



# MERGING HAPI **MkIII**

## Release Notes

## HAPI MkIII FIRMWARE

**Make sure that you are running the latest certified firmware:**

<https://www.merging.com/hapi>

Verify your Hapi firmware version by going to the Hapi Setup menu and open the *System info* page to verify the firmware version installed. Users can also verify the firmware by opening:

- ANEMAN 1.7.0 and above
- MTDDiscovery 15.0.10 and above
- MT Portal 1.2 and above

### Update Procedure

1) Check for new firmware in the «Docs & Downloads» section at [www.merging.com/hapi](http://www.merging.com/hapi)

2) For Automatic updates:

Download the MT Portal application and from there update your Hapi MkIII from MT Discovery, MAD, VAD or ANEMAN by selecting “Show Available Updates”.

Two firmware’s are available. e.g.

- The RAVENNA/AES 67 firmware (Firmware\_1.7.0\_XXXXX.Hapi-III)  
or
- The Dante firmware (Firmware\_1.7.0\_XXXXX.Dante.Hapi-III)

3) For Manual updates:

Right click on the Hapi from MT Discovery or ANEMAN and select “Maintenance Page”

*Note: Google Chrome is the recommended browser. Safari is not recommended.*

4) Do not abort the Firmware Update at anytime, until completion and until the “Reboot” message shows up.

Merging Technologies recommends to update to the latest available firmware. All details on the upgrade procedure can be found in the Hapi MkIII User manual.

## SOFTWARE SUITE WITH HAPI MKIII SUPPORT

- ANEMAN 1.7.0 and higher
- MT Discovery 15.0 and higher or MT Portal
- MAD 2.4.0 and higher
- VAD 3.4.0 and higher
- MT Portal 1.2.0 and higher

## FIRMWARE UPDATES HISTORY

**Firmware\_1.7.0b59675– Release Date:** 21.10.2024

*A complete shut down and restart of your Hapi after this firmware update is always preferred, this is in order to ensure that all your*

- Official Hapi MkIII deployment firmware.

## HAPI MkIII TROUBLESHOOTING

### Merging Knowledge Database:

<https://merging.atlassian.net/wiki/spaces/PUBLICDOC/pages/4821264/RAVENNA+Devices>

### If you cannot remotely open your Hapi web access page please follow the workaround here

<https://merging.atlassian.net/wiki/spaces/PUBLICDOC/pages/4819040/Cannot+access+Horus+Hapi+Anubis+web+page>

### Rollback Firmware

Users that need to rollback to a previous firmware version can do so and simply update the previous Hapi MkIII firmware.

### Cannot access Hapi remotely for Firmware update

Procedure:

1. First launch ANEMAN (1.7.0 and above) or M Discovery (v15.0.10 and above)
2. If Hapi MkIII entry does not show up, reboot your system and retry
3. Make sure your antivirus is disabled and your Public Firewall
4. If it still does not work, make sure that your Network card is set to Automatic IP addressing (see Hapi User Manual)

In case none of the above works try to access the Hapi directly from your Chrome browser

5. First make sure that the Hapi is well connected to your system via Ethernet, be aware that the Port or Switch must be Gigabit.
6. Verify that you are using Ethernet cable category 5E or 6
7. On the Hapi OLED screen under SetUp>Network take note of the written IP Address
8. Type this address in your Chrome browser followed by :8080  
Example: 169.254.182.31:**8080**

*You should now have access to the Maintenance page and be able to update your Hapi firmware. If you still cannot access your Hapi or have a problem performing a Firmware update contact the Merging Support [support@merging.com](mailto:support@merging.com)*

### Firewall and Antivirus:

#### Windows Firewall:

The Windows Firewall can block communication between MassCore and Horus/Hapi. We recommend users to disable the Public Network Firewall

Procedure:

1. Go in Windows Control Panel > Windows Firewall.
2. Click on "Turn Windows Firewall on or off"
3. Go to the Public Network section and select "Turn Off Windows Firewall"

#### Disable Antivirus:

*Merging also recommends users to disable their Antivirus, some Antivirus as Avast and Sophos have been known to block the Horus & Hapi discovery and RAVENNA I/O Connections*

### RAVENNA

MassCore/RAVENNA NET-MS-GBEX1 PCIe Ethernet card users might have to wait a little after their system startup/login before the Horus shows up online and in MT Discovery

### Firmware Update time

Firmware Updates changing AoIP mode will take longer than firmware update in the same mode.

RAVENNA/AES67 firmware < to or from > Dante Firmware: Expect Longer update time

RAVENNA/AES67 firmware < to or from > RAVENNA/AES67 Firmware: Standard update time

Dante firmware < to or from > Dante Firmware: Standard update time

*Note: Some firmware updates might require a 2 steps (partition resizing) process, please be patient.*

## FOR MORE INFORMATION

### MERGING HAPI Website

<https://www.merging.com/products/interfaces/hapi>

### MERGING HAPI Downloads

<https://www.merging.com/support/downloads#current-hapi-downloads>

### MERGING Knowledge Database, FAQs and Tutorials

<https://merging.atlassian.net/wiki/spaces/PUBLICDOC/overview>

### MERGING Dante FAQ

<https://merging.atlassian.net/wiki/spaces/PUBLICDOC/pages/364576772/Merging+Dante+FAQ>

### MERGING SUPPORT

[support@merging.com](mailto:support@merging.com)

### MERGING YouTube CHANNEL

[https://www.youtube.com/channel/UCR5q\\_dlb9dYnXTrVDWMshgw](https://www.youtube.com/channel/UCR5q_dlb9dYnXTrVDWMshgw)