

December 2023 Mobileye Installation Center

IC Installation & Configuration Instructions



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1. System & Network Requirements

1.1 System Requirements

	Software
Operation system	Windows 10/11 64bit (home/pro)

	Hardware
Processor	Core 15-8350U CPU
Memory	8 GB RAM (or more)
Hard drive	128 GB SSD (min free space of at least 10 GB)
LAN	Ethernet card 1Gb Intel chipset
USB port	USB 3 connection (external LAN to USB adapter may be required)
Screen resolution	Minimum 1360 x 768

1.2 Internet & Network

The Mobileye Installation Center required Internet connection. The software based on https (SSL) with the 443 port.



2. Software Download

Mobileye 8 Connect series uses a dedicated applications for configuration and calibration*. The applications are part of the **Mobileye Installation Center**.

The software installer is available in our website under "support" tab or in the following direct link:

https://www.mobileye.com/support/

i Note

- ✓ Please make sure you have Administrator Privileges before installing the Mobileye IC application, if not, please contact your IT department for further assistance.
- ✓ To keep the most up to date version of the IC application, login with your login details to enable to automatic update. If an update is available, follow the on-screen

3. Software Installation



Please make sure you have Administrator Privileges before installing the Mobileye IC application. If you do not have Administrator Privileges, please contact your IT department for further assistance.

Step 1 - Download the file "installationCenterSetup.exe" to your local system

Step 2 – Double click the icon **o** to start the installation and follow the onscreen instruction

Click "Next" to continue



Please DO NOT change the installation path. The default & correct path is:

C: Program Files Mobileye Installation Center

Click "Next" to continue



This is the folder where Installation	n Center will be installed.	
To install in this folder, dick "Next" "Browse".	To install to a different folder,	enter it below or click
older: 2:\Program Files\Mobileye\Installat	ion Center\	Browse
and Tashilar		
iced Installer	< Back Ne	xt > Cance

×

Click "Install" to start the installation of the IC



Once the IC installation has completed, click "Finish"



Step 3 - You can start using the IC application

4. Ethernet Adapter Configurations

Before start working with the IC application, you must configure your ethernet adapter (either the built-in or if you are using an external USB to ethernet adapter).

We recommend using the automatic option to adjust the ethernet configuration and if you still encounter any connectivity issue, follow the manual configuration as described in <u>section 4.2</u> to check the current configuration and adjust if necessary.

4.1 Automatic Configuration

(i) Note

The automatic configuration app works with most computers. In case it will not work, please continue with manual configuration as described in section 4.2.

The automatic configuration app is part of the IC application which available from IC v12.3 and up.

Please follow the below steps to automatically adjust your ethernet configuration:

Once you are logged in to the IC application, click the "Settings" icon

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Hello S Site: M	agi Raha	mim!	~	D						
Mobileye	8 Connect Ir	nstallation			Clone Tool					
Vehicle DB Tool	Wizard Tool	Calibration Tool	Alert Config Tool	Peripherals Tool	Warehouse Clone Tool	Clone Tool Lite	Clone Master Validator			
Shield+ In	stallation				Tools	_	_			
Shield + Tool	Shield + Connect Alert Config	Shield Validator Tool			SeeQ Update Tool	Fix Tool	CANSee Tool	User Settings		
	1001									

Open the drop-down menu and choose from the available list the ethernet port you are using.

Depending on your computer hardware, in some cases there will be more then 1, so please make sure to choose the correct one and click "Try Fix" button.

User Settings Window		-		>
Use Imperial Units				
Tools version installed				
Alert Config Tool v7.0.0.0				
Calibration Tool v4.1.0.0				
Clone Tool Lite v5.0.0.0				
Peripherals Tool v4.0.0.0				
SeeQ Update Tool v3.0.0.0				
Shield Validator Tool v6.0.0.0				
Shield+ Tool v7.0.0.0				
Vehicle DB Tool v2.0.0.0				
Wizard Tool v7.0.0.0				
Fix Tool v3.0.0.0				
Network Adapter Fix				
Ethernet 4 (000ACD31E512)	5	Try Fix	Resto	re
Ethernet 4 (000ACD31E512)				
EPM (80E82C9AFED1)				

Please wait a moment for the completion of the process during which you will see an indication of the progress.

User Settings Window	_0		×
Use Imperial Units			
Tools version installed			
Alert Config Tool v7.0.0.0			
Calibration Tool v4.1.0.0			
Clone Tool Lite v5.0.0.0			
Peripherals Tool v4.0.0.0			
SeeQ Update Tool v3.0 00	-		
Shield Validator Tool ve	1		
Shield+ Tool v7.0.0.0			
Vehicle DB Tool v2.0.0.0			
Wizard Tool v7.0.0.0			
Fix Tool v3.0.0.0			
Network Adapter Fix			4
Ethernet 4 (000ACD31E512) -	y Fix	Restor	e
			_

User Settings Window	200		×
Use Imperial Units			
Tools version installed			
Alert Config Tool v7.0.0.0			
Calibration Tool v4.1.0.0			
Clone Tool Lite v5.0.0.0			
Peripherals Tool v4.0.0.0			
SeeQ Update Tool v3.0	1.40		
Shield Validator Tool v6			
Shield+ Tool v7.0.0.0	-		
Vehicle DB Tool v2.0.0.0			
Wizard Tool v7.0.0.0			
Fix Tool v3.0.0.0			
Network Adapter Fix			
Ethernet 4 (000ACD31E512)	Try Fix	Resto	are

Once completed, click the "OK" button and continue with the calibration process. If you do not get the "complete" message and the progress bar is stuck, close and continue to section 4.2 for manual configuration.

🗷 User Settings Window		<u></u>	
Use Imperial Units			
Tools version installed			
Alert Config Tool v7.0.0.0			
Calibration Tool v4.1.0.0			
Clone Tool Lite v5.0.0.0			
Peripherals Tool v4.0.0.0			
SeeQ Update Tool v3.0			
Shield Validator Tool ve	à		
Shield+ Tool v7.0.0.0			
Vehicle DB Tool v2.0.0.0	×		
Wizard Tool v7.0.0.0	Complete		
Fix Tool v3.0.0.0	ОК		
Network Adapter Fix			
		 ry Fix	Restore

To roll-back and return to the latest ethernet configuration, click the "Restore" button and wait for a moment for the process to complete.

User Settings Window	8 <u>—</u> 8		×
Use Imperial Units			
Tools version installed			
Alert Config Tool v7.0.0.0			
Calibration Tool v4.1.0.0			
Clone Tool Lite v5.0.0.0			
Peripherals Tool v4.0.0.0			
SeeQ Update Tool v3.0.0.0			
Shield Validator Tool v6.0.0.0			
Shield+ Tool v7.0.0.0			
Vehicle DB Tool v2.0.0.0			
Wizard Tool v7.0.0.0			
Fix Tool v3.0.0.0			
Network Adapter Fix			
Ethernet 4 (000ACD31E512) ~	Try Fix	Restore	
		1	

4.2 Manual Configurations

Please follow the below steps to configure the Ethernet adapter (either the build-in LAN port or USB to LAN adapter)

1. Click Start, and in the search field, type View network connections



2. Press the right click on Local Area Connection (ASIX AX88179 USB 3.0 to Gigabit Ethernet Adapter) and press on Properties



3. In the window "Local Area Connections Properties" uncheck all the [Check Box] except: Client for Microsoft Network and Internet Protocol Version 4



- 4. Press OK
- 5. When completing step 4 above, press on the Configure button



6. After pressing Configure a new Window will Open, Go to Advanced Tab



7. in the **Advanced Tab** Search for the following parameters and change them accordingly to the following settings as mentioned in the table:

Property	Set value to
ARP Offload	Disabled
Battery Mode Link Speed	Not Speed Down
Energy-Efficient Ethernet	Off
Green Ethernet	Disabled
Idle Power Saving	Disabled
IPv4 Checksum Offload	Disabled
Jumbo Packet / Jumbo Frame	Max value
Large Send Offload Version	Disabled
Shutdown Wake-On-Lan	Disabled
Mask WakeUp Event Timer	0 Seconds
NS Offload	Disabled
SelectiveSuspend	Disabled
Receive Buffers	Max value
Transmit Buffers	Max value
Speed & Duplex	1.0 Gbps Full Duplex
TCP Checksum Offload (IPv4)	Disabled
TCP Checksum Offload (IPv6)	Disabled
UDP Checksum Offload (IPv4)	Disabled
UDP Checksum Offload (IPv6)	Disabled
Wake On Link change	Disabled
Wake On Magic Packet	Disabled
Wake On pattern match	Disabled
WOL Link Power Saving	Disabled

- 8. Go to **Power Management** Tab and <u>Uncheck</u> the **Allow the computer to turn off this device to save power** (If available)
- 9. Choose the Internet Protocol Version 4 (TCP/IPv4) and press on Properties



10. Verify the "Obtain an IP address automatically" and "Obtain an IP address automatically"

eneral	Alternate Configuration				
You car this cap for the	n get IP settings assigned aut bability. Otherwise, you need appropriate IP settings.	omatically if to ask your	your n netwo	etwork su k adminis	pports trator
() ()	otain an IP address automatic	ally			
OUs	e the following IP address:				
IP a	ddress:	+c	1.05		1
Subr	net mask:	÷	- 62]
Defa	ult gateway:		- a))		1
() ()	otain DNS server address auti	omatically			
OU	e the following DNS server ac	ddresses:			
Prefe	erred DNS server:		•2		1
Alter	nate DNS server:]
V	alidate settings upon exit			Advar	nced

11. Press OK

5. IC Apps

Once you login to the Mobileye Installation Center, the different Apps will be shown according to your user account permissions.



<u>Vehicle DB</u> – CAN information, location and description for different manufactures and models and profile selection.



Wizard – Mobileye 8 Connect installation & Calibration app.



<u>Calibration Tool</u> – Quick camera reattachment and calibration app.



Alerts Configuration – Quick alert configuration and settings tool.



Peripherals Tool – GSM and GPS connectivity validator tool.



<u>Shield</u> – Shield Connect installation & Calibration app.



<u>Shield Validator</u> – after installation validator for connected cameras.



Shield+ Connect Alert Config Tool – set the rear cameras sensitivity level.



<u>SeeQ Update Tool</u> – Shield Connect rear cameras update tool to the latest firmware version



CANSee Tool – used to read CAN data from the vehicle CAN (Sniffing Procedure)



<u>User Setting</u> – change the software to Imperial Units and see all apps version

6. Troubleshooting

6.1 IC Crash

Issue: In some cases, the Mobileye Installation Center crashes after the login and/or during one of the IC apps slides.

Solution: check the local pc permissions, make sure the software runs as administrator and set the Region settings as described:

- 1. Go to Windows control panel
- 2. Choose Time & Language or Date and Time
- 3. Choose Region
- 4. Press the *Administrative* tab
- 5. Press on "Change system locale"
- 6. Make sure the "Beta: Use Unicode UTF-8 worldwide language support" is unchecked



6.2 Unexpected error

An error message will pop-up in some cases when the date & time of the local computer is out of sync.

To resolve the issue, set the data & time correctly to your time zone and try again.

6.3 IC Video Delay

Issue: In some cases when using of a USB to CAN adapter result a video delay in the calibration step.

Solution: please connect Mobileye EyeNET directly to the build-in LAN port (if exist).

If not, try to change USB port. If the problem consists, try to replace the adapter.

6.4 Firewall & Anti-Virus

In some case, Windows built in protection, 3rd part software include network traffic analyzer tools, windows firewall and/or 3rd party firewall may interrupt the IC and the unit communication.

In these cases, follow the next steps:

- 1. Disable all Anti-Virus/Anti-Malware active software's.
- 2. Disable Windows Defender features



3. Disable all Windows Defender Firewall



4. If firewall can't be disabled, allow the IC app in the Firewall settings

Windows Security				-	×
← Ξ Ω Home	Security at a glance See what's happening with the security and take any actions needed.	and health of your device			
Virus & threat protection Account protection Firewall & network protection App & browser control Device security	Virus & threat protection No actions needed.	Account protection No action needed.	Firewall & network protection No action needed.		
Device performance & health A. Family options	App & browser control No action needed.	Device security View status and manage hardware security features	Device performance & health No action needed.		
	Family options Manage how your family uses their devices.				
Settings					

Press "Allow an app through firewall"

K



In the "Public Network" Settings make "Installation Center" is checkbox is mark and the "Public" (Only) is also checked. If you cannot mark the checkbox press "Change Settings".

Allow apps to communicate through Windows Defender Firewall

To add, change, or remove allowed apps and ports, click Change settings.

What are the risks of allowing an app to communicate?	ettings
---	---------

Allowed apps and features:			
Nome	Privata	Pubblica	^
⊠II tuo account			
☑II tuo telefono			
☑ Individuazione rete			
⊠Individuazione rete Wi-Fi Direct			
☑ Microsoft Photos			_
☑ InstallationCenter			_
☑ Microsoft Edge			
☑ IntelUSBoverIP:1			
☑ Mappe Windows			
⊠mDNS		V	
□Media Center Extender	D		×
	Details	Remove	(D

Make sure that the "Incoming Connections" checkbox is unchecked.

Wine	dows Security		- 🗆 X
↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓↓<	Home	Public network Networks in a public place such as an airport or coffee shop, and where your device is set as not discoverable.	Have a question? Get help
口 久 (1)	Virus & threat protection Account protection Firewall & network protection	Active public networks	Help improve Windows Security Give us feedback
□ □ ∞	App & browser control Device security Device performance & health Family options	This setting is managed by your administrator. Windows Defender Firewall Helps protect your device while on a public network.	Change your privacy settings View and change privacy settings for your Windows 10 device. Privacy settings Privacy dashboard Privacy Statement
		Prevents incoming connections Prevents incoming connections when on a public network. Blocks all incoming connections, including those in the list of allowed apps.	
ŝ	Settings		

6.5 Windows defender

Issue: cannot pass signal test slide due to missing signals activation icons. Caused by a firewall software

solution: In a case that Windows Defender pop up message appears when running the Mobileye Installation Center (as shown below), please mark V on both check boxes and press "Allow access"



6.6 Firewall configuration

Issue: cannot run Installation Center due to firewall configuration.

Solution: use the below configuration

URLs: *.am.mobileye.com Port: 443 (https) Description: RESTAPI

6.7 EyeCAN driver configurations

Issue: some Windows 11 may experience issues with the USB Bulk Driver (for the EyeCAN adapter)

Solution: set the Windows "Core isolation" to Off.

1. Press "Start" on you Windows 11 and search for "Core Isolation" settings.

All Work Apps Documents W	leb More ▼ ···· ×
Best match	
Core isolation Open system settings	
Search work and web	Core isolation
	> System settings
$\mathcal P$ core isolation details	> Goen
${\cal P}~$ core isolation windows 11	>
${\cal P}\;$ core isolation memory integrity	>
\mathcal{P} core isolation windows 10	> · · · · · · · · · · · · · · · · · · ·
$ \mathcal{P} $ core isolation details to enable	>
${\cal P}$ core isolation fix	>
Core isolation managed by administrator	>
\mathcal{P} core isolation page not available	>
Core isolation local security	
$\mathcal P$ core isolation	Ħ

2. Set the "Memory integrity" to Off

Windows Security		- 🗆 ×
← ≡ ŵ Home	Security features available on your device that use virtualization- based security.	Have a question? Get help
Virus & threat protection Account protection	Memory integrity Prevents attacks from inserting malicious code into high-security processes.	Help improve Windows Security Give us feedback
App & browser control Device security Device performance & health	Learn more	Change your privacy settings View and change privacy settings for your Windows 10 device. Privacy settings Privacy dashboard
μα, ramily options		Privacy Statement
© Settings		

Mobileye Installation Center