

Redeploying IX-SOFT to a New PC

This guide explains how to redeploy IX-SOFT to a new PC, including how to program the software and apply the software license. The procedures are shown using IX Support Tool, and these instructions assume the system's configuration file is already functional.

If IX Support Tool has not been installed, it can be downloaded here: <https://www.aiphone.com/IX-SupportTool>

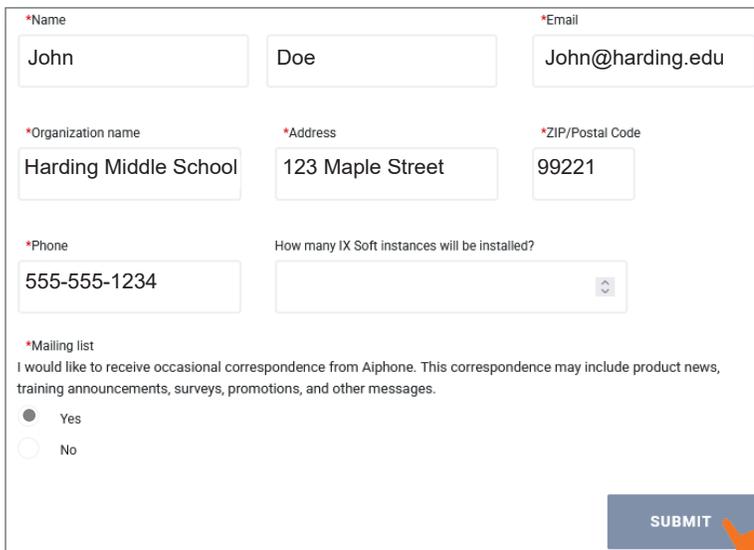
These instructions are written for IX Support Tool version 11.0.0.2, which includes improvements for IX-SOFT support. If an older version is installed, it is recommended to use the link above to download the updated software.

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

If the system was programmed with the IXG Support Tool instead, please consult this guide: <https://aiphone.com/move-ix-soft-ixg-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**.

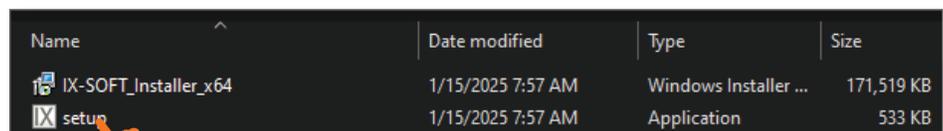
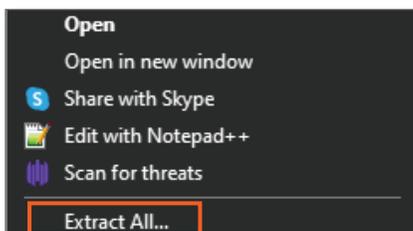


A contact information form with the following fields and values:

- *Name: John 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?: (dropdown menu)
- *Mailing list: Yes, No

The form includes a "SUBMIT" button at the bottom right, which is highlighted with an orange arrow.

The file will download to the default location set in the browser, usually the computer's download folder. Right click on the item and 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.



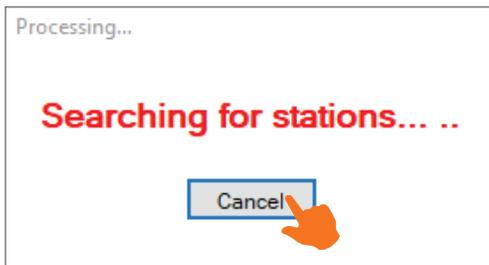
Name	Date modified	Type	Size
IX-SOFT_Installer_x64	1/15/2025 7:57 AM	Windows Installer ...	171,519 KB
IX setup	1/15/2025 7:57 AM	Application	533 KB

The "IX setup" file is highlighted with an orange arrow.

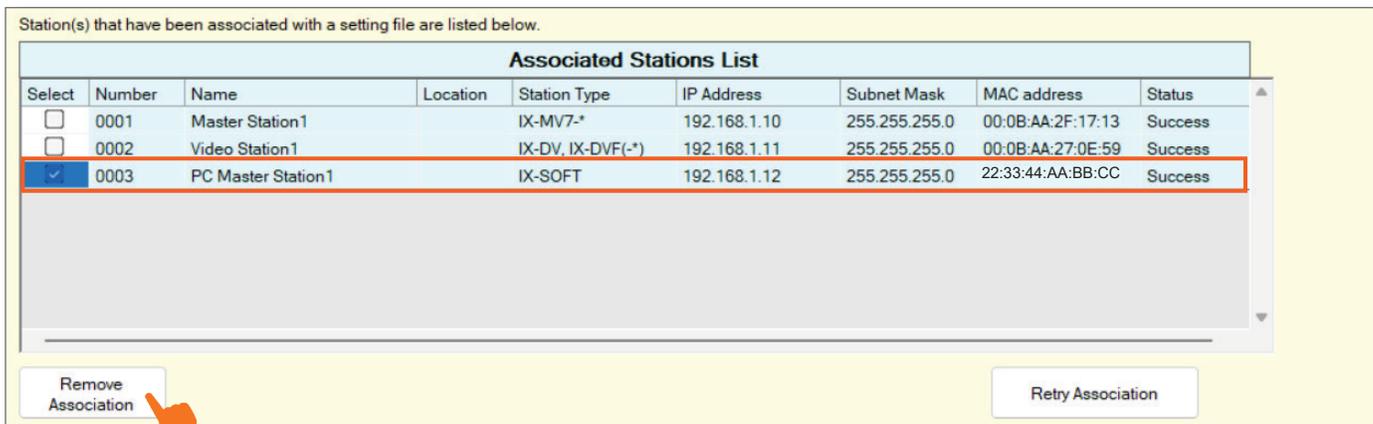
Removing the Existing PC's Association Settings

In IX 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 instance. The association with IX-SOFT and the existing PC will need to be removed.

Open IX Support Tool on the programming PC. Navigate to **Tools(T)**, *Association Settings* on the top menu. A station search will begin automatically; 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 gone, the IX-SOFT instance will need to be associated with the new PC. IX Support Tool can either configure IX-SOFT on the removed 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 **Edit(E)**, *IX 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**.



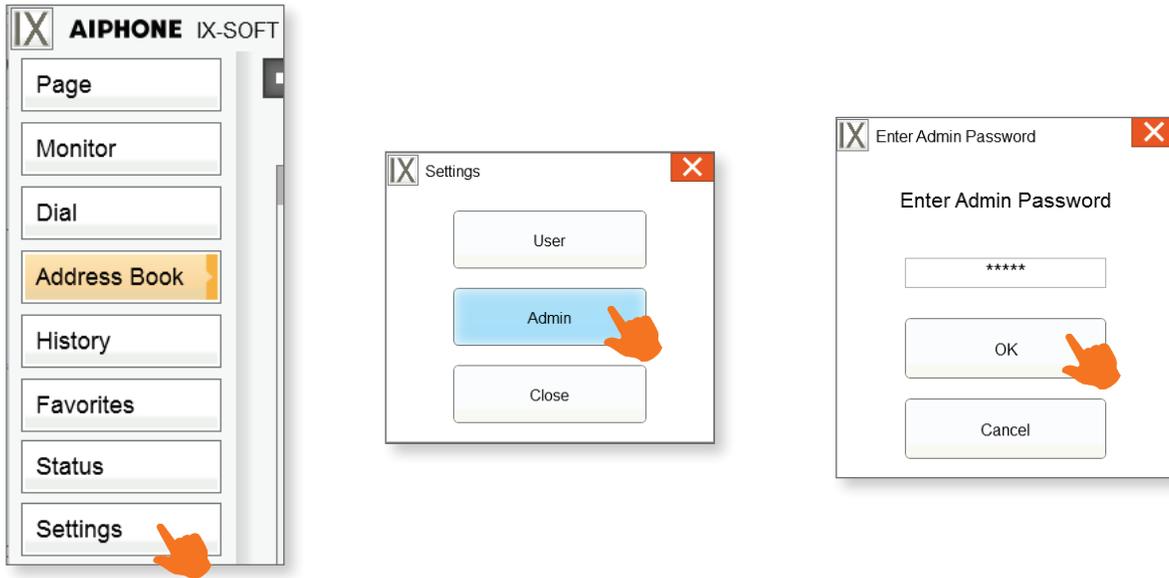
Make sure that the network information assigned to the IX-SOFT instance matches its new PC. Consult the site's network administrator to see what information should be used. Once that is established, navigate to **Network Settings**, *IP Address* on the left hand menu. If the IP address or subnet mask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

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

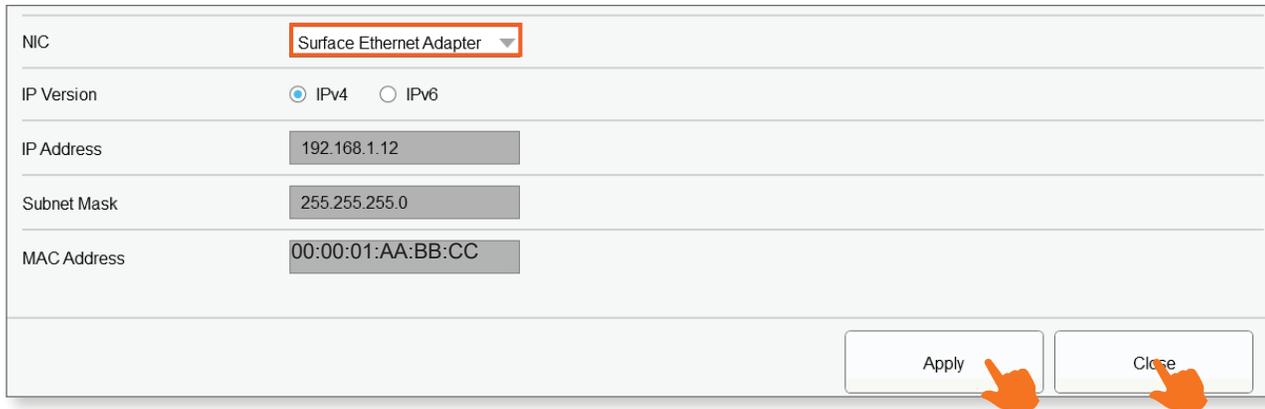


Associating the New PC (continued)

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 connection. 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 IX Support Tool under **Station Information, ID and Password**.

Associating the New PC (continued)

Back in IX Support Tool, navigate to **Tools(T)**, *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:

Station Settings List								
Select	Number	Name	Location	Station Type	Hostname	IP Address	Subnet Mask	Associated
<input type="radio"/>	0001	Master Station1		IX-MV7*		192.168.1.10	255.255.255.0	-
<input type="radio"/>	0002	Video Station1		IX-DV, IX-DVF(*)		192.168.1.11	255.255.255.0	-
<input checked="" type="radio"/>	0003	PC Master Station1		IX-SOFT		192.168.1.12	255.255.255.0	-

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

Enter station MAC address: Different Networks Administrator ID

Search and select station within local network: Administrator Password

Station List								
Select	Number	Name	Location	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	-

i Before being associated, 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: Different Networks Administrator ID

Search and select station within local network: Administrator Password

Station List								
Select	Number	Name	Location	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	-

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 asks 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 IX 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 **Update**.

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 **File(F)**, *Upload Settings to Station* 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						Text in red are required settings.
Select	Number	Name	Location	Station Type	Status	
<input checked="" type="checkbox"/>	0001	Master Station1		IX-MV7-*	-	
<input checked="" type="checkbox"/>	0002	Video Station1		IX-DV, IX-DVF(-*)	-	
<input checked="" type="checkbox"/>	0003	PC Master Station1		IX-SOFT	-	

Select Station by Type:
All

Select file type to be uploaded

Exporting the Program File

Navigate to *File(F)*, *IX Support Tool 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 IX Support Tool on another PC.

Export Settings

Use Export button to back up the system configuration files .