

## Getting Started

### Overview

This document describes how to use the XDCAM EX Version Up Tool (hereafter “Version Up Tool”) to upgrade the PMW-EX30. Use a USB cable to connect the PMW-EX30 to a computer with the XDCAM EX Version Up Tool installed, and perform the upgrade from the computer.

#### Note

The USB connector to be used for the upgrade is a dedicated connector for upgrade located under the upper panel of the PMW-EX30.

See “Connecting the Computer and PMW-EX30” (page 1) for details.

Refer to the PMW-EX30 Operating Instructions for details on using the PMW-EX30.

### To check the current version

To display the version, select “Version” from the OTHERS menu.

### Version Up Tool system requirements

#### Hard Disk Space

Approx. 50 MB

#### OS/CPU

	Windows	Mac
<b>OS</b>	The 32 bit and 64 bit versions of the following OS <ul style="list-style-type: none"> <li>Microsoft Windows XP (Service Pack3 or later) <sup>a)</sup></li> <li>Microsoft Windows Vista (Service Pack2 or later)</li> <li>Microsoft Windows 7</li> </ul>	The 32 bit version of the following OS <ul style="list-style-type: none"> <li>Mac OS X v10.4 (Tiger)</li> <li>Mac OS X v10.5 (Leopard)</li> <li>Mac OS X v10.6 (Snow Leopard)</li> </ul>
<b>CPU</b>	Intel x86 architecture CPU (Excluding Itanium CPUs)	Intel x86 architecture CPU (Excluding PowerPC CPUs)

a) Microsoft .NET Framework 3.5 or higher must be installed.

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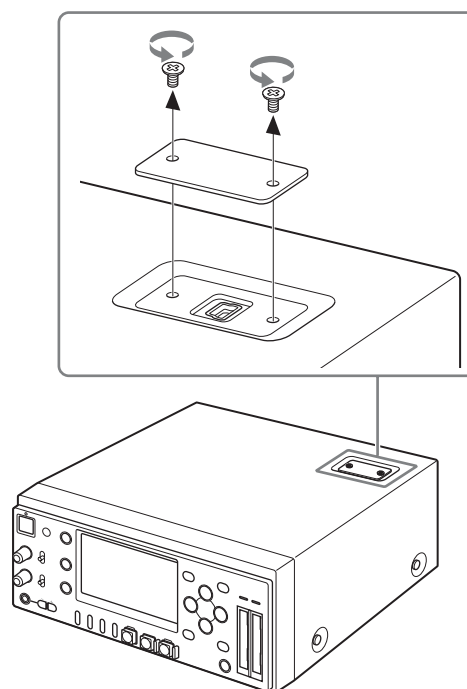
### Notes on performing upgrade

- If you are using a Windows computer, you must have the standard device driver supplied with Windows.
- If the computer’s OS is Windows Vista or Windows 7, then you must have administrator privileges.
- If the computer’s OS is Windows XP, then the Microsoft .NET Framework runtime is required.
- Only connect one PMW-EX30 camcorder to the computer for upgrade.
- Supply AC power to the PMW-EX30 through the AC adaptor supplied with the PMW-EX30.
- If you interrupt the upgrade process, you must start over from the beginning. You cannot interrupt the process after installing some of the modules, and then resume the process where you left off.

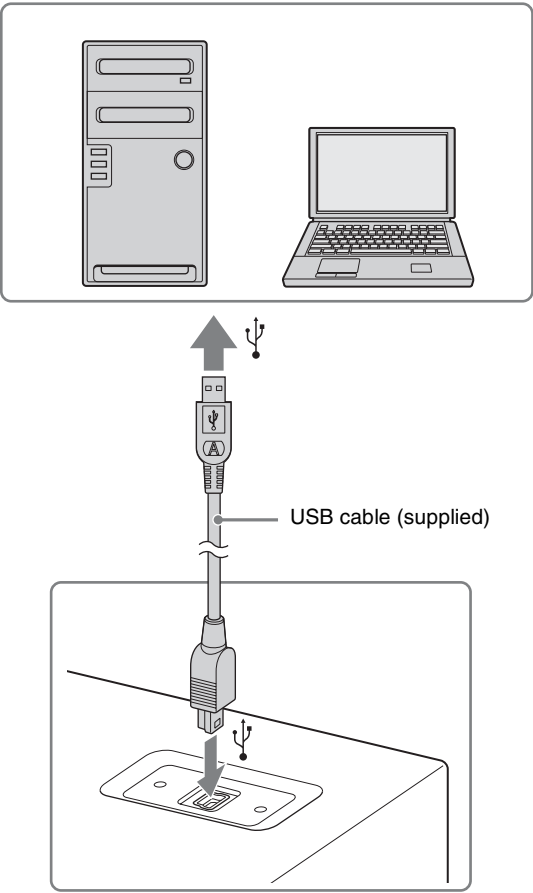
## Connecting the Computer and PMW-EX30

### To connect a PMW-EX30

- 1 Remove the connector cover in the top right corner of the upper panel of the PMW-EX30 to reveal the dedicated USB connector for upgrade.



- 2** Use the USB cable supplied with the PMW-EX30 to connect the dedicated USB connector for upgrade to the USB port on the computer.



**To disconnect the PMW-EX30 from the computer**

- 1** Unplug the USB cable from the USB connector on the PMW-EX30, and from the USB port on the computer.
- 2** Replace the connector cover, and tighten the screw.

# Installing Software

## Installing the Microsoft .NET Framework Runtime (When Using Windows XP)

Go to the URL below, then from the Download Center, download and install Microsoft .NET Framework 3.5.  
<http://www.microsoft.com>

## Installing the Version Up Tool

- 1** From the Version Up Tool download site, download the zip file of the Version Up Tool matching the model to upgrade and your computer's OS, and save it to a desired location in the computer.

X.XX: latest version number

Model/OS	File name
PMW-EX30/ Windows	VersionUpTool_PMW-EX30_X.XX(Win).zip
PMW-EX30/ Mac	VersionUpTool_PMW-EX30_X.XX(Mac).zip

**Note**

Check the model name and the version number of the zip file, and download the file matching to your camcorder.

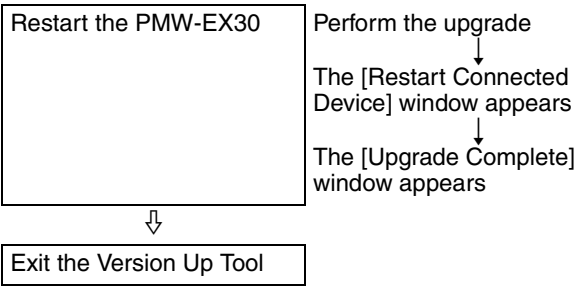
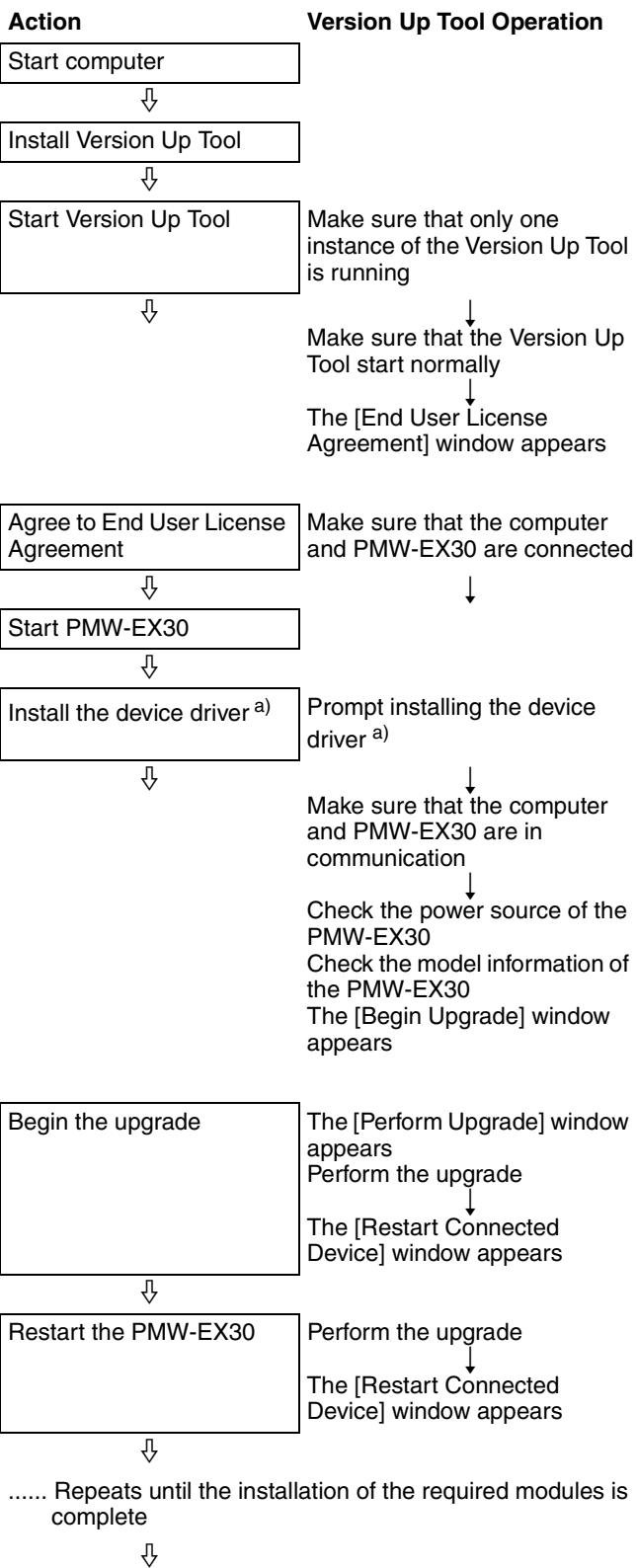
- 2** Expand the zip file, and save the contents to a desired location in the computer.

# Perform the Upgrade

Refer to the *PMW-EX30 Operating Instructions* for details on using the *PMW-EX30*.

## Upgrading Process

The process for performing the upgrade is shown below.



a) When using a Windows computer

## Beginning the Upgrade

### Notes

- During the upgrade, once a message appears asking you to confirm the connection, we recommended starting the PMW-EX30 in accordance with the on-screen instructions (*see page 4*).
- A device driver is needed if you are using a Windows computer. Although you can install this driver beforehand, we recommend installing it during the upgrade process (*see page 4*).
- Do not turn off the power during the upgrade process, unless an on-screen message instructs you to do so. Doing so could interrupt the upgrade process, and cause malfunctions.
- Unplugging and plugging back in the cable of a USB device during the upgrade process could cause a communication error. Never do this, because a communication error during the upgrade process could damage the PMW-EX30.

**1** Start your computer, and start the Version Up Tool by double-clicking the “VersionUpTool” icon.

The [Version Up Tool] dialog appears.  
If no problems are found in the Version Up Tool, the End User License Agreement (EULA) window appears, and asks you to agree to the EULA.

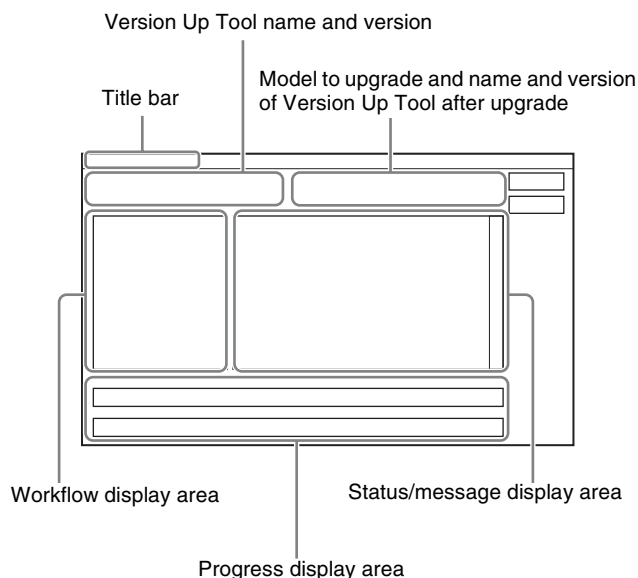
### If an error occurs

If there is a problem in the Version Up Tool, an error message will appear (*see page 6*).

**2** Go to “Performing the Upgrade” (*page 4*).

## Structure of the [Version Up Tool] dialog box

The figure below shows the structure of the [Version Up Tool] dialog box.



You can check the progress of the upgrade in the workflow display area and progress display area.

The current stage in the installation process is reflected in the workflow display area.

The progress display area shows the percentage of the process finished in two progress bars. When the upgrade is complete, the top and bottom progress bars will be at 100%.

## Performing the Upgrade

- 1 In the [End User License Agreement] window, click [I Agree].

### To cancel the upgrade

Click [I Do Not Agree].

The [Cancel Upgrade] dialog box appears. Click [Yes].

To continue with the upgrade, click [No].

A window appears to verify that the computer and PMW-EX30 are connected.

- 2 Connect the PMW-EX30 to your computer using the supplied USB cable, and press the power switch on the PMW-EX30 to power it on (start up the PMW-EX30).

If you are using a Windows computer, a message will appear if the device driver is not installed. Install the device driver, following the messages on the screen.

### Note

The dialog box displayed by the OS could be hidden underneath the Version Up Tool.

If the computer and PMW-EX30 are connected correctly, the communication status is checked, then the power supply, and then the model information. If there are no problems with the communication status, power source, or model information, the [Begin Upgrade] window will appear.

### If an error occurs

The following types of errors will cause an error message to appear (*page 6, page 7*).

- The device driver is not correctly installed.
- You do not have administrator privileges.
- There is an error in the communication status between the computer and PMW-EX30.
- There is a problem with the power source of the PMW-EX30.
- An invalid model was detected.
- An unexpected error occurs.

- 3 Click [OK] in the [Begin Upgrade] window.

### To cancel the upgrade

Click [Exit].

The [Cancel Upgrade] dialog box appears. Click [Yes].

To continue with the upgrade, click [No].

The [Perform Upgrade] window appears, and the upgrade is performed.

### If an error occurs

The following types of errors will cause an error message to appear (*see page 8*).

- There is a problem in the Version Up Tool.
- There is an error in the communication status between the computer and PMW-EX30.
- An unexpected error occurs.

- 4 After the [Restart Connected Device] window appears, press the power switch on the PMW-EX30 to power it off. About 30 seconds later, confirm that [OK] in the window is enabled, press again the power switch on the PMW-EX30 to power it on, and then click [OK].

The upgrade process continues.

### If an error occurs

The following types of errors will cause an error message to appear (*see page 8*).

- There is an error in the connection order of the PMW-EX30 and computer.
- The model information cannot be obtained.
- There is an error in the communication status between the computer and PMW-EX30.
- An unexpected error occurs.

- 5 Repeat step 4 until the [Upgrade complete] window appears.

- 6 When the [Upgrade complete] window appears, click [Exit].

The [Finish Upgrade] dialog box appears.

- 7 Click [Yes].

- 8 Turn off the power of the PMW-EX30.

- 9 Disconnect the PMW-EX30 from the computer, referring to “To disconnect the PMW-EX30 from the computer” (*page 2*).
- 10 Make sure that the PMW-EX30 version is now the latest (*see page 1*).

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## Installing Device Driver (When Using a Windows Computer)

A device driver is software that the computer needs in order to recognize a PMW-EX30 connected to it via a USB cable as a USB connected device.

You can install the driver during the upgrade process (*see page 4*).

### To uninstall

The device driver is only required when performing an upgrade. We recommend uninstalling this software when you will not be performing an upgrade.

- 1 **For Windows XP:** Select [Control Panel] > [System] > [Hardware] > [Device Manager].  
**For Windows Vista/Windows 7:** Select [Control Panel] > [Device Manager].
- 2 Under [Ports (COM) and LPT], right click on [XDCAM\_EX/USB COM Port for Vista/XP(32/64)], and select [Delete].
- 3 **For Windows XP:** When a message appears asking you to confirm whether to delete the driver, click [OK].  
**For Windows Vista/Windows 7:** When a message appears asking you to confirm whether to delete the driver, select the checkbox and click [OK].

# Troubleshooting

One or more of the error messages in the table below may appear during the upgrade process.

If performing the action in the remedy does not resolve the issue, the following may have happened.

In extremely rare cases, it may not be possible to remedy errors during the upgrade process, depending on the combination of the computer and PMW-EX30 used for the upgrade. If this happens, use a different computer, and start the upgrade over from the beginning.

If the above error persists, it is possible that the PMW-EX30 has malfunctioned. Contact your dealer or a Sony service representative.

Status	Message	Location of Message	Remedy
When the Version Up Tool is started ( <i>see page 3</i> )	There is an error in the upgrade tool. Please obtain the correct upgrade tool. Push the [OK] button to exit the upgrade tool.	Message box	Reinstall a complete Version Up Tool file ( <i>see page 2</i> ).
Verifying the connection between the computer and PMW-EX30 ( <i>see page 4</i> )	The device driver is not installed.  <b>When using a Windows XP computer:</b> If the [Hardware Installation] dialog box appears, push [Continue Anyway]. <b>When using a Windows Vista/Windows 7 computer:</b> If the [Windows Security] dialog box appears, push [Install this driver software anyway].  Installing the driver software takes several minutes.	Status/message display area	Install the device driver, following the instructions on the screen.
	Please run the upgrade tool as a member of the Administrators group.  Push the [OK] button to exit the upgrade tool. <sup>a)</sup>	Message box	Right click on the Version Up Tool, and select [Run as Administrator].
	The PC is connected to two or more target devices. Please connect only one device. When the connection is confirmed, the upgrade will proceed to the next step automatically. Press [Exit] to cancel the upgrade.	Status/message display area	Make sure that only one PMW-EX30 is connected, and repeat the procedure from the beginning.
	An error occurred while confirming the connection.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and re-connect it to the computer ( <i>see page 1</i> ).
	An unexpected error occurred.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and repeat the procedure from the beginning.

Status	Message	Location of Message	Remedy
Verifying the communication status between the computer and PMW-EX30 (see page 4)	There is an error in the connection order of the device.  Please switch off the connected device, and repeat the upgrade from the beginning. Please press the power switch on the device to power it on after connecting the device to the PC with the USB cable. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and re-connect it to the computer (see page 1).
	A communication error occurred.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and re-connect it to the computer (see page 1).
	An unexpected error occurred.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and repeat the procedure from the beginning.
Verifying the model information (see page 4)	The connected device has already been upgraded. Press [Exit] to exit the upgrade tool.	Status/message display area	There is no need to perform an upgrade.
	The model name does not match the name of the connected device.  Please use the upgrade tool corresponding to the connected device. Push the [OK] button to exit the upgrade tool.	Message box	Reinstall the appropriate Version Up Tool file (see page 2).
	Failed to acquire the power supply type.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and repeat the procedure from the beginning.

Status	Message	Location of Message	Remedy
When performing the upgrade ( <i>see page 4</i> )	There is an error in the upgrade tool.  Please obtain the correct upgrade tool. Push the [OK] button to exit the upgrade tool.	Message box	Reinstall a complete Version Up Tool file ( <i>see page 2</i> ).
	A communication error occurred.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and re-connect it to the computer ( <i>see page 1</i> ).
	An unexpected error occurred.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and repeat the procedure from the beginning.
	An upgrade error occurred.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and repeat the procedure from the beginning.
When restarting the connected device ( <i>see page 4</i> )	Failed to acquire the power supply type.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and repeat the procedure from the beginning.
	An unexpected error occurred.  Please switch off the connected device, and repeat the upgrade from the beginning. Push the [OK] button to exit the upgrade tool.	Message box	Turn off the power of the PMW-EX30, and repeat the procedure from the beginning.

a) When using Windows Vista or Windows 7