

## Redeploying IX-SOFT to a New PC

This guide explains how to redeploy IX-SOFT to a new PC, or how to reinstall it if needed. The procedures are shown using IXG Support Tool, and these instructions assume that the system's configuration file functions properly.

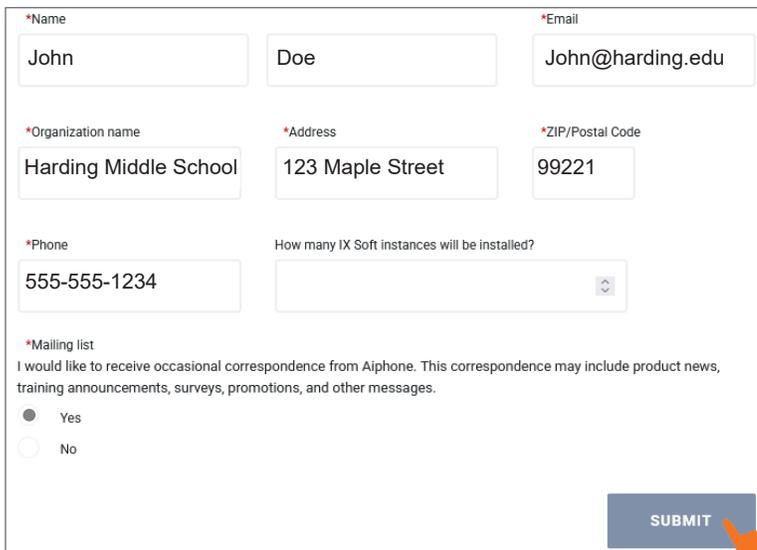
If IXG Support Tool has not been installed, it can be downloaded here: <https://www.aiphone.com/IXG-SupportTool>  
This link can also be used to update IXG Support Tool to the newest version.

This application note explains how to export the system configuration from one PC running IXG Support Tool to another: <https://aiphone.com/ixg-export-import>

If the system was programmed with the IX Support Tool instead, please consult this guide: <https://aiphone.com/move-ix-soft-ix-support-tool>

### Installing IX-SOFT

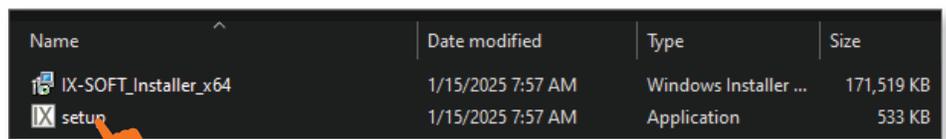
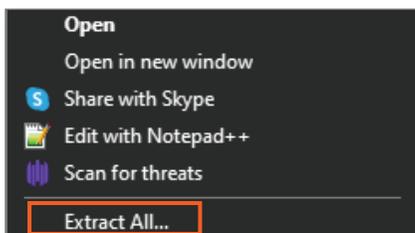
To download the IX-SOFT installation package onto the new PC, navigate to <https://www.aiphone.com/ix-soft-download-64bit>. Scroll down the page and click **Download 64 Bit Version**. A pop-up will appear asking for contact information. Fill it out and click **Submit**.



A contact information form with the following fields and options:

- \*Name**: First name "John", Last name "Doe"
- \*Email**: "John@harding.edu"
- \*Organization name**: "Harding Middle School"
- \*Address**: "123 Maple Street"
- \*ZIP/Postal Code**: "99221"
- \*Phone**: "555-555-1234"
- How many IX Soft instances will be installed?**: A dropdown menu.
- \*Mailing list**: "I would like to receive occasional correspondence from Aiphone. This correspondence may include product news, training announcements, surveys, promotions, and other messages." with radio buttons for "Yes" (selected) and "No".
- SUBMIT** button.

The file will download to the default location set in the browser, usually the computer's download folder. Use the PC's extraction utility to decompress the folder. The appearance can vary depending on what software is installed on the PC. Open the newly extracted folder and double click on **Setup**. Follow the prompts to install IX-SOFT.

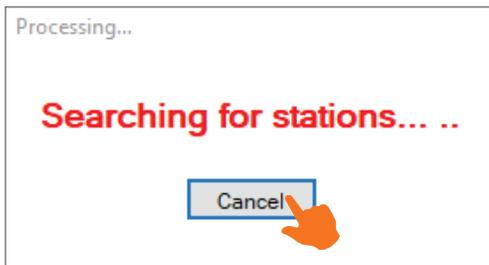


| Name                  | Date modified     | Type                  | Size       |
|-----------------------|-------------------|-----------------------|------------|
| IX-SOFT_Installer_x64 | 1/15/2025 7:57 AM | Windows Installer ... | 171,519 KB |
| IX setup              | 1/15/2025 7:57 AM | Application           | 533 KB     |

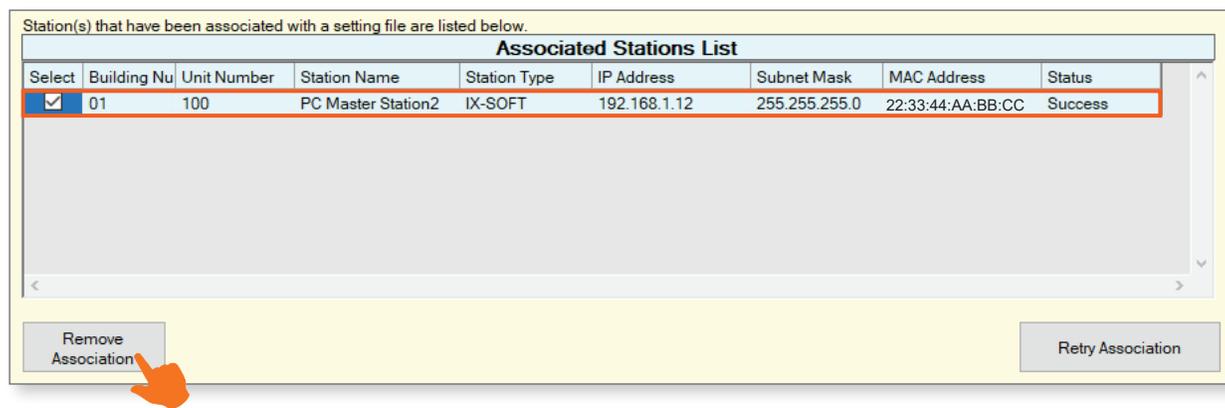
## Removing the Existing PC's Association Settings

In IXG Support Tool, stations and IX-SOFT instances have their IP addresses associated with a MAC address, which is how the system keeps track of each station or software. The association with IX-SOFT and the existing PC will need to be removed.

Open IXG Support Tool on the programming PC. Navigate to **Connection(S)**, *Association Settings* on the top menu. A station search will automatically begin; click **Cancel** to end it early.



Scroll down to the bottom of the page. Find the IX-SOFT instance under the **Associated Stations List** and select its check mark. Click **Remove Association**.



## Associating the New PC

Once the old association is removed, the IX-SOFT instance will need to be associated with the new PC. IXG Support Tool can either configure IX-SOFT on the same PC where it is installed, or a separate PC on the same network.

If IX-SOFT will be installed on a separate PC, navigate to **File(F)**, *IXG Support Tool Settings* on the top menu. Use the Select NIC drop-down menu to choose the network connection that will be used. Click **OK**.



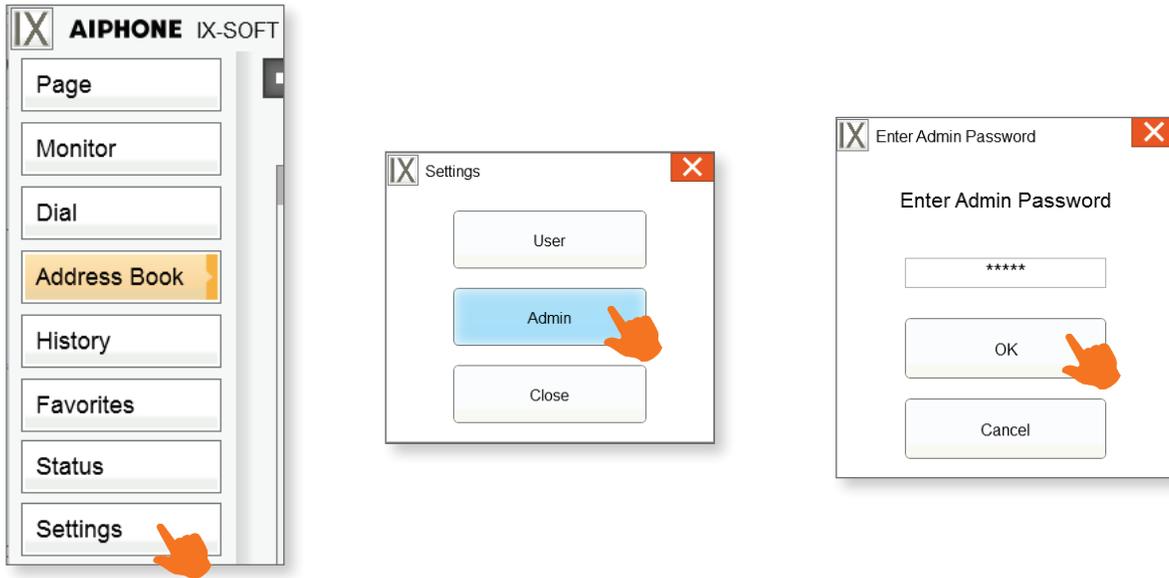
Make sure that the network information assigned to the IX-SOFT instance matches its new PC. Consult the site's network administrator to see what information should be used. Once that is established, navigate to **Network Settings**, *IP Address* on the left hand menu. If the IP address or subnet mask for IX-SOFT needs to be adjusted, make the change in the appropriate cells and click **Save**.

| Station Type      | IP Address |            |               |              |     |   |    |             |     |     |   |
|-------------------|------------|------------|---------------|--------------|-----|---|----|-------------|-----|-----|---|
|                   | Hostname   | IP Version | Static / DHCP | IPv4 Address |     |   |    |             |     |     |   |
|                   |            |            |               | IP Address   |     |   |    | Subnet Mask |     |     |   |
|                   |            |            |               | 1            | 2   | 3 | 4  | 1           | 2   | 3   | 4 |
| IX-MV7-*          |            | IPv4       | Static        | 192          | 168 | 1 | 10 | 255         | 255 | 255 | 0 |
| IX-DV, IX-DVF(-*) |            | IPv4       | Static        | 192          | 168 | 1 | 11 | 255         | 255 | 255 | 0 |
| IX-SOFT           |            | IPv4       | Static        | 192          | 168 | 1 | 12 | 255         | 255 | 255 | 0 |

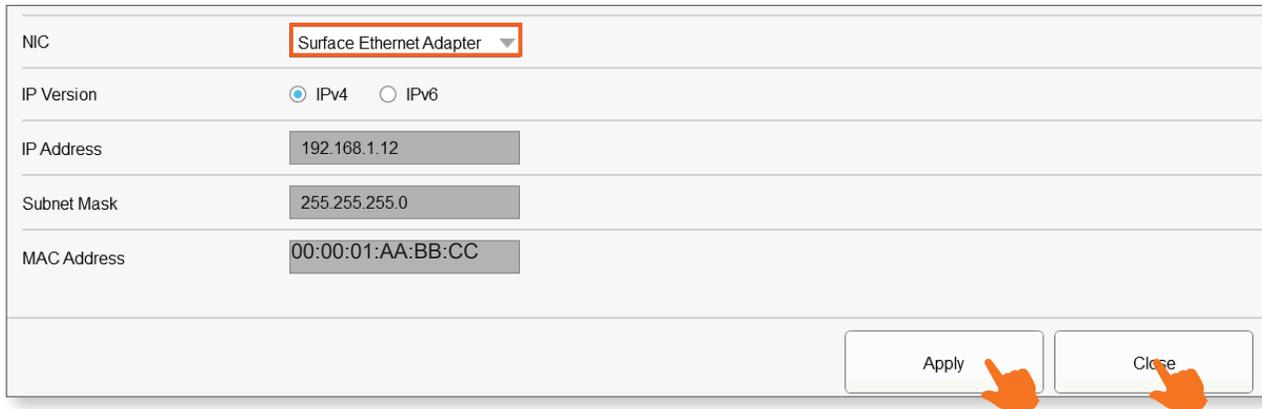


## Associating the New PC (continued)

To make sure that IX-SOFT uses the proper NIC to connect, open the new IX-SOFT instance and click **Settings**, then click **Admin**. The software will ask for a password. Enter **admin** in lower case, then click **OK**.



Navigate to **Device**. Use the drop-down menu next to **NIC** to select the proper network connect, and click **Apply**, then **Close**.



Leave IX-SOFT open in the background for the next steps.

**i** After final programming, the Admin password will change to whatever is set in IXG Support Tool under **Station Information, ID / Password**.

## Associating the New PC (continued)

Back in IXG Support Tool, navigate to **Connection(S), Association Settings**. Under **Station Settings List**, select the IX-SOFT instance that will be assigned to the PC. Select the IX-SOFT instance found under **Station List**. Click **Apply**

### Association Settings

1. Select the setting file to be linked with the chosen station.

| Select                           | Building Nu | Unit Number | Station Name        | Station Type     | Hostname | IP Address   | Subnet Mask   | Associated |
|----------------------------------|-------------|-------------|---------------------|------------------|----------|--------------|---------------|------------|
| <input type="radio"/>            | 01          | 100         | Master Station1     | IX-MV7-*         |          | 192.168.1.10 | 255.255.255.0 | -          |
| <input checked="" type="radio"/> | 01          | 100         | PC Master Station2  | IX-SOFT          |          | 192.168.1.12 | 255.255.255.0 | -          |
| <input type="radio"/>            | 01          | 200         | Video Door Station1 | IX-DV,IX-DVF(-*) |          | 192.168.1.11 | 255.255.255.0 | -          |

2. Select the station to associate with the setting file.

Enter station MAC address:   Enter Station ID and Station Password.

ID(Administrator)

Password(Administrator)

Search and select station within local network:

| Select                           | Building Nu | Unit Number | Station Name | Station Type | IP Address   | Subnet Mask   | MAC Address       | Associated |
|----------------------------------|-------------|-------------|--------------|--------------|--------------|---------------|-------------------|------------|
| <input checked="" type="radio"/> |             |             | ｲﾝﾀｰﾈｯﾄ端末1   | IX-SOFT      | 192.168.1.12 | 255.255.255.0 | 70-BC-10-8B-36-EB | -          |

If multiple NICs are active on this PC, designate the NIC that IXG Support Tool will use in "IXG Support Tool Settings" in the File menu.

**i** Before being associated, the name of the IX-SOFT instance will display Japanese characters. This is normal.

If an IX-SOFT instance installed on a separate PC does not show up in station search, the MAC address for the appropriate NIC can be manually entered instead. The MAC address can be viewed in IX-SOFT in the settings section shown on page 3 of this document. Select the radio button next to **Enter MAC address** and fill in the address. Select the IX-SOFT instance under **Station List** and click **Apply**. Repeat these steps for all IX-SOFT instances that are being moved.

2. Select the station to associate with the setting file.

Enter station MAC address:   Enter Station ID and Station Password.

ID(Administrator)

Password(Administrator)

Search and select station within local network:

| Select                           | Building Nu | Unit Number | Station Name | Station Type | IP Address   | Subnet Mask   | MAC Address       | Associated |
|----------------------------------|-------------|-------------|--------------|--------------|--------------|---------------|-------------------|------------|
| <input checked="" type="radio"/> |             |             | ｲﾝﾀｰﾈｯﾄ端末1   | IX-SOFT      | 192.168.1.12 | 255.255.255.0 | 70-BC-10-8B-36-EB | -          |

If multiple NICs are active on this PC, designate the NIC that IXG Support Tool will use in "IXG Support Tool Settings" in the File menu.

## IX-SOFT Licensing (USB Dongle)

IX-SOFT requires a license to operate. If the old PC used an IX-SOFT USB dongle, transferring the license is as simple as plugging the dongle into a USB port on the new PC.



## IX-SOFT Licensing (IXW-MA-SOFT and IXW-MAA-SOFT)

If the license is being provided by an IXW-MA(A)-SOFT, most likely the stations do not need to be adjusted. With these settings configured, when IX-SOFT launches, it communicates with the IXW-MAA-SOFT for its software license. As long as the IXW-MAA-SOFT's IP address is the same and is accessible by the new PC, it will function like before.

If the IXW-MAA-SOFT's IP address has changed, these steps will allow the IX-SOFT to continue to get its license. In IXC Support Tool, navigate to **Function Settings**, SIF.

Make sure that the following settings are configured for each IX-SOFT instance that will get its license this way:

- SIF Functionality:** Enabled
- Program Type:** 1111
- IPv4:** IP Address for the IXW-MA(A)-SOFT
- Destination Port:** 65060
- SSL:** Enable
- Connection:** Socket

Scroll right and check the box under **Initialization Notice**. Repeat these steps for each IX-SOFT instance and click **Save**.

| Station Type      | SIF Functionality | SIP URI Format | No.01        |                             |
|-------------------|-------------------|----------------|--------------|-----------------------------|
|                   |                   |                | SIF Settings |                             |
|                   |                   |                | Program Type | IPv4                        |
| IX-MV7-*          | Disable           | Disable        | 0100         | Enter the IXW-MA IP address |
| IX-DV, IX-DVF(-*) | Disable           | Disable        | 0100         | Enter the IXW-MA IP address |
| IX-SOFT           | Enable            | Disable        | 1111         | 192.168.1.14                |
| IXW-MA            | Disable           | Disable        |              |                             |

| Destination Port | SSL    | Connection |
|------------------|--------|------------|
| 65014            | Enable | Socket     |
| 65014            | Enable | Socket     |
| 65060            | Enable | Socket     |

| Initialization Notice               |
|-------------------------------------|
| <input type="checkbox"/>            |
| <input type="checkbox"/>            |
| <input checked="" type="checkbox"/> |
| <input type="checkbox"/>            |



## Upload Settings to Stations

Navigate to **Connection(S)**, *Upload Settings* on the top menu. Select all stations and click **Settings**. The upload process will begin and may take several minutes.

### Setting File Upload

Select the station(s) to upload the Setting File(s):

| Station List                        |             |             |                     |                  |        |
|-------------------------------------|-------------|-------------|---------------------|------------------|--------|
| Select                              | Building Nu | Unit Number | Station Name        | Station Type     | Status |
| <input checked="" type="checkbox"/> | 01          | 100         | Master Station1     | IX-MV7-*         | -      |
| <input checked="" type="checkbox"/> | 01          | 100         | PC Master Station2  | IX-SOFT          | -      |
| <input checked="" type="checkbox"/> | 01          | 200         | Video Door Station1 | IX-DV,IX-DVF(-*) | -      |

Select Station by Type.  
All

Select file type to be uploaded.

## Exporting the Program File

Navigate to *File(F)*, Export System Configuration. Click **Export** and choose a destination to place the configuration folder, then click **Finish** to close the window. This entire folder is needed to import the settings into a copy of IXG Support Tool on another PC.

### Export Settings

Use Export button to back up the system configuration files .

For more details about the features and information above, please contact Technical Support.