input checked="" type="checkbox"/>	01	1112	Master Station1	IX-MV7-*	-
<input type="checkbox"/>	01	1112	Video Door Station1	IX-DVM	-
<input type="checkbox"/>	01	1113	Entrance Station1	IXG-DM7(-*)	-
<input type="checkbox"/>	01	1114	Video Door Station1	IX-DV,IX-DVF(-*)	-
<input type="checkbox"/>			Gateway Adaptor1	IXGW-(T)GW	-
<input type="checkbox"/>			I/O Adaptor1	IXW-MA	-

Select Station by Type.

All

## Using Maintenance Mode to Factory Reset an IX Series Station

If IX Series stations were unable to be factory reset through IXG Support Tool and attempts to log into the web interface failed previously, Maintenance Mode provides a workaround to access and initialize the station.

**Maintenance Mode is not available on IXG Series Stations, since they do not have a web interface.**

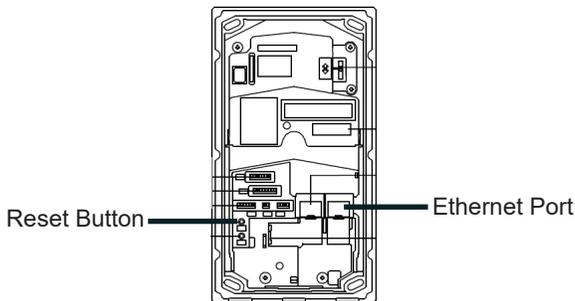
While the station is in Maintenance Mode, its IP address will be temporarily set to 192.168.1.160 with a subnet mask of 255.255.255.0. To prepare to log into the station, set the PC's NIC card to be at an available IP address in the range 192.168.1.x, with a subnet mask of 255.255.255.0. In the web browser, enter the address <https://192.168.1.160/webset.cgi?login>, but do not attempt to navigate there yet.

To activate Maintenance Mode, locate the reset button on the station and hold it down until the status light starts to blink, usually about five seconds. The station will be in Maintenance Mode for approximately sixty seconds. During this time, it can be accessed at the web address listed above and it will accept admin as the ID and Password.

### Reset Button Locations

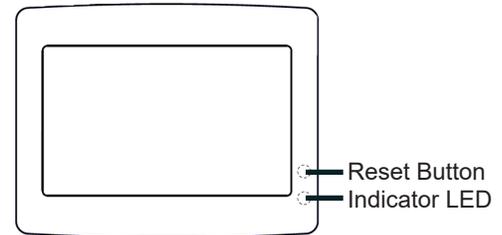
#### Door/Sub Stations

The reset button is located next to or near the LAN port on the back side.



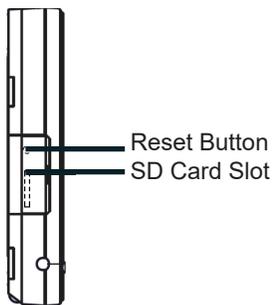
#### IXW-MA

Remove the front cover to expose the reset button in the bottom right hand corner.



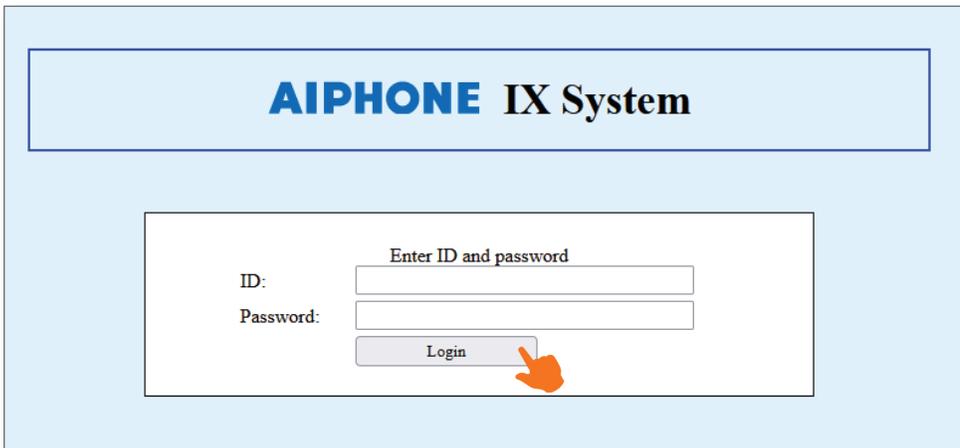
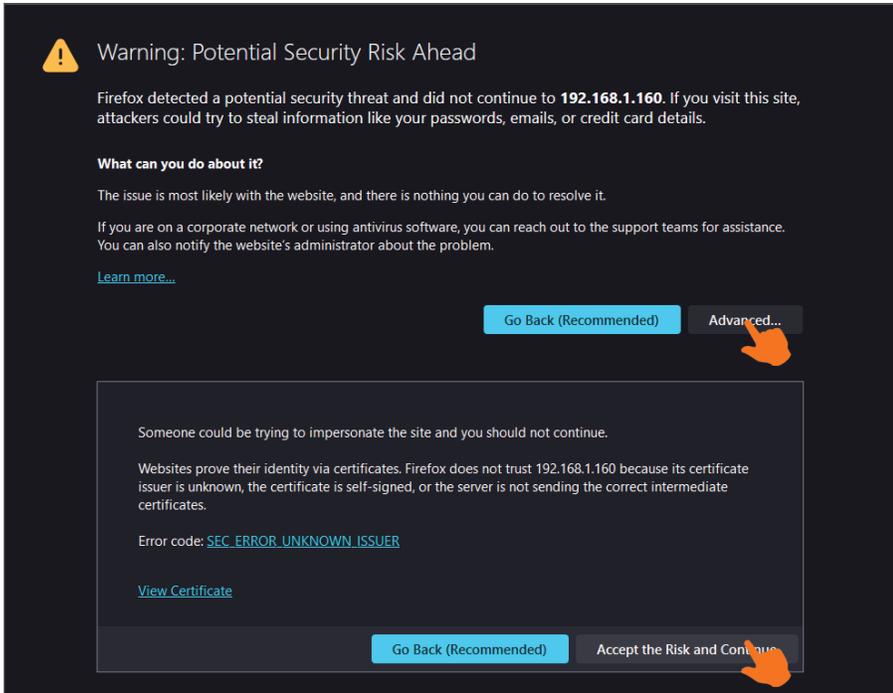
#### IX-MV7-\*

Look for the reset button on the right side of the station near the SD card slot.

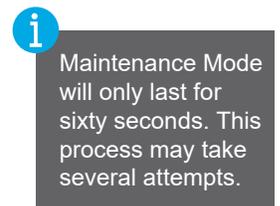
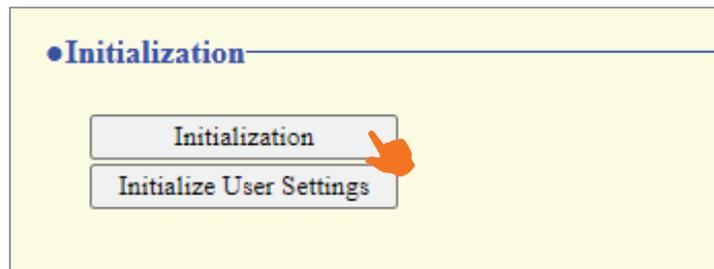
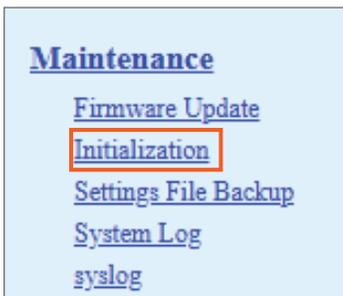


## Using Maintenance Mode to Factory Reset an IX Series Station (continued)

Like before, follow the prompts to access the station's web interface, and use 'admin' as the ID and Password.



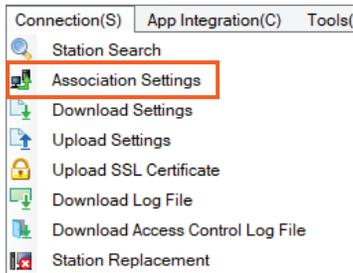
Like before, follow the prompts to access the station's web interface, and use admin as the ID and Password. Once the the web interface appears, navigate to **Maintenance**, Initialization. Click **Initialization**. The station will factory reset itself. This process takes several minutes. Do not unplug the station while it is initializing.



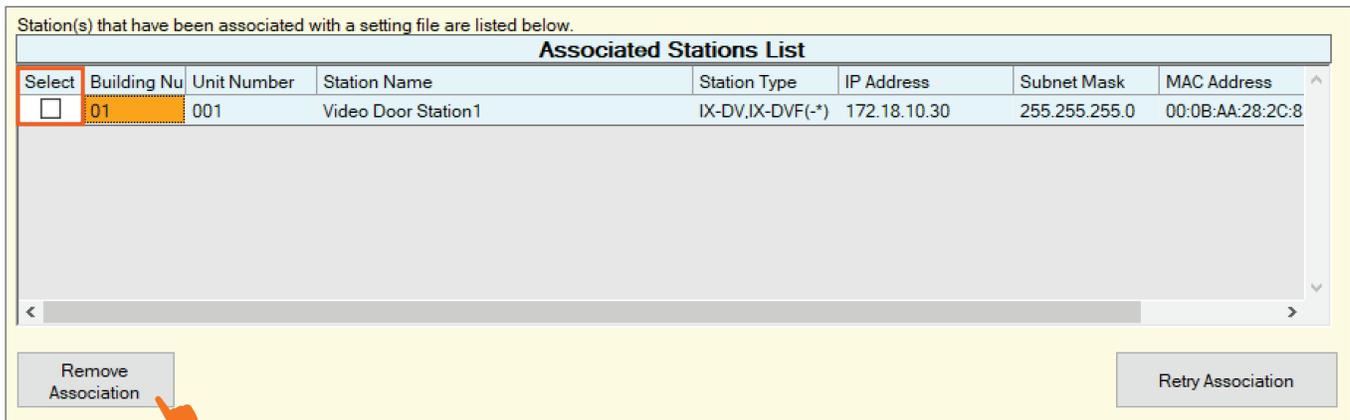
## Reassociating Factory Reset Stations

Once the station is initialized, it will need to be reassociated in IXG Support Tool.

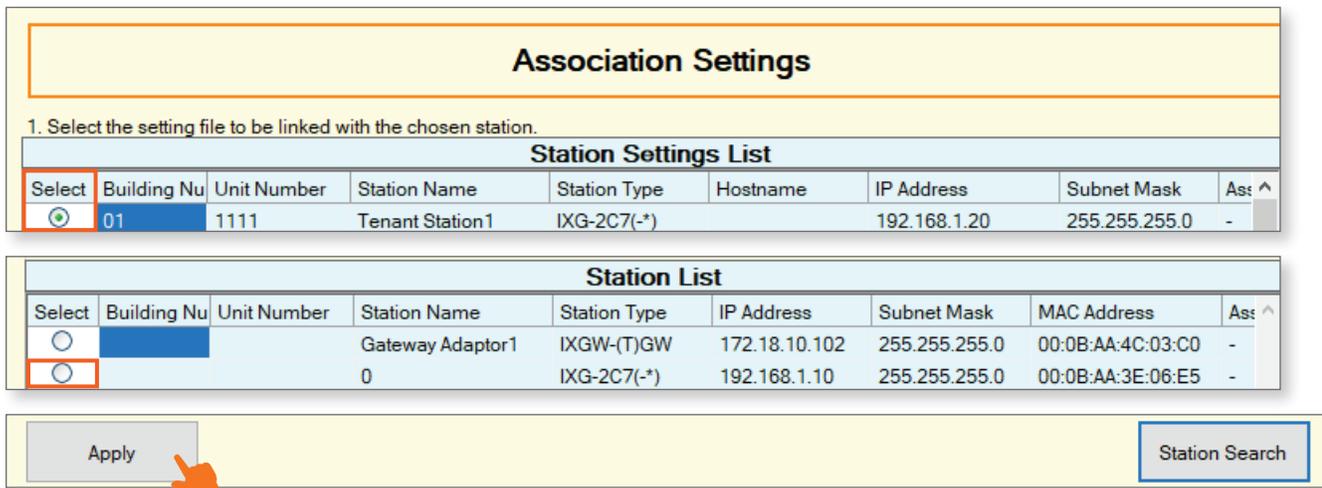
Navigate to **Connection**, **Association Settings**.



A search will begin automatically. Click **Cancel** to end it early. Scroll to the bottom of the page. If the factory reset stations are still listed under **Associated Stations List**, select the stations and click **Remove Association**.



The association will then need to be reapplied to the stations. If the initialized stations did not appear in the **Station List**, make sure the station has finished rebooting. Once it has, click **Station Search**. Select the desired settings in **Station Settings List** and the station in **Station List**, then click **Apply**.



Repeat as needed for all initialized stations. The stations will reboot again when they are associated. Once they have rebooted, attempt to upload settings to the station again.

If upload issues persist at this point, please reach out to Aiphone Technical Support for additional assistance.