

# Firmware Upgrades

## This page gives information about firmware upgrades

We are doing our utmost to improve your Zebrix experience on the CMS but the devices on site (screens, players) are also subject to improvement over the years. Such improvement can be bug fixes, performance optimizations or even new features when supported by the hardware.

How are these improvements added to the devices ? by upgrading the firmware of the device.



**Firmware is like the inner operating system of any advanced electronic device**

Zebrix allows the remote installation of new firmware through the CMS.


The choice and action of device's firmware upgrade belongs to the administrator(s) of a Zebrix account. However, we remain available to assist you if needed.

Whenever a new firmware is available, you can find it on the hardware tools of a Zebrix device (Player or Screen) :

Name	Status	Description	Action
allow-iframe.zeb	Stable	This extensions will allow zebrix to display any web page in web zone even when the website has defined via "x-frame" that is shouldn't be possible. Please install this extension only if you know what you are doing. PLEASE NOTE: this extensions needs to be reinstall after firmware upgrade.	Install
ignore-https-certificate-errors.zeb	Test	This plugin will force zebrix web engine to ignore https certificate errors for web zone content. This option is useful for local web content that has an https certificate that is not or (can't be) signed by a valid CA (certification authority). WARNING: https certificates errors will be ignored, security might suffer! Please use this plugin only if you know what you're doing. THIS PLUGIN NEEDS TO BE RE-INSTALLED AFTER ANY FIRMWARE UPDATE.	Install
wifi-reconnect.zeb	Stable	ONLY IN CASE OF WIFI USAGE: this extension acts as a wifi watchdog that will check the status of the wifi connection every 10 minutes and insure the wifi connection is working properly. It will force the re-connection to the wifi network if required. As a last resort solution, if the re-connection fails for any reason, the external player will completely reboot (@ 6 am & 2 pm). Please install this extension only if you know what you are doing. PLEASE NOTE: this extensions needs to be reinstall after firmware upgrade. When installed on a player, a "+wr" will be append to firmware version.	Install
zebrix-player-firmware-20.06-01.zeb	Stable	New version of zebrix player firmware. Change log : (fix) zebrix player API problem that might cause disconnection of the player from the CMS and blackscreen	Install

Note the status of the update, the tag is green and marked as “stable” which indicates it has been thoroughly tested by our technical team and that it is safe to upgrade the firmware of the device.

To upgrade the firmware of any Zebrix device, simply select the desired firmware on the list then click on “install” The device will download the firmware (depending on the site connection quality this part can take more or less time), when the update file is properly downloaded, the device will install the update automatically and then reboot and resume playback

 **A Zebrix device usually takes less than 10 minutes to complete the update process once it's started (after the update file is properly downloaded)**

## Here are a few tips about the firmware upgrades

Although the firmware update process is a proven functionality in Zebrix, it should always be used while following some common IT rules :

- If it is not broken, do not try to fix it : meaning if your device is working flawlessly and does not need an update, do not update it (Should there be a recommended update to install, we will communicate and encourage you to do so)
- Avoid launching updates to a device in the middle of the working day (or on a device where the audience can see the device updating)
- Always try to launch any update in closed store hours or off-peak hours
- When using a new update, always update one device and monitor it for some time before deploying the update on a bigger scale
- Avoid update players with a specific configuration such as LED screens, touch screens, or with a particular network configuration
- If you are not sure about an update, please contact us before taking any action.
- If you meet any difficulty in the update process, do not go further and contact Zebrix support for assistance.

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