



Quick Guide

High End
Systems

Rev A

DMX Processor 8000 Restore

July 8, 2015

PAGE
1/1

If the console and a DMX Processor 8000 are running different software versions and the normal software upgrade procedure via the console is not fully working or if the console is not recognizing the DMX Processor 8000 you can restore the software on the DMX Processor 8000 following these steps:

1. Use a USB stick with at least 1gb of storage space.
2. Make the USB flash drive bootable (see page 2 for detailed instructions).
3. Download the latest DP8K Restore zip file from the DMX Processor 8000 support page on the High End website.
4. Unzip the DP8K Restore zip file onto the USB flash drive (note: the extracted files should be in the root directory on the USB flash drive and not in a folder).
5. Remove the USB flash drive from your computer.
6. Power off the DMX Processor 8000.
7. Insert the USB stick in one of the USB ports on the back of the DMX Processor 8000.
8. Power on the DMX Processor 8000 (do not press any buttons on the front panel of the DMX Processor 8000 while powering on).
9. The DMX Processor 8000 will now automatically perform a software upgrade. This process will take approximately 2 minutes to complete. Once complete the display will read "HES: Remove External USB".
10. Remove the USB flash drive.
11. The DMX Processor 8000 will automatically reboot and is ready for operation. Please note that you will need to reset the port number, net number, and IP address settings on the DMX Processor 8000, as these are lost during the USB upgrade process.

Important: Do not leave the USB stick plugged into the DP8000 during normal operation. This will cause an unwanted software install each time the DP8000 is reset.

Make a Bootable USB Flash Drive using Windows 7 / Vista / 8

CAUTION: This process will remove ALL files from the USB flash drive.

1. Insert USB flash drive into a Windows 7 or Windows Vista PC.
2. Open a run dialogue box by holding the Windows key on your keyboard and pressing R.
3. Type "cmd" and press enter (allow permissions if prompted).
4. At the command prompt type "diskpart" and press enter.
5. When you are at the diskpart> prompt type "list disk" and press enter.
6. Look at the disk size to determine which disk is the USB flash drive you wish to make bootable. 7. Type "select disk #" where the # is the disk number.
7. Type "clean" and press enter. This deletes all material on the flash drive.
8. Type "create partition primary" and press enter. This creates the partition on the flash drive.
9. Type "active" and press enter. This makes the thumb drive bootable.
10. Type "exit" and press enter. This exits the disk partition utility.
11. Click on the Windows logo and then click on computer.
12. Find the letter of the removable disk drive that needs to be formatted.
13. In the command prompt window type "format ?: /fs:fat32 /q" where ? is the removable drive letter that needs to be formatted. Press enter.
14. Label the volume as "DP8K" and press enter.
15. The drive is now bootable.