



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 I5-8350U 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.

Note

- ✓ Recommended to work with Lenovo T480 (product number 20L6S0CG09) which is the model used by Mobileye
- ✓ If LAN port is not available in your laptop, an Ethernet to USB adapter can be used (not included)

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/>

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

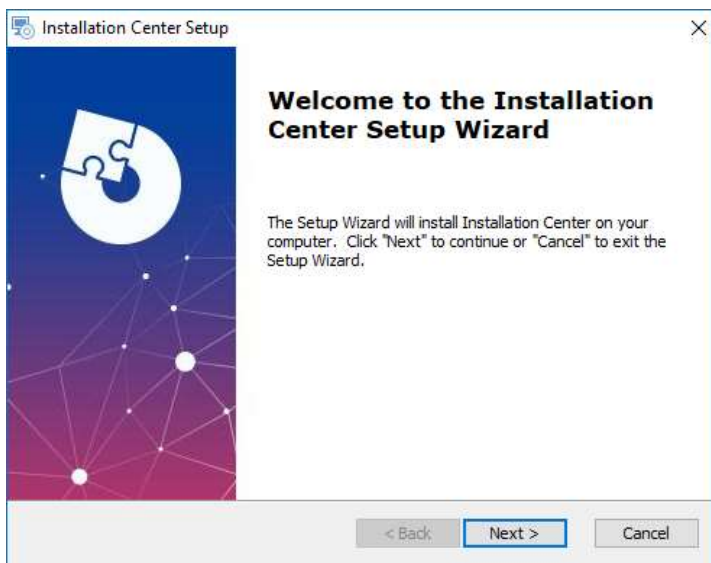
Note

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  to start the installation and follow the onscreen instruction

Click "Next" to continue

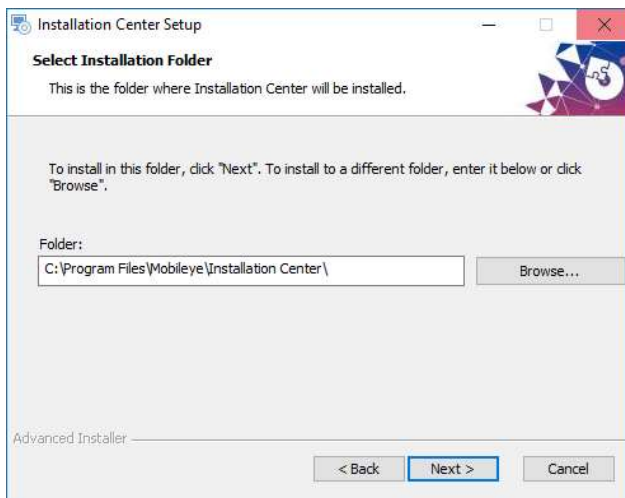


Please DO NOT change the installation path. The default & correct path is:

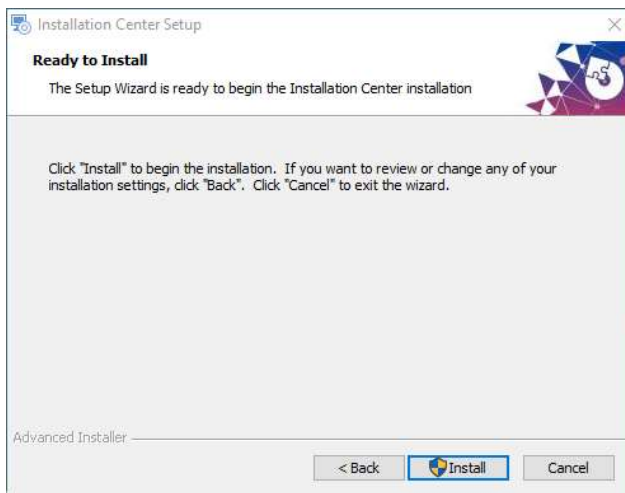
C:\Program Files\Mobileye\Installation Center

Click "Next" to continue

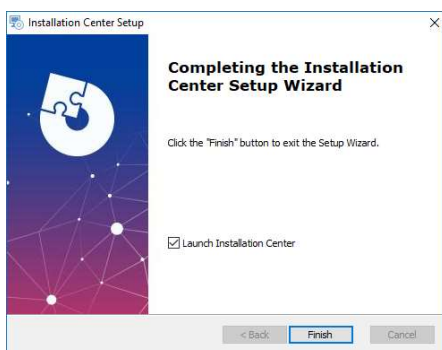
Mobileye Installation Center



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

Mobileye Installation Center

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 [section 4.2](#) to check the current configuration and adjust if necessary.

4.1 Automatic Configuration

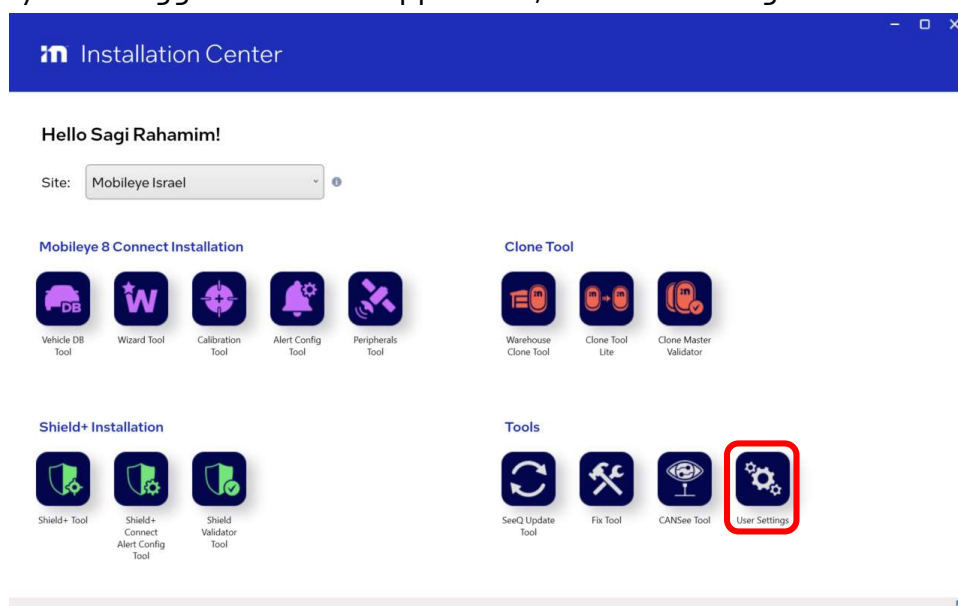
Note

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.

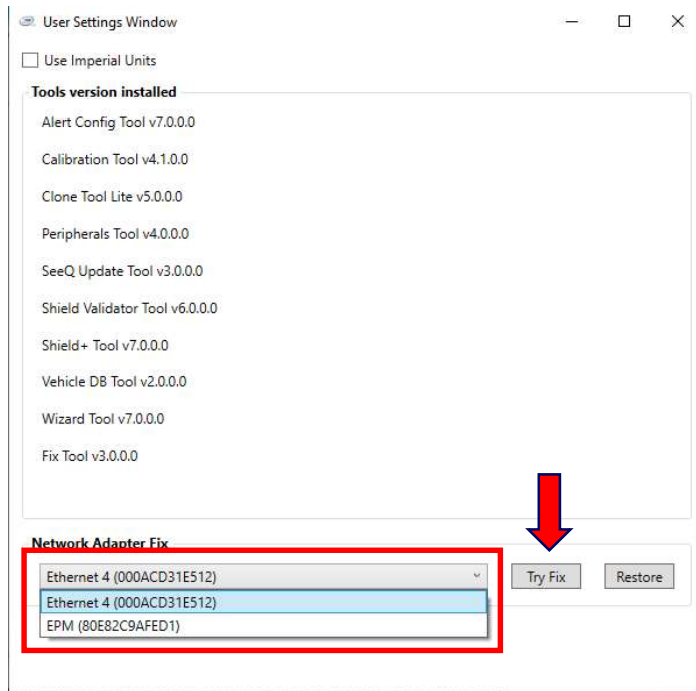
Please follow the below steps to automatically adjust your ethernet configuration:

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

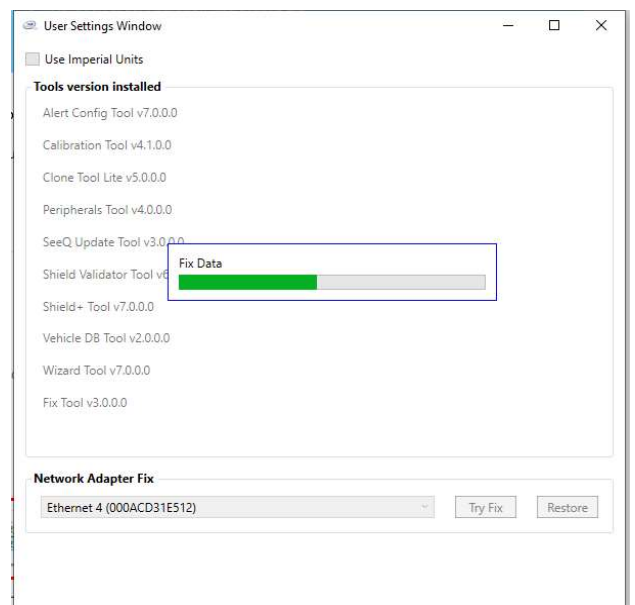
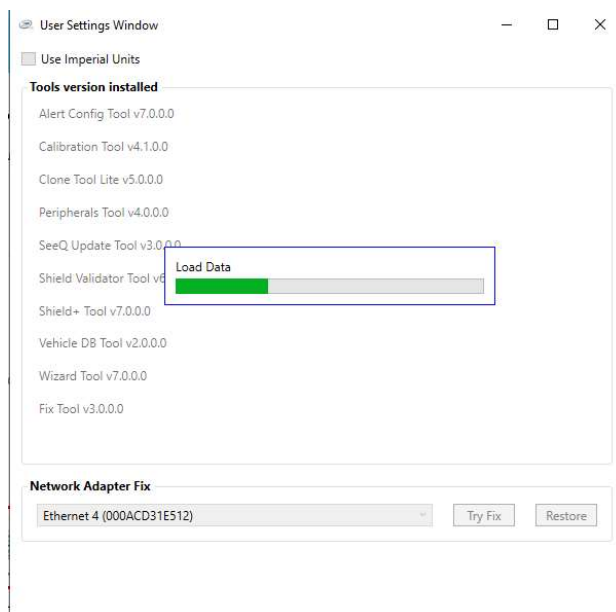


Open the drop-down menu and choose from the available list the ethernet port you are using.

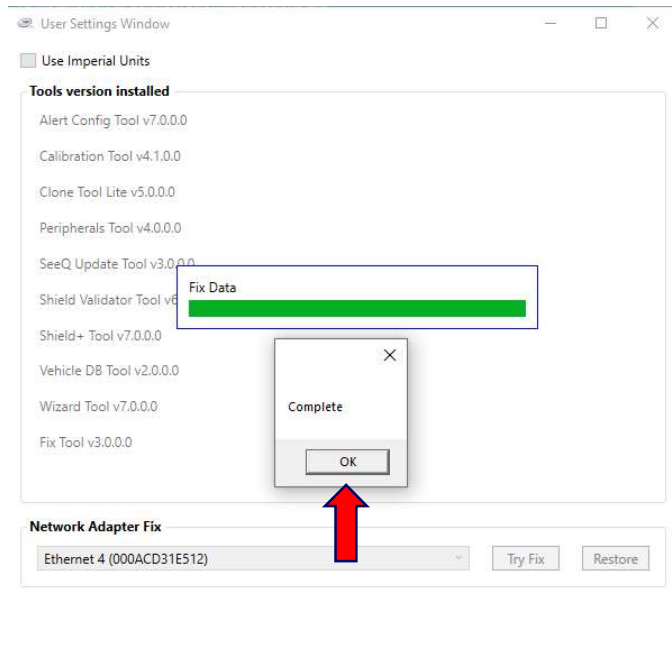
Depending on your computer hardware, in some cases there will be more than 1, so please make sure to choose the correct one and click "Try Fix" button.



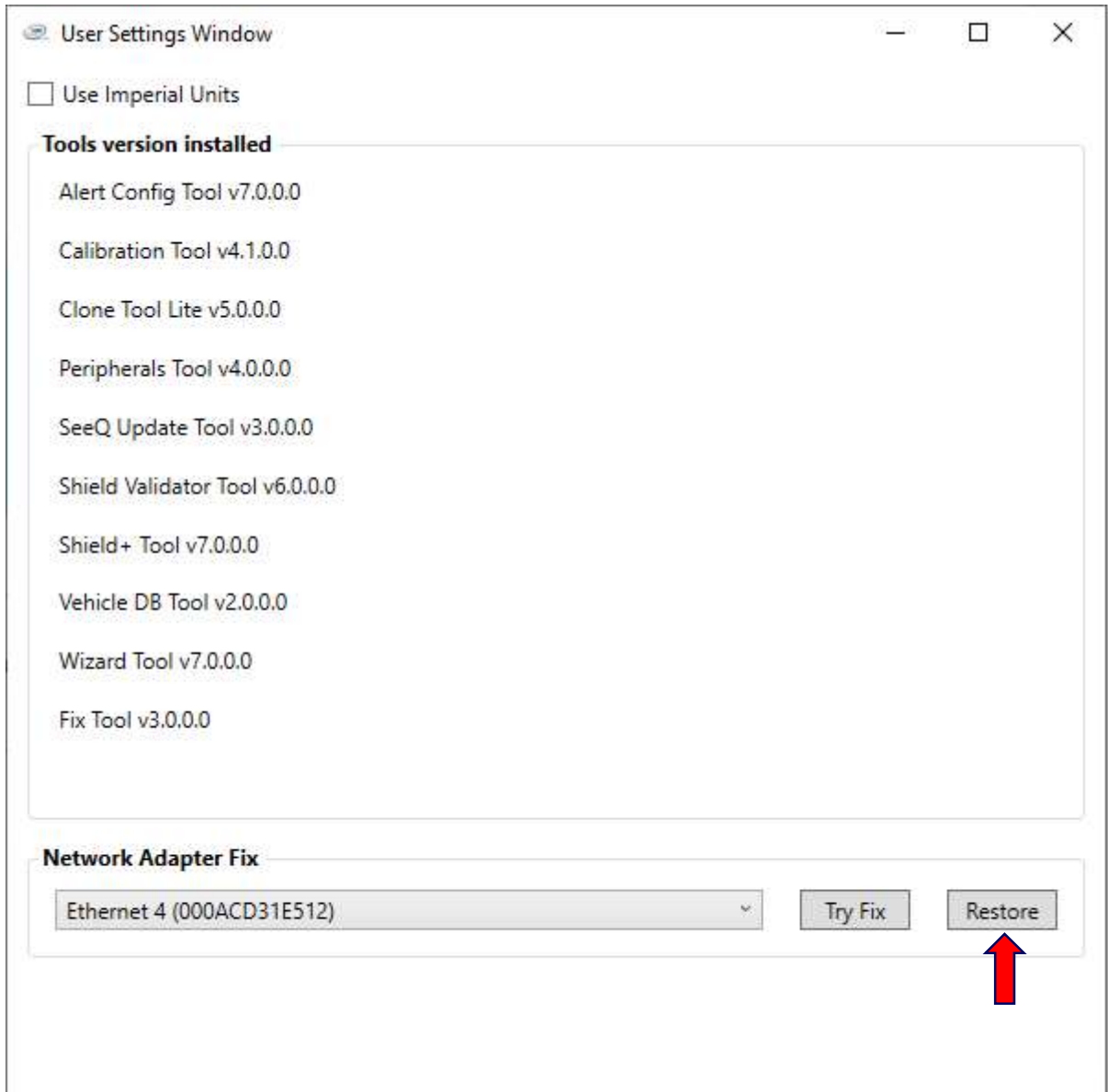
Please wait a moment for the completion of the process during which you will see an indication of the progress.



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.



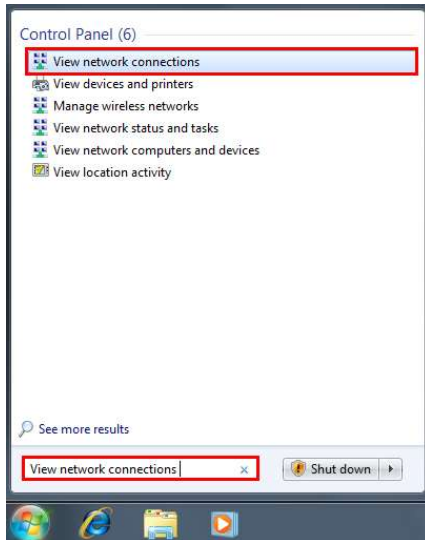
To roll-back and return to the latest ethernet configuration, click the "Restore" button and wait for a moment for the process to complete.



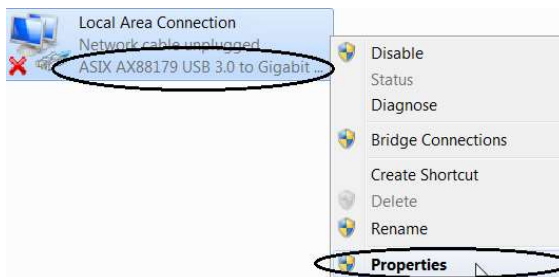
4.2 Manual Configurations

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

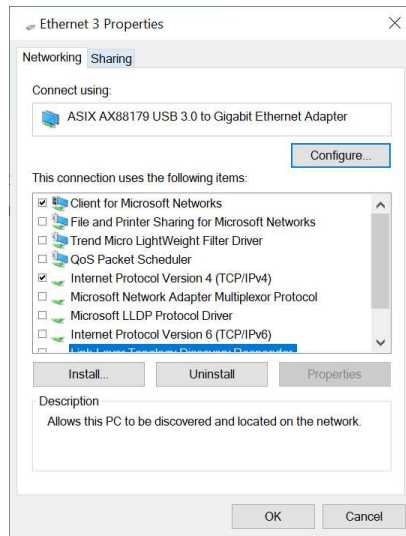
1. Click Start, and in the search field, type **View network connections**



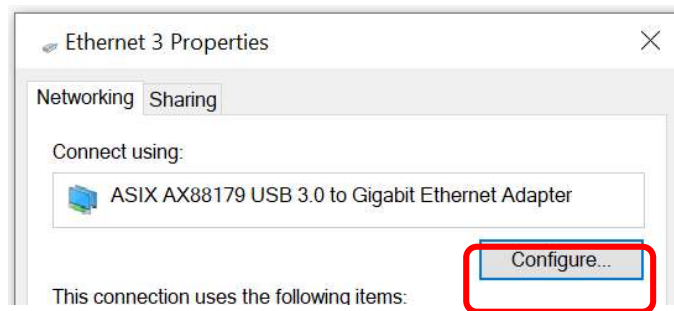
2. Press the right click on **Local Area Connection (ASIX AX88179 USB 3.0 to Gigabit Ethernet Adapter)** and press on **Properties**



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



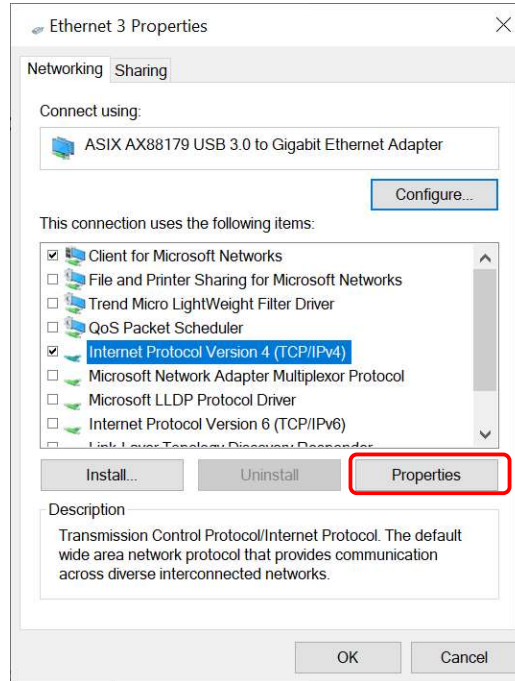
6. After pressing Configure a new Window will Open, Go to **Advanced** Tab



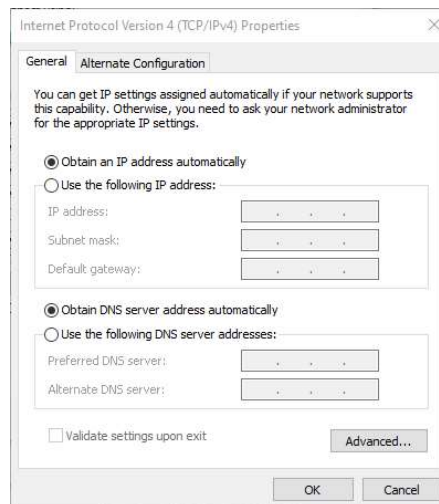
7. in the **Advanced Tab** Search for the following parameters and change them accordingly to the following settings as mentioned in the table:

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 **Uncheck** 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"**



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.



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



Wizard – Mobileye 8 Connect installation & Calibration app.



Calibration Tool – Quick camera reattachment and calibration app.



Alerts Configuration – Quick alert configuration and settings tool.



Peripherals Tool – GSM and GPS connectivity validator tool.



Shield – Shield Connect installation & Calibration app.



Shield Validator – after installation validator for connected cameras.



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



SeeQ Update Tool – Shield Connect rear cameras update tool to the latest firmware version



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



User Setting – change the software to Imperial Units and see all apps version

Mobileye Installation Center

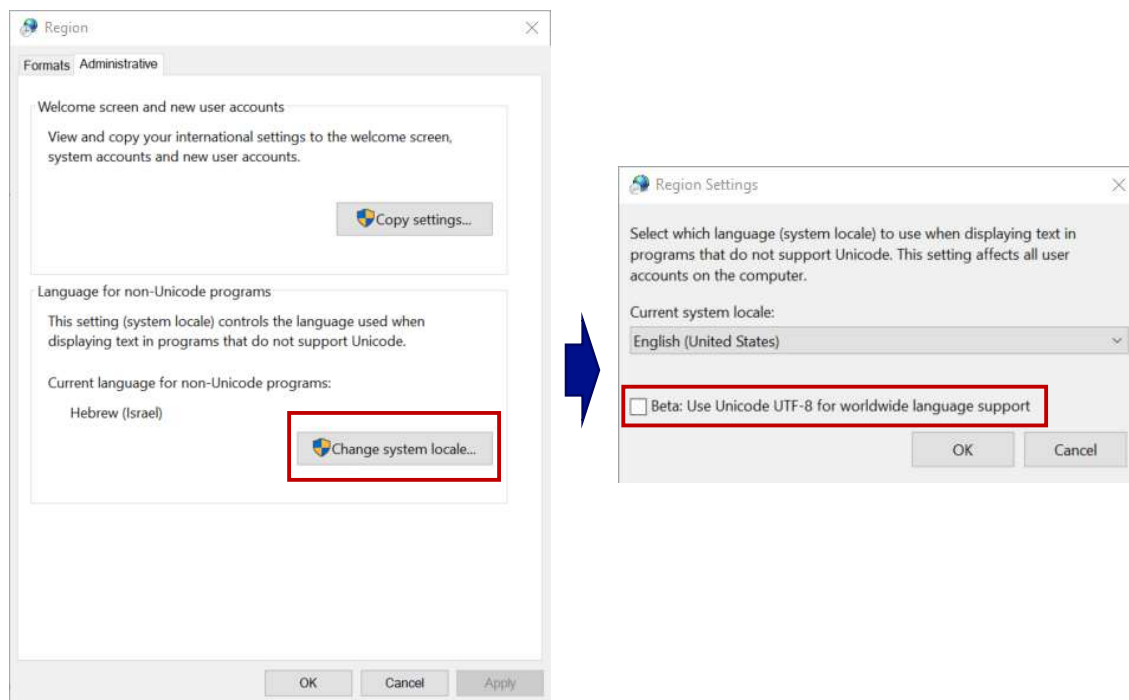
6. Troubleshooting

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

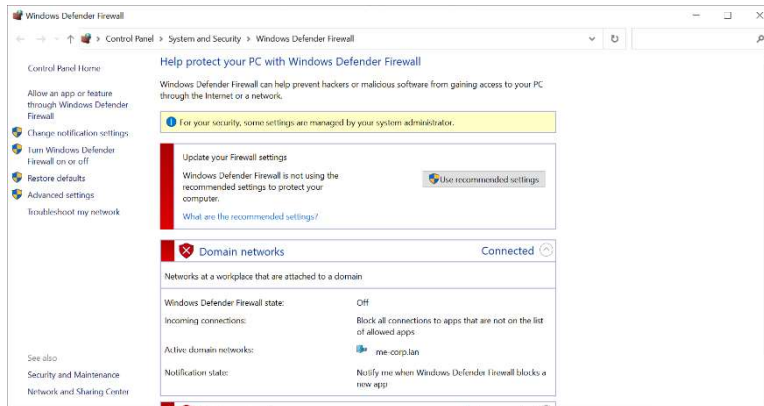
In some case, Windows built in protection, 3rd part software include network traffic analyzer tools, windows firewall and/or 3rd party firewall may interrupt the IC and the unit communication.

In these cases, follow the next steps:

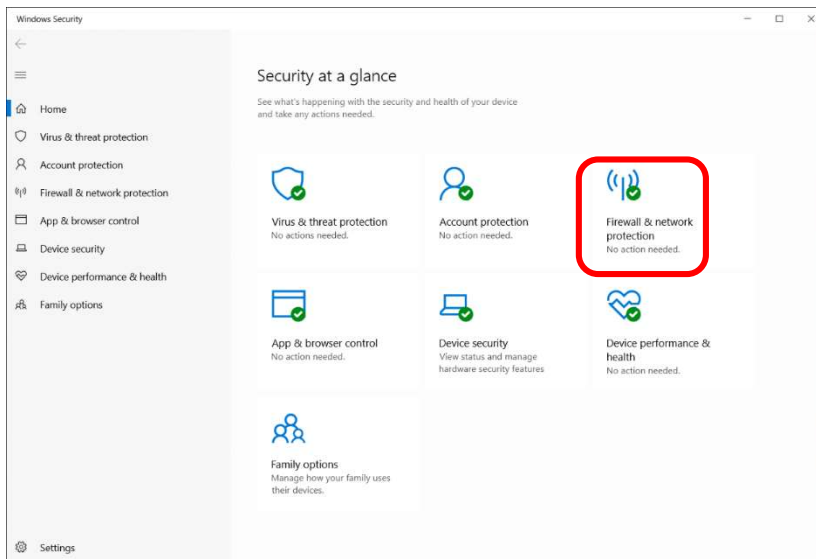
1. Disable all Anti-Virus/Anti-Malware active software's.
2. Disable Windows Defender features



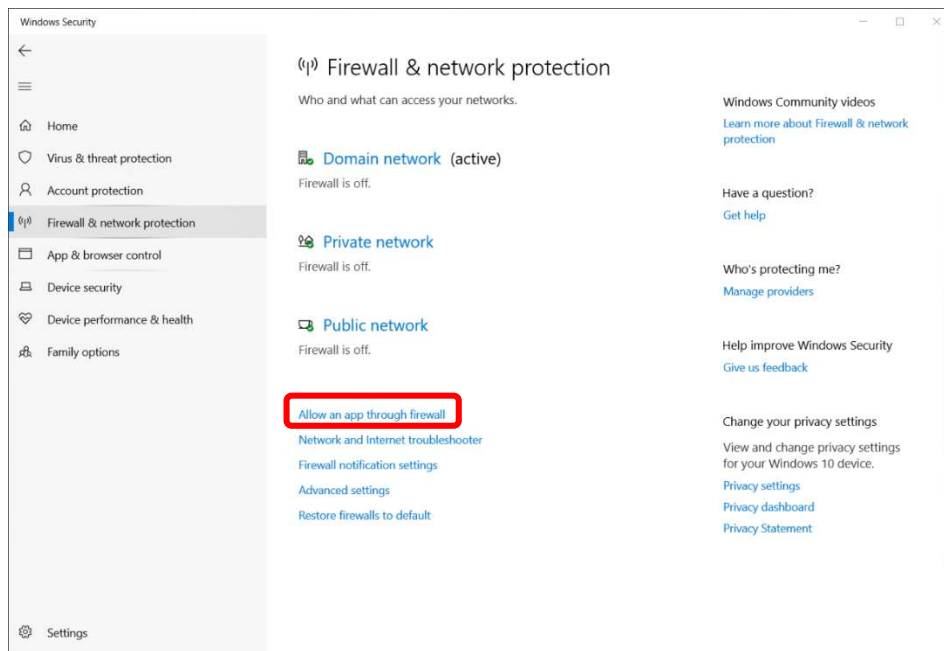
3. Disable all Windows Defender Firewall



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



Press "Allow an app through firewall"



In the "Public Network" Settings make "Installation Center" checkbox is marked 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.

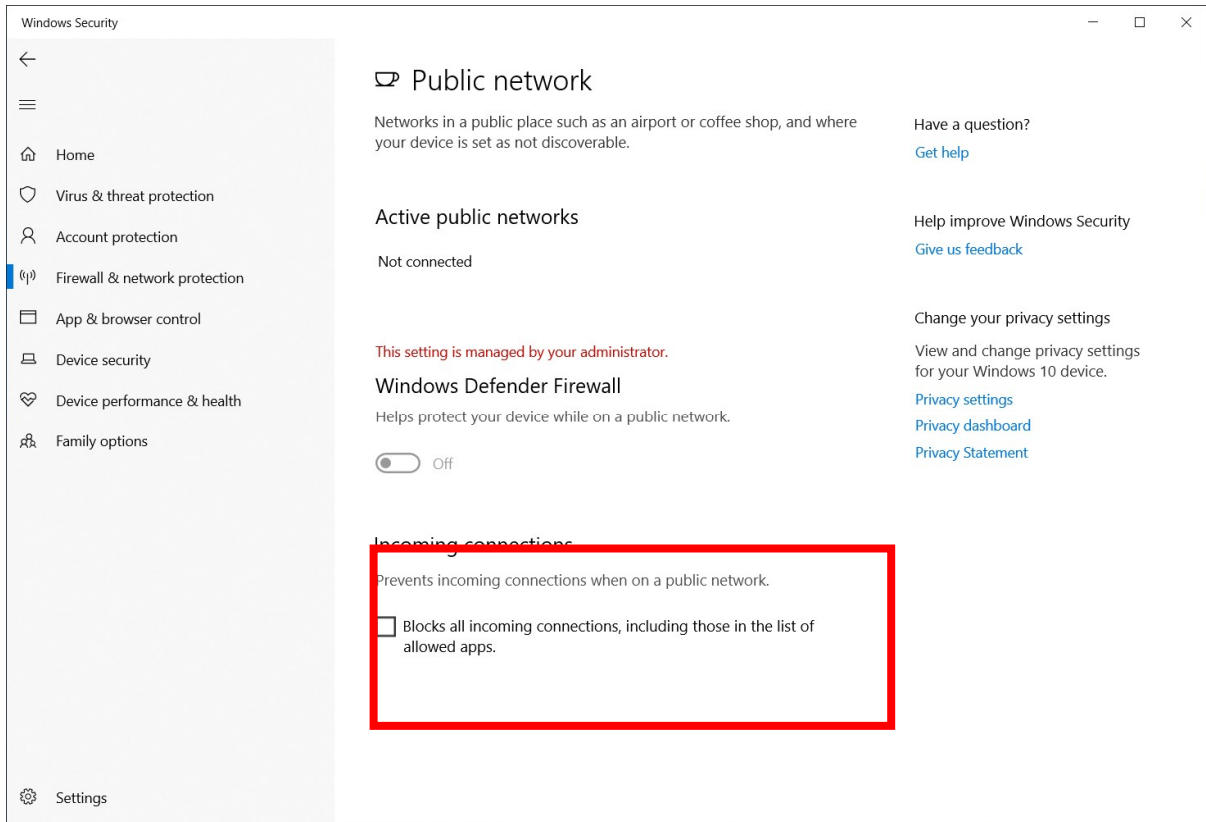
What are the risks of allowing an app to communicate?

Change settings

Allowed apps and features:

Nome	Privata	Pubblica	
<input checked="" type="checkbox"/> Il tuo account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Il tuo telefono	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Individuazione rete	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Individuazione rete Wi-Fi Direct	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Microsoft Photos	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> InstallationCenter	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Microsoft Edge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> IntelUSBoverIP:1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Mappe Windows	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> mDNS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/> Media Center Extender	<input type="checkbox"/>	<input type="checkbox"/>	

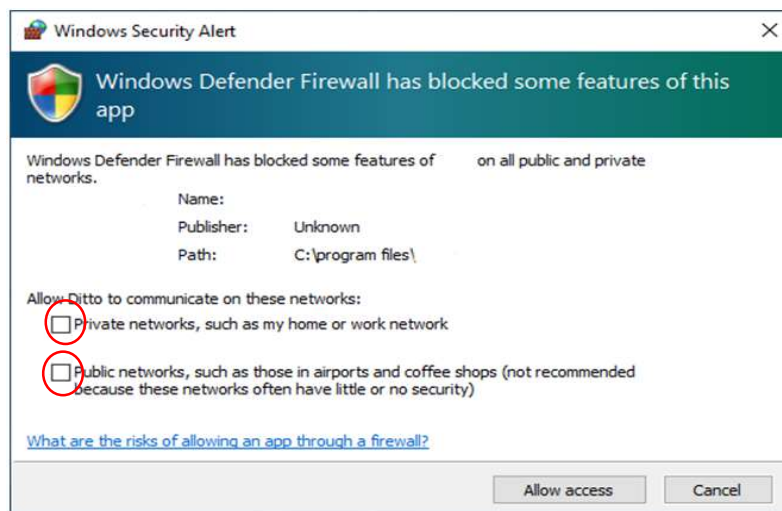
Make sure that the "Incoming Connections" checkbox is unchecked.



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)

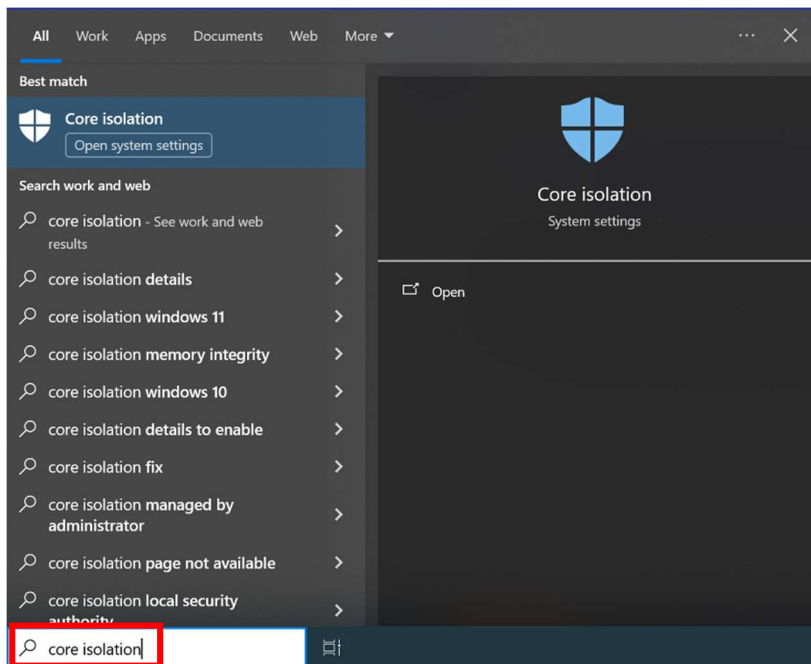
Description: RESTAPI

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.



2. Set the "Memory integrity" to Off

