



ComQi EnGage™

Media Player Imaging Instructions

For EnGage Player software R8.9 or greater

Introduction

This document outlines how to apply the EnGage media player image to a ComQi certified device. A basic working knowledge of PC hardware and software is required to proceed through these instructions. The imaging process, as outlined below, will delete all the existing data on the supplied digital signage PC, including the operating system and all data partitions. **Do NOT apply the EnGage player software to a player unless the data can be deleted!**



NOTE: The terms player, player hardware or media player may be used throughout this document to refer to the device that is being imaged with the EnGage Media Player software.

Requirements

1. A standard PC (running Microsoft Windows XP or greater) with an available USB slot .
2. A blank USB flash drive (memory key, memory stick, thumb drive, etc) with at least 2GB of storage. **Note:** ADATA UE700 128GB USB keys have been found to be the fastest USB keys which reduces player imaging time significantly
3. A USB keyboard.
4. EnGage player hardware (digital signage PC) connected to a screen.
5. EnGage player software ISO file (supplied by ComQi).
6. Rufus, bootable USB image writer software on the Windows PC.
 - Windows: <https://github.com/pbatard/rufus/releases/download/v3.8/rufus-3.8p.exe>
 - Mac: Not available



WARNING: Do NOT use UNetbootin to create USB keys with the R8.9 or greater player software.



NOTE: Not all USB flash drives are compatible with the EnGage imaging process. Some USB flash drives are not bootable and may not be compatible with all hardware. If the USB flash drive is not recognized by the player hardware, an alternative flash drive may be required.

The EnGage Player ISO File

The EnGage player ISO is required for imaging a digital signage PC with the EnGage player software. The ISO file contains everything required include the Linux operating system, EnGage player firmware, any required patches and basic sample content. To download the EnGage player ISO file, please contact ComQi customer service desk (1-866-387-7667) or your account manager.

Which Engage Environment?

The player ISO file will also include default configuration for connecting to one of the ComQi EnGage environments. Be sure to note which environment the media player is going to connect to when selecting an ISO file for imaging. The name of the environment will be in the ISO file name as either prd, var or cl3.

Example: EnGage.64-8.9.1-30-**prd**-cacert.iso

Imaging Instructions

Follow the steps below to image a digital signage PC with the EnGage player software.



NOTE: In order to duplicate an imaged drive there a certain steps of this process that will differ. Please review the “Drive Duplication” section of this document before imaging any players.

Step 1) Connect the player hardware to a screen and connect the USB keyboard to the player hardware. If the player is powered ON, turn the player OFF.

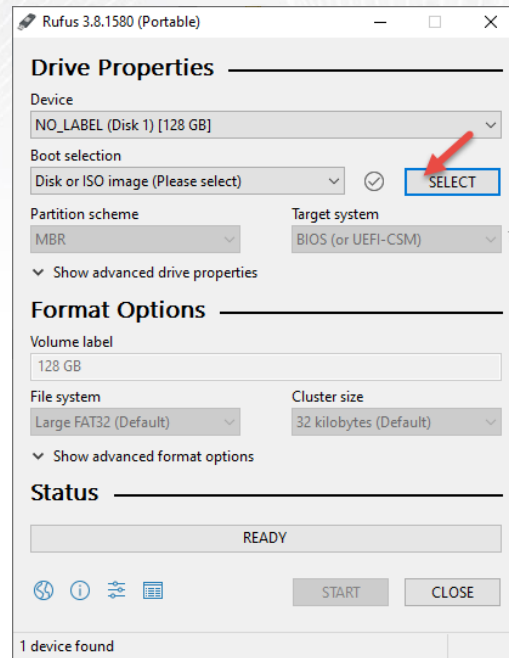
Step 2) Insert the USB key into your PC and note the drive letter.

Be sure the USB drive does not contain any data. If it does contain data, delete or backup all the data before proceeding to the next step. When the Rufus utility is used to copy the ISO file onto a USB flash drive, it will automatically format the USB flash drive.

Step 3) Run the Rufus utility by double-clicking the downloaded Rufus-2.8exe file. The USB key must be inserted before running the Rufus software. If the Rufus utility hasn't been downloaded to the local PC, download it from the following location:

- Windows: <https://github.com/pbatard/rufus/releases/download/v3.8/rufus-3.8p.exe>
- Mac: Not available.

Step 4) Select the ISO file by clicking on the “Select” button, as shown in the image below. Browse to the location of the ISO file and click the “Open” button.



Step 5) Be sure the correct device (the USB flash drive) is selected from the “Device:” dropdown list. If not, select the correct device.

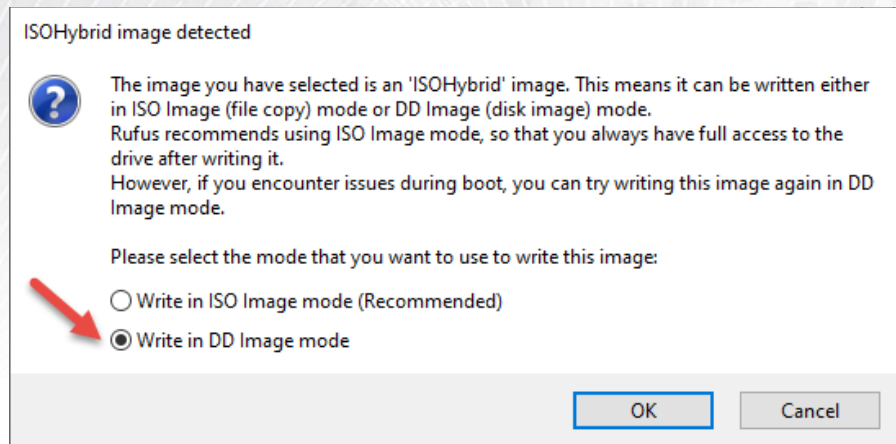
Step 6) Type in a drive label under the “New volume label” field.

Hint: Use a label that will describe the key. For example, R89-VAR could be used to describe the key as R8.9 firmware for the VAR environment. Spaces or periods should not be used in the label name.



WARNING: The next step will delete all the data the USB Flash drive.

Step 7) Leave the other options set to their default values. Click the “Start” button. When prompted select the “Write in DD Image Mode” and click “OK”.

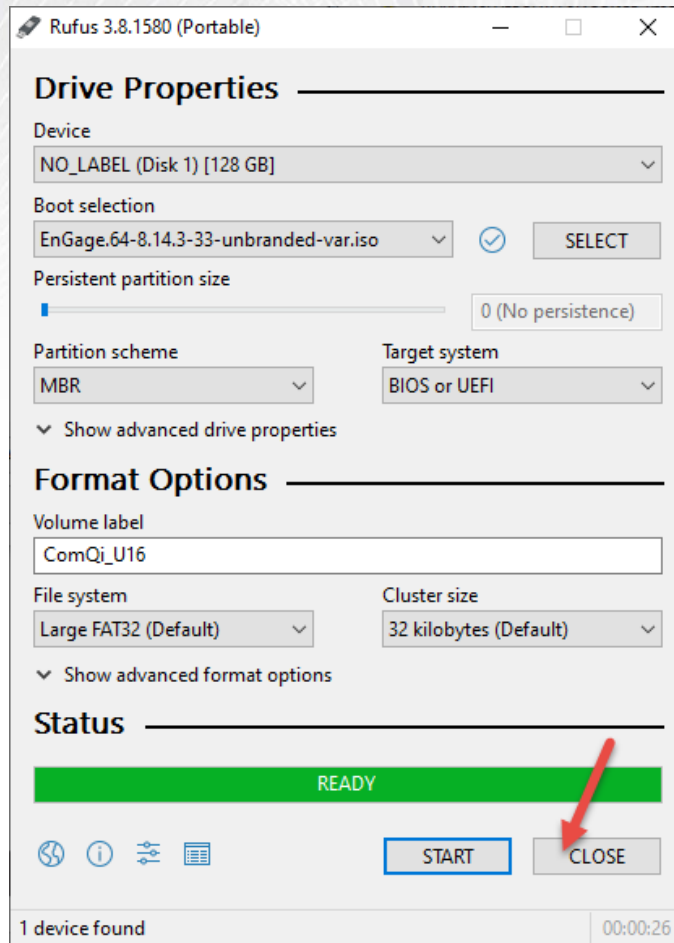


Then click the “OK” button to confirm that drive will be reformatted before the image is written to the drive.



The utility will now write the ISO file to the USB flash drive. This process takes around 30 seconds to 10 minutes to complete depending on the speed of the USB flash drive.

Step 8) The progress of ISO writing process can be seen from the status bar. Once it's complete, click the “Close” button, which will close the Rufus utility.



Step 9) Remove the USB flash drive from the PC and insert it into a USB slot on the player hardware. The player hardware should be power off at this point.

Step 10) The next step is to set the player to boot from the USB flash drive within the players BIOS settings. **Every player model will have a different BIOS and settings.**

On some players the “Boot Order” will need to be changed in the BIOS and then the settings saved. Other player hardware will provide an option for an “alternative boot device”. On most player hardware the “Delete” key enables users to get access to the BIOS when it is booting up. Tapping the “Delete” key every second just after powering on the player should give access to the BIOS. If the BIOS has a password, contact ComQi’s customer support department or the hardware vendor for this information.

For player specific BIOS settings and imaging instructions, see the model specific imaging document.



WARNING: The next step will delete all the data and partitions from the hard disk on player hardware.

Step 9) Once the BIOS settings have been changed to boot off the USB flash drive and the settings have been saved, the player will reboot. At this point, the player hardware should boot off the USB drive and load the imaging software automatically.

Step 12) Once the imaging is complete, a prompt will be shown to remove the USB flash drive and reboot the player. **If Drive Duplication is to be used to image many players, do not power on the device again until reading the “Drive Duplication” section of this document.** Otherwise, remove the USB flash and reboot the player.

Step 13) The player will reboot. It is important to let the player power up without interruption since it will need to install some patches and do the initial configuration. This process is automatic, but must be done for the software to complete the installation. While the player boots up a checklist will appear. Within the list, the MAC address of the player will be displayed. Make note of the MAC address.

Step 14) Send the MAC address and player hardware details to your ComQi account manager or EnGage manager who will add your player to the EnGage account. Newly added players should be listed in the “New Player” folder within the Sites->Players tab in Engage. The player will be listed by the MAC address.

Drive Duplication

As of the R8.9.1 firmware, media players can be imaged via drive duplication methods. However a certain method **MUST** be followed to properly duplicate the drives. When a media player starts up for the first time after it has had its drive imaged (either via USB key or duplication software) it locks onto a MAC address of one of the Ethernet ports and writes this into a configuration file. This is permanent and cannot be changed without re-imaging the player. In order to create a master image without the MAC address being included, it should be **powered off after the imaging process** and not allowed to be power on again. Once powered off, a master image can be created from the players' drive that will not have the MAC address configuration file included.

Requirements:

- A master drive image should be created for specific hardware and cannot be reused on any differing hardware.
- The ISO firmware version must be R8.9.1 or greater.
- If a player being used as the "master image" is restarted, its drive should not be duplicated since its MAC address will also be duplicated to all receiving drives.

EnGage Commissioning

Once the player is imaged and restarted, it will attempt to connect to EnGage. Once connected, it will need to be assigned to a site and "Commissioned" before the connection status is available. When the connection status turns "green" it will download the assigned content. Refer to the EnGage->Help section for more information about content management.

Contacting ComQi Support

For help or more information please contact the ComQi customer support department at: 1-866-387-7667 or your account manager.