

How to Update The Hub® Software & CoPilot® System(s)

Step by Step Guide for updating The Hub Software and CoPilot System(s)

Applies to: CoPilot; Hub

Required: RJG Inc® Website Login Account; Access to The Hub's Server Webpage; Internet Connection, Google Chrome Web Browser (Recommended)

Warnings: Refer to the Hub Software or CoPilot Update descriptions on the RJG Website to ensure an older update is not required before applying the newest update. This will ensure that the current update being applied to the Hub or CoPilot ensure no errors or issues could occur to both systems.

It is mandatory to update The Hub software FIRST before applying updates to the CoPilot System(s). First, navigate to the <u>RJG Inc software downloads section</u> on the website and select the latest Hub & CoPilot software version

Description: It is always best to ensure that products stay up to date for new features and bug fixes. This step-by-step guide will go through how to update The Hub and CoPilots.

After downloading the updates to your computer, unzip the files and store them to a place on a PC that is easily accessible.



Updating The Hub Software

- 1. Download the Hub Software update from https://rjginc.com/support/software-downloads/ to an area on the PC that is easily accessible (Downloads Folder, Desktop, etc) and unzip the folder
 - a. **Note:** Please refer to the Hub Software description on the RJG Webpage to ensure that an older update is not required before applying the newest update. Please reference Figure 2 for an example





- Download the Hub Software update from https://rjginc.com/support/software-downloads/ to an area on the PC that is easily accessible (Downloads Folder, Desktop, etc) and unzip the folder.
 - a. Note: Please refer to the Hub Software description on the RJG Website to ensure that an older update is not required before applying the newest update. Please reference *Figure 1* for an example.
- 3. Access the Hub's webpage from a PC and sign in. Once signed in, select the Menu Button towards the top left of the screen and select "Settings."





4. Once in the Hub System Settings window, scroll down the webpage to check the current software version of your Hub. The current Hub Software version will determine if an update is needed, or if older updates are required before applying the newest update

=			(())			9:22am, 05/12/22	0
System	System Settings	3					
-0-2-	System						
references	Status	Good					
(enflored	Status Details	All services are currently	running as expected.				
ustom Fields	Device Limit	200					
0 Users	Hardware						
	ID						
Roles	Serial Number	RJG					
mi	EULAs		Version	Acknowledged By	Date/Time		
Devices	RJG® END USER LICENSE A	AGREEMENT - THE HUB®	101521	rjg rjg	2022-03-11 09:28:39		
	Software						
	Version	7.3.					
	Build						
	License Agreement	Soft	ware License Agreem	ent			

Figure 2



5. In the System Settings window of The Hub, navigate down the webpage to the Update System Software area. See *Figure 3. Note: Ensure that a user is signed in if this area is not displayed*

	System Settings						
	System						
annes							
	Status	Good					
	Status Details	All services are cu	rrently running as expected.				
Fields	Device Limit	200					
ra	Hardware						
	ID						
	Serial Number	RJG		-			
h .	EULAs		Ve	rsion	Acknowledged By	Date/Time	
	RJG® END USER LICENSE AGRE	EMENT - THE HUB®	10	1521	rja rja	2022-03-11 09:28:39	
	Software						
	Version		7.3.1				
	Build						
	License Agreement		Software License Agre	ement			
	Credits		Open Source Licenses				
Г	Update System Software						
	Choose File No file chosen						

Figure 3

6. Select the "Choose File" button to open a Windows File Explorer. Navigate to the unzipped Hub Update folder that was recently downloaded, select, and open the .udp file.

	> This	PC > Downloads > hub_upgrade-7.4.0	✓ [™] Sear	ch hub_upgrade-7.	.4.0	P
Organize 🔻 Ne	w folder					?
1.0.1	^	Name	Date modified	Туре	Siz	e
Vuick access		hub_upgrade-7.4.0.upd	5/12/2022 10:18 AM	UPD File	1	58,41
💻 This PC						
📃 Desktop						
Documents						
Downloads						
Downloads Music						
 Downloads Music Pictures 	~ <					3
 Downloads Music Pictures 	v ∢ File nam	e: hub upgrade-7.4.0.upd		iles (*.*)		~

Figure 4



7. Select the upload button on the System Settings webpage to upload the update. Once the update has reached 100%, select the Install Update button.

Update System Software Choose File hub_upgrade-7.4.0.upd 100% Click here to check for new updates. 2	
Update Information	
Publish Date	May 2, 2022
Version	7.4.0
Status	Proceed
State	READY 3 INSTALL UPDATE

Figure 5

8. Give the system about 2-5 minutes to install the update. Refresh the webpage and confirm that the Hub version is now updated.



Updating the CoPilot System(s)

There are three different ways to update CoPilot Systems. Multiple CoPilot System(s) can be updated through the Hub Webpage all at once vs individually.

A user can target a specific individual CoPilot and update remotely by entering the targeted CoPilot System's IP Address into a Web Browser. Or if a CoPilot system is not connected to a network, you may download a CoPilot Update to a USB Flash drive and plug the flash drive into a CoPilot System and apply the update manually.

a	CoPilot Software 8.5.0
	Ensure the Hub is at least 7.0.0 and the CoPilot is at least 8.0.0 before attempting to update the CoPilot. Do not attempt to update a CoPilot older than 8.0.0. Contact Customer Support for assistance with older software versions.
	Install Instructions:
	1. Update the Hub to 7.5.0
	2. Verify that the Hub is 7.5.0
	DOWNLOAD NOW

Figure 6

Refer to the CoPilot update path in *Figure 6* to ensure that the correct CoPilot update is to be installed

Warning: Do not power off a CoPilot System until confirming that a CoPilot Update has been successfully installed.



Option 1 – Installing a CoPilot update remotely through The Hub webpage.

- Download the CoPilot update from <u>https://rjginc.com/support/software-downloads/</u> to an area on the PC that is easily accessible (Downloads Folder, Desktop, etc) and unzip the folder. Note: Please refer to the CoPilot Software description on the RJG Website to ensure that an older update is not required before applying the newest update. Please reference Figure 6 for an example
- 2. Access The Hub's webpage from a PC and sign in. Once signed in, select the Menu Button towards the top left of the screen and select Settings



- 3. In the System Settings webpage, select the Devices tab on the left side of the screen to view a list of CoPilots currently connected to the Hub.
 - a. Note: To determine if a CoPilot System is currently connected to the Hub, the Connected Status will show "True," indicating a connected, or "False," indicating disconnected.

				((•••••)			Hello 11:59	, rig rig 9am, 05/12/22
D	evices		_	_	_	_		1
	Serial Number	Machine Name	IP Address	Version	Update State	Connected	Q 1 플 백 Activated	
	18A1100016	RJG	10.7.10.205	8.3.1	NONE	true	true	
				Viewing 1 of 1 Re	cords.			





4. Select the update icon and then select the CoPilot(s) to apply the update to.

=				((📀))	1		Hello, rig rig 12:07pm, 05/12/22
¢ System	Devices					1	Q 2 2 9
Preferences	Serial Number	Machine Name	IP Address	Version	Update State	Connecte	Update Devices
-	18A1100016	RJG	10.7.10.205	8.3.1	NONE	true	Select the devices from the list you would like to update.
Custom Fields Users				Viewing 1 of 1 Rer	coords.	3-	Record 1: 10.7.10.205
Roles Devices	U						

Figure 8



5. After selecting the update button (*Step 3 in Figure 8*), select the pencil icon and select the "Choose File" button to browse for the CoPilot update file that has been downloaded to the PC. Select and open the .udp file.

				((()))			Hel 12	llo, rjg rjg 51pm, 05/12/22	1
	Devices				CoPilot Update	. /			
05	Serial Number	Machine Name	IP Address	Version	Mar 24, 2022 Upload CoPilot UPD	×	1		
	18A1100016	RJG	10.7.10.205	8.3.1	Choose File No file cho	sen UPL	D/D		
l elds				Viewing 1 of 1 Reco	Devices Selected	1			
					IP	Current Version	New Version	Status	
					10.7.10.205	8.3.1	8.3.1	NONE	
					SEND UPDATE		T.		
		Open				×			
		← → • ↑ 📘	« Downl → upd	ate-8.4.0-164	✓ ひ Search update	-8.4.0-164 ,0			
		Organize 🔻 Nev	w folder			III • 🔟 🕜			
	\bigcirc	+ Quick access	^ Name	~	Date m	odified Type			
		This DC	Dupdate	-8.4.0-164.upd	5/12/20	22 12:48 PM UPD File			
	\sim	Desktop							
		Documents	. e			,			
		-	File name date.	8.4.0-164 upd	All Files (* *)				
			2	sense romapa		Creat			
			5		Open	Cancel			

Figure 9

6. Select the Upload button to to start the upload process. Wait until the upload reaches 100% and then select the "Send Update" button to send the update to the selected CoPilots.

May 2, 2022	^		
Upload CoPilot UPD			
Choose File update-8.	4.0-164.upd UPI	LOAD	
100%			
Devices Selecte	d		
IP	Current Version	New Version	Status
10.7.10.205	8.3.1	8.4.0	NONE
~			



7. The transfer process will start. Once the status displays "Transfer Complete Success," the update will now be available on the selected CoPilot(s)

UPLOAD	
UPLOAD	
New Version	Status
8.4.0	Transfer Complete Success
	New Version 8.4.0

Figure 11

8. The CoPilot(s) that received the update will now display a notification at the Login Screen. You may select the "Update Now" button to start the installation process.

Warning: The CoPilot will need to reboot after installing the update. If the CoPilot is controlling V-P Transfer, Inject Enabled, Part Reject, Part Sorting, or Valve Gates on the machine, ensure the Injection Molding Machine & CoPilot Job is stopped before rebooting the CoPilot System.

CoPilot	CoPilot
MONITOR PROCESS or log into your account below. Username 19 19 Enter Password	You are currently signed in as rjg rjg
SIGN IN NOTIFICATIONS New System Update Available. Please update your Copilot to Version 8.4.0	NOTIFICATIONS New System Update Available. Please update your Copilot to Version 8.4.0

Figure 12



9. To ensure the CoPilot update has installed successfully, refresh the System Settings Devices webpage to see the current version of the CoPilot.

Option 2 is updating a individual CoPilot remotely by accessing the CoPilots webpage. Type in the CoPilots IP Address into a web browser to access the CoPilots webpage.

1. Sign into the CoPilot and select the Menu button towards the top left of the webpage and navigate to the settings. This will open up the CoPilots System Settings. Select the "System Software" option towards the top of the webpage.

		Hello, rjg rjg 2:10 pm, 5/12/22
	SYSTEM: 1 System Settings 2 Network Settings 3 System Software	
System Softwar	re	
Current Software		
Version	8.4.0	
Build		
Hardware Serial	18A1100016	
Firmware Version	2.03	
Update Software		

Figure 13

2. Select "Choose File" and browse for the CoPilot update from the PC. Select and open the update.



Figure 14



3. Select the Upload button to upload the CoPilot up. Allow the update to reach 100% and select the Save and Finish button.

System Software	
Current Software	
Version	8.4.0
Build	
Hardware Serial	18A1100016
Firmware Version	2.03
Update Software	0
Choose File update-8.4.0-164.upd UPLOAD	<u> (1)</u>
100%	×
	2 SAVE & FINISH



4. Once the upload process reaches 100%, the CoPilot System Software update will now be ready to be installed. Select the user icon on the top right of the screen. Select the update now button and the CoPilot will install the update. *Refer to Figure 12.*

Warning: The CoPilot will need to reboot after installing the update. If the CoPilot is controlling V-P Transfer, Inject Enabled, Part Reject, Part Sorting, or Valve Gates on the machine, ensure the machine is stopped before rebooting the CoPilot.



Option 3 is installing an update locally to a CoPilot by using a USB flash drive. Download the CoPilot update from https://riginc.com/support/software-downloads/ and unzip the file. Copy the .udp file from the download and paste it onto a USB Flash Drive.

- 1. Insert the flash drive into a USB port of the CoPilot. Sign into the CoPilot and select the Menu button to navigate to the CoPilots System Settings.
- 2. Once on the System Settings, select the #3 Button: System Software near the top of the screen.
- 3. Select the "Choose File" button and navigate to the USB Flash Drive
- 4. Select the CoPilot Update .udp file and select Open.
- 5. The CoPilot will start uploading the update but will not install it at this stage.
- 6. To install the update, ensure that the CoPilot Job is stopped and navigate to the Sign In screen by selecting the User Icon on the Top Right of the screen.

Warning: The CoPilot will need to reboot after installing the update. If the CoPilot is controlling V-P Transfer, Inject Enabled, Part Reject, Part Sorting, or Valve Gates on the machine, ensure the machine is stopped before rebooting the CoPilot.

- 7. On the sign in screen, there will be a prompt that will state there is an update available. You may select install and the CoPilot will install the update and reboot.
- 8. To confirm that the Update has installed, wait for the CoPilot to reboot and sign back into the CoPilot.
- 9. Select the Menu Button and select "Settings." Navigate to the #3 Button: System Software near the top of the screen and you will see the current version of the CoPilot.

RJG Technical Support 800-472-0566 support@rjginc.com



Rev #	Description of Change	By	Appr By	Date
0	Original Release	KM	JR	5/18/22
1	-Added RJG Branding Updates to the Article. Referencing "The Hub" to the "Hub® Software", & "The CoPilot" to The "CoPilot® System"	KM	JR	5/18/22
	-Changed Title of document from "How to Update the Hub & CoPilot" to "How to Update the Hub® Software and CoPilot® System(s)"			
2	-Updated Figure F for the CoPilot Update Path to remove 8.4.0 to display 8.4.1	KM	JR	7/18/22
3	 -Removed Hub & CoPilot Update Path Infographics. Added snapshots of software update descriptions to reference before applying each update. -Added CoPilot Warning to not have a CoPilot System Powered off until an update has been successfully installed 	ΚM	JR	8/17/22