



Technical Support White Paper

USB Stick Creator

Document: TechDoc00001

Version: 1.0

Date: 03/19/2009

Copyright © 2009 Control4. All Rights Reserved.

Control4 External Confidential
Saved: 3/23/2009 11:53:00 AM

USB Stick Creator

Page 1 of 15

Technical Support White Paper: USB Creator

Disclaimer

Control4 makes no representations or warranties with respect to this publication, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Control4 reserves the right to make changes to any and all parts of this publication at any time, without any obligation to notify any person or entity of such changes.

Trademarks

©2009 Control4. All rights reserved. Control4, the Control4 logo and Everyday Easy are registered trademarks or trademarks of Control4 Corporation in the United States and/or other countries. All other names or brands may be claimed as property by their respective owners. Pricing and specifications subject to change without notice.

Contact Information

Control4 Corporation
11734 S. Election Road
Salt Lake City, UT 84020 USA
<http://www.control4.com>
Document Number: TechDoc00001

Contents

1. Summary.....	4
1.1 Products Affected	4
1.2 Topic.....	4
1.3 Roles	4
1.4 Related Documents and Resources.....	4
2. Usage Scenario	4
2.1 Restores.....	4
2.2 Installs.....	5
3. Locate and Download the USB Stick Creator Utility	5
4. Create a USB Install and USB Restore Stick	6
5. Manage Local Copies of USB Install and USB Restore Sticks.....	13
6. Tips	14

1. Summary

USB Stick Creator is a program that runs on Microsoft Windows and can be used to create USB Install and USB Restore sticks for the Control4[®] system devices. The program automatically downloads the necessary files from the Control4 Update service using an Internet connection.

Keep local copies of the downloaded USB data, and copy them to your USB sticks when you need to update or perform a restore to your customer's Control4 devices. The USB sticks can be re-created quickly, eliminating the need to download the data from the Internet every time your customer requires an update or a restore. Then carry the USB sticks with you when you need to update or restore Control4 devices to remote locations.

1.1 Products Affected

Control4 Media Controller, Home Theater Controller, Home Controller HC-200, Home Controller HC-300, Home Controller HC-500, Home Controller HC-1000 V1 and V2, 7" and 10.5" Touch Screen, Mini Touch Screen V1 and V2, 7" Table Top Touch Screen, and Speaker Point[®].

1.2 Topic

This topic describes how to download the USB Stick Creator program from the Internet to create a USB Install and USB Restore stick for Control4 system updates or restores.

1.3 Roles

Control4 Dealer, Control4 Installer

1.4 Related Documents and Resources

Technical Support White Paper: USB Restore

Technical Support White Paper: USB Install

2. Usage Scenario

- **Restores.** The Dealer/Installer receives a customer call that a Control4 device is not working. The Dealer/Installer can use USB Stick Creator to create a USB Restore stick. The Dealer/Installer goes to the customer's residence, inserts the USB stick in the device's USB port, and runs the restore to recover the failed device.
- **Installs.** The Dealer/Installer needs to update a customer's project. The Dealer/Installer can use the USB Stick Creator program to create a USB Install stick. The Dealer/Installer goes to the customer's residence, inserts the USB stick into the USB port of the Primary Controller, and updates the project.

2.1 Restores

- When the Dealer/Installer encounters a Control4 device that, for some reason fails to operate, the Control4 Dealer or Installer inserts the USB stick created from the USB Restore utility into the USB port of the failing device and power cycles the device.

- If the USB Restore utility is recovering a Controller device, it will back up the existing project data so that the project can be restored manually at the completion of the recovery process. The Media Database file will be backed up as well. However, no cover art is backed up and no stored mp3 or other media files are backed up. MP3 files and cover art will be erased if run.
- If the device to be recovered is a Media Controller or a Home Controller HC-500 or Home Controller HC-1000, the USB Restore utility does not make any modifications to the hard disk location which stores the media. In most cases, this isn't necessary, as the problem with the device is generally limited to the system partition. Any media stored on the hard drive remains intact after the recovery has completed as long as there wasn't a problem with the hard drive.
- After the device has been restored to the factory default state, it will reboot automatically (except for the Home Controller HC-1000 and 10.5" Touch Screen V2).
- The USB Restore utility has now restored the device to a factory default image of a specific version. If the project is at a different version level, the Dealer will use Composer's Update Manager to update it to the correct version for the system.

2.2 Installs

- The Control4 USB Install utility enables Control4 Dealers and Installers to minimize the time, paperwork, inconvenience, and other costs associated with devices that require updates. Combined with the Control4 USB Creator program, the USB Install utility quickly becomes valuable in your Control4 toolset.
- The USB Install uses either the Composer software or a Touch Screen for updates.

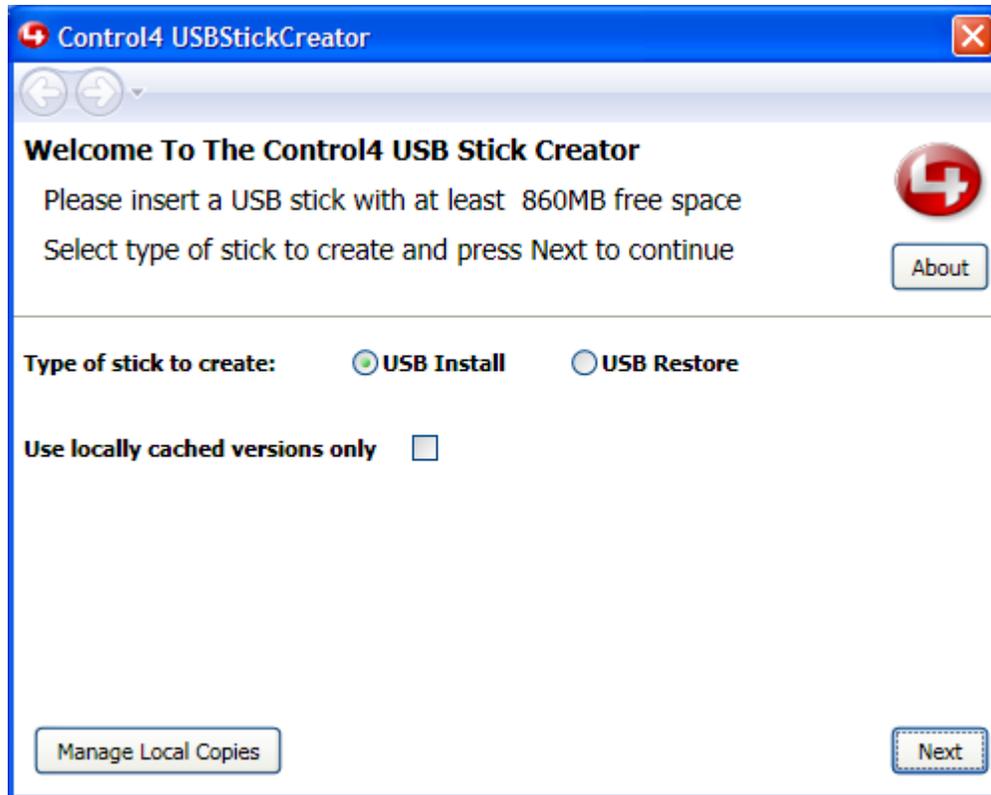
3. Locate and Download the USB Stick Creator Utility

1. Open a Web browser and log in to the Control4 Dealer Web site at: www.control4.com/dealer.
2. Save the downloaded USB Stick Creator files to your local drive.
3. Install the USB Stick Creator program on your local drive. If the Control4 Installer detects that other components are needed to complete the installation (for example, .NET 3.5 Framework), they will automatically be installed.
4. Run the program.
5. Follow the steps in the next section.

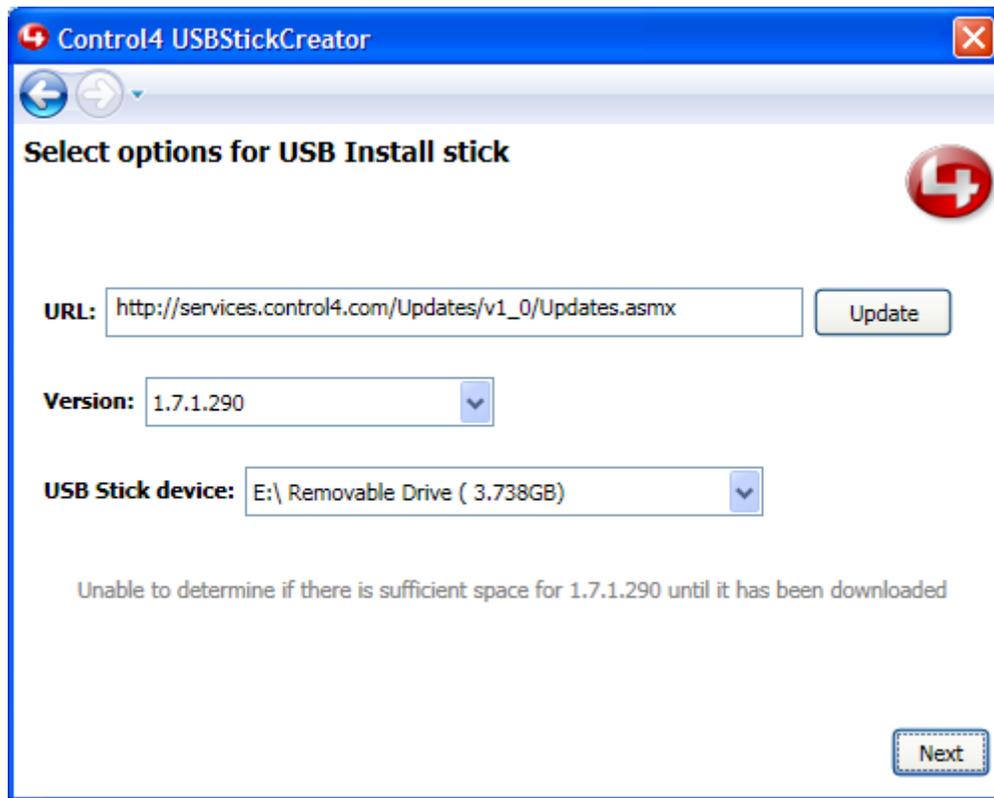
4. Create a USB Install and USB Restore Stick

IMPORTANT: Ensure that the USB stick you use for the USB Restore or USB Install updates does not contain any files you may want to keep. If it does, copy them to another location. USB Stick Creator reformats the USB stick to FAT32 in this procedure. Also, ensure that your USB stick has at least 1 GB of space available.

1. When you start USB Stick Creator, the following page appears:



2. Choose whether you want to create a USB Install stick or a USB Restore stick by clicking the radio button. If you previously created a stick of the same type and version that you want to create now, check **Use locally cached versions only** to prevent the program from checking the Control4 Update service for all available versions.
If you click **Manage Local Copies**, follow the instructions in Section 3, "Manage Local Copies of USB Install and USB Restore Sticks." Refer to that section for more information.
3. Insert the USB stick in your computer's USB port, and click **Next**.
The program searches for all available versions according to your selection (either online or local copies only), and then displays the following page:

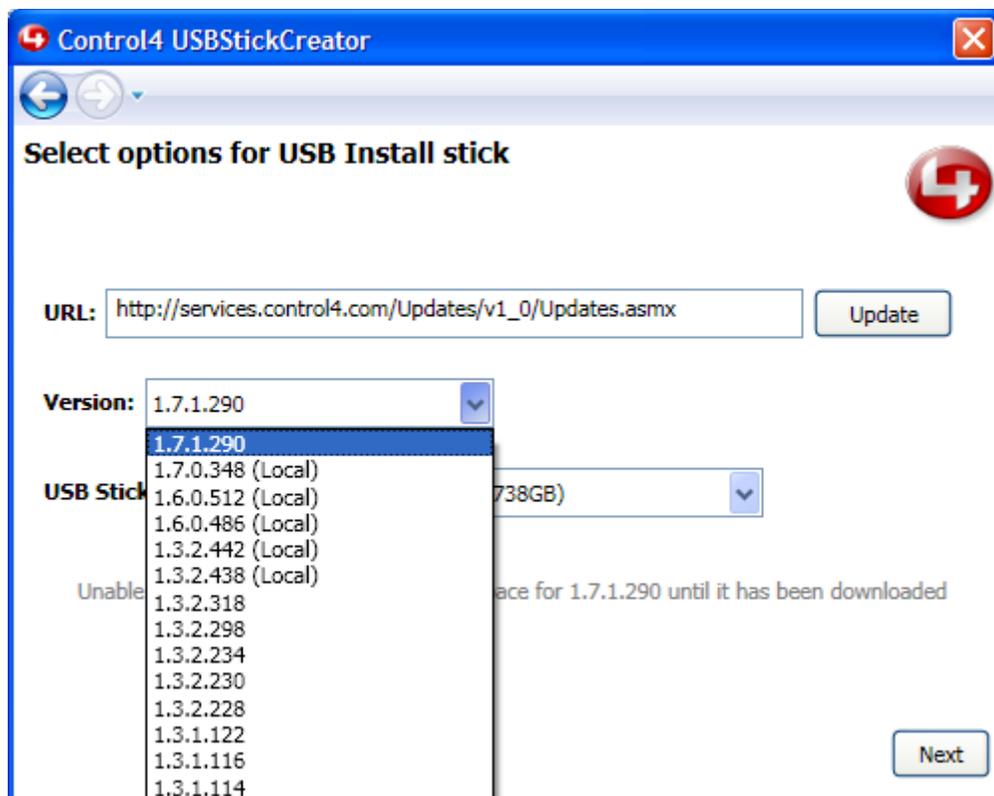


If you checked **Use locally cached versions only** on the previous page, the URL input box and Update button are not displayed, and the version list contains only those versions for which there is a local copy on your computer.

4. When connecting to the Control4 Update service, the default URL for the released versions is used. If you are authorized to do so, you may change the URL to another Update service. If so, click **Update**. The program then searches the Control4 Update service at the specified URL for available versions.

NOTE: When creating a USB Restore stick, the version list contains only final released versions plus any local copies held on your computer. If you need to create a USB Restore stick for a Beta version, contact Control4 Technical Support.

5. Choose the required version from the **Version** drop-down list. All versions for which there is a local copy (previously downloaded from the USB Stick Creator) appear in the list with the text 'Local' next to the version number, as shown below.



6. Use the **USB Stick Device** drop-down list to select the device name of the USB stick on which the USB Install or USB Restore stick is to be created.

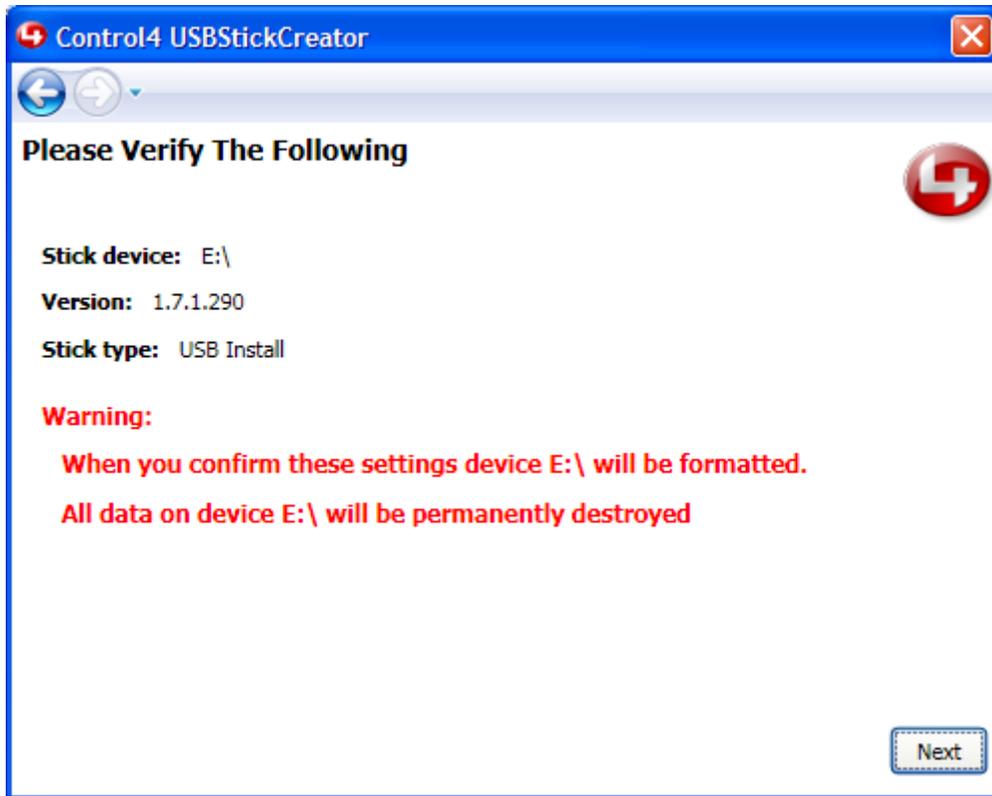
TIP: If you forgot to insert the USB stick into your computer before you clicked **Next** on the previous page, you must now use the left-arrow button at the top left of the page to go back to the previous page, and then insert the USB stick.

If the USB stick is already formatted to FAT32, its total size is displayed next to the device name (if it is not formatted, the size cannot be determined yet); otherwise, the program reformats the USB stick to FAT32 later in this procedure (which will delete all existing files on the stick).

When data for a USB stick is downloaded from the Control4 Update service, USB Stick Creator calculates and stores the space required on the USB stick.

NOTE: If you select a Local version, the program does not allow you to continue if the selected version cannot fit on the USB stick.

7. After you select the version number for the USB stick to create and the device on which to create it, click **Next**. A verification page is displayed.

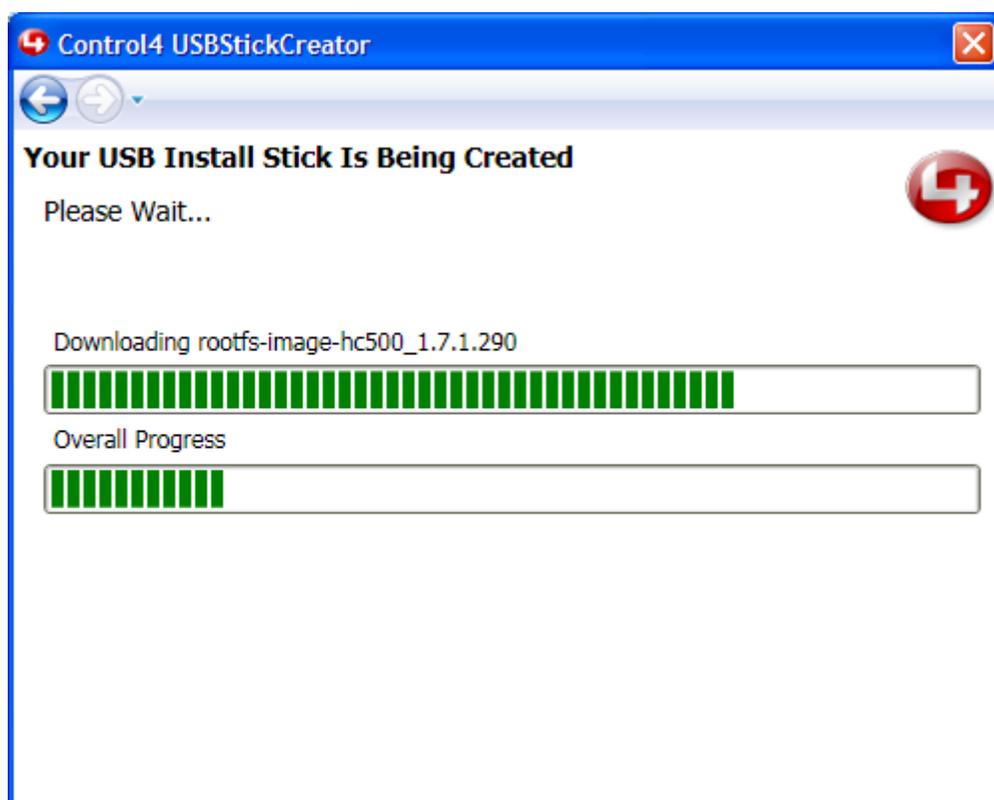


8. Verify that the USB Stick device name, version number, and stick type are all correct. If so, click **Next**.

NOTE: The USB Stick Creator requires exclusive access to the USB stick to reformat it. Before clicking **Next** to proceed, ensure that there are no other programs or Explorer windows open that are accessing the selected USB stick device. Failure to do this will result in the error message "Error locking device. Ensure no other programs are accessing device," and you will have to restart the USB Stick Creator program.

IMPORTANT: The specified device formats to FAT32; any existing data on the device will be permanently destroyed. Control4 cannot be held responsible for any data lost proceeding from this point.

9. The program starts to create your USB Install or USB Restore stick, as shown in the next screen.



The USB Restore is downloaded as a single compressed (zip) file, and may take a long time to download.

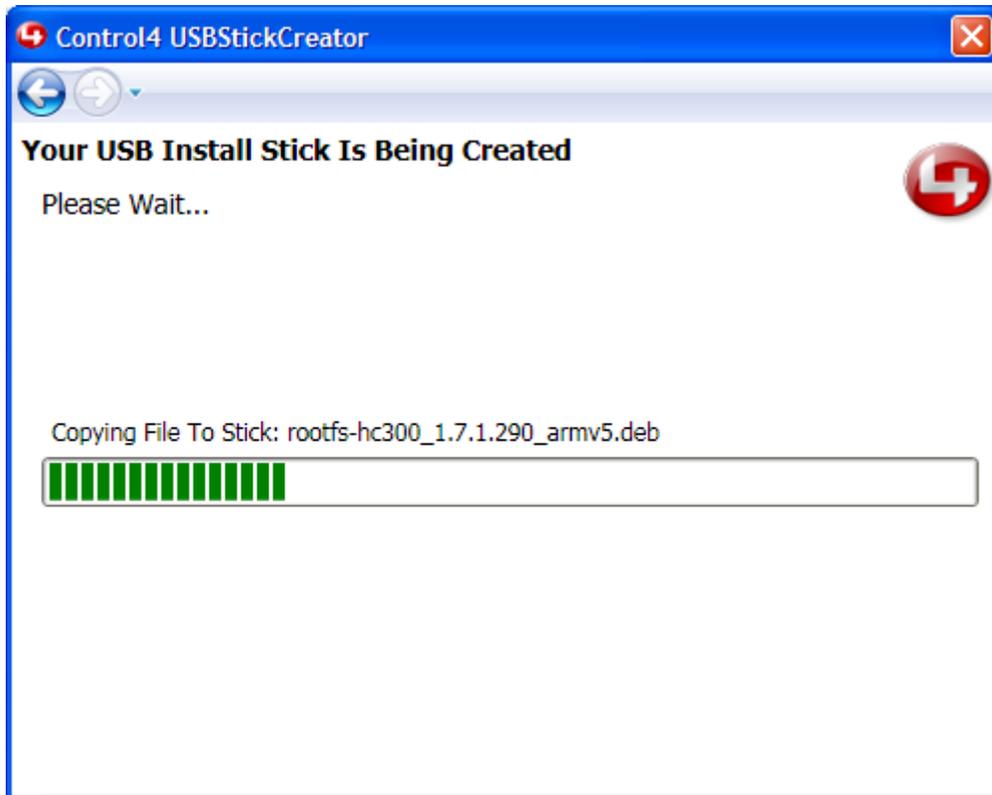
If necessary, the relevant files are downloaded from the Control4 Update service.

The program stores up to a maximum of five (5) versions of each stick type locally for later re-use. If a sixth version is selected, the program will delete the oldest local version (the version downloaded first, by date and time) before starting to download the newly-selected version.

If you select a Local version, the program verifies the integrity of the local copy before it writes to the USB stick. If any missing or corrupt files are detected, a fresh copy of those files is downloaded.

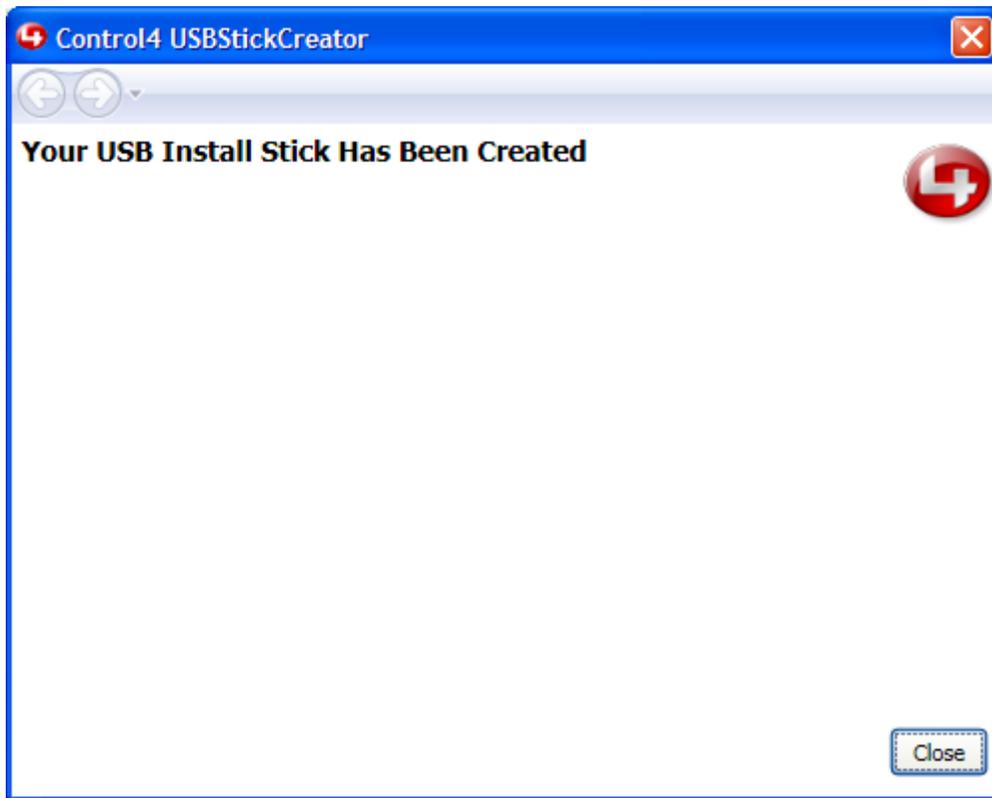
Technical Support White Paper: USB Creator

When all of the files are downloaded and/or verified, they are copied to the USB stick. The file name is displayed above a progress bar as each file is copied to the USB stick, as shown.



Technical Support White Paper: USB Creator

After all of the files are copied to the USB stick, the Completion page displays, as shown next.

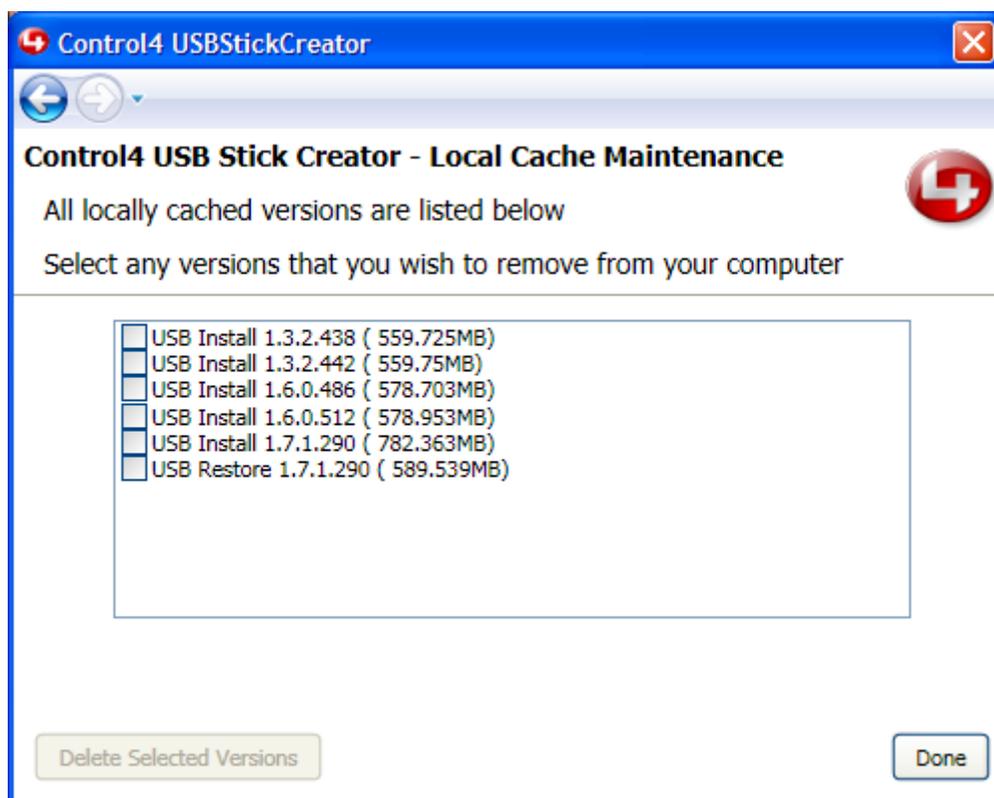


10. The data transfer is now completed. From MyComputer, right-click on the USB Stick, select **Eject**, and then remove the USB stick from the USB port.
11. Clearly mark the USB stick so you know whether the stick contains the USB Restore or USB Install and its versions.

Refer to the Control4 *Technical Support White Paper: USB Install* or *Technical Support White Paper: USB Restore* for instructions about how to load the USB updates to the customer's Control4 devices.

5. Manage Local Copies of USB Install and USB Restore Sticks

On the first page of USB Stick Creator, a **Manage Local Copies** button is displayed in the lower left corner. If this button is pressed, the following page appears:



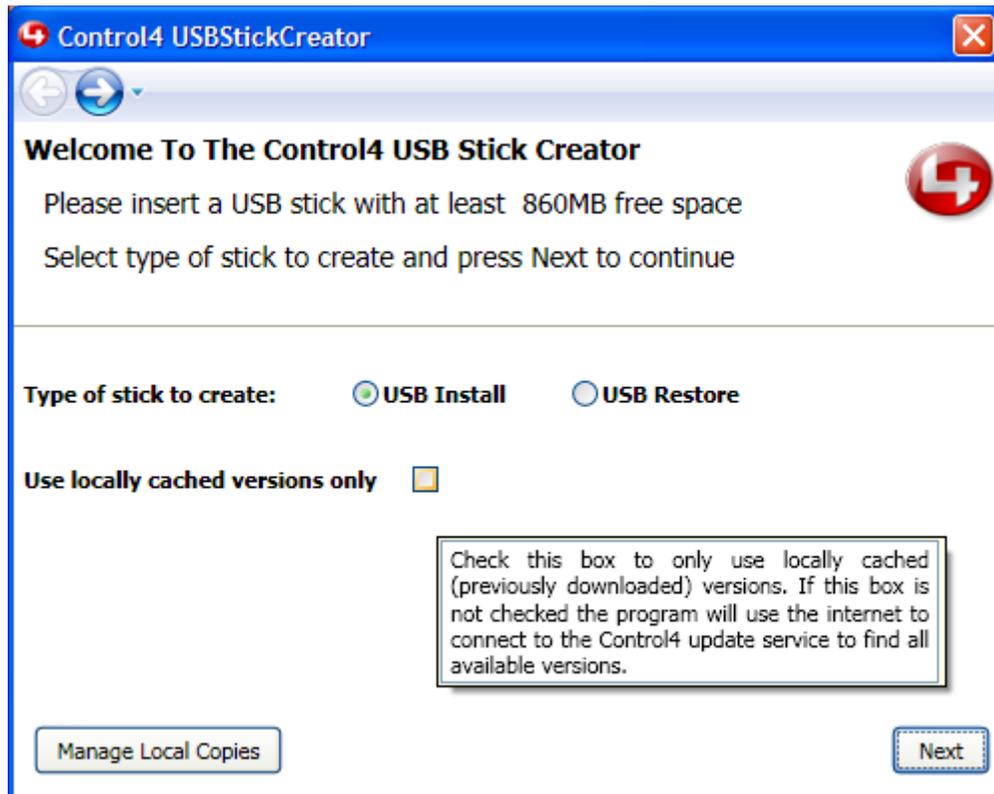
A list of all local copies of the USB Install and USB Restore sticks is displayed along with their size on the USB stick (the actual local copy may take up less space on your computer). If a problem occurred during a download, the local copy is incomplete and shows in this list as 'size unknown.'

To remove unwanted local copies from your computer, do the following:

1. Select any of the local copies on your computer that you want to delete by checking one or more boxes in the list.
2. When you finish your selections, press **Delete Selected Versions** to delete the versions. As each selected version is deleted, a message displays near the bottom of the page.
3. Click **Done** to return to the first page.

6. Tips

If you move the mouse pointer over any of the input or selection boxes in the program, a box with some helpful text is displayed. For example, you can view the text tip when the mouse pointer hovers over the **Use locally cached versions only** check box on the Welcome page.



Technical Support White Paper: USB Creator

The first screen contains an **About** button below the Control4 logo at the top right. Clicking **About** displays the following box with the program version and support information.



For any questions, click **Tech Support** to contact the Control4 Technical Support team.

