
Software Release Notes

Mystique version 2.9

This document provides the changes from Mystique version 2.8 to 2.9.

Purpose of release

The following new features and enhancements are included in this release.

- Updated the user interface and added the Dark user interface theme.
- Added Pandoras Box support for Mystique Lite.
- Add Logitech C922 Pro Stream Webcam as a supported device.
- Added support for the 4K860-iS projector.
- Modified default settings for Mystique 3D.
- Added a button to adjust the camera preview exposure in Mystique Lite.
- Improved automatic exposure.
- Improved diagnostics collection.

Known issues

The following are known issues in this release.

- If a camera is disconnected while Mystique is open, the preview may become unavailable even after it has been reconnected.
Resolution: If this happens, launch the camera search or reload the configuration to restore camera functionality.
- The performance of Mystique with FLIR cameras in the configuration seems slow (or slower than before installing the Dalsa drivers). Occasionally, the Status Viewer shows warnings indicating the camera could not retrieve an image.
Resolution: Disable Dalsa drivers. For more details, see the "Point Grey or FLIR camera performance is slow" topic in the *Mystique User Guide (P/N: 020-001134-XX)*
- Christie Mystique 2.5 (or later) requires a laptop or PC with an Intel Haswell (or later) CPU architecture, which provides Bit Manipulation Instruction Set 2(BMI2). This means Intel® 4th Generation CPUs or higher are required. Attempting to run Mystique on older CPUs results in Mystique failing to launch.
- Installing or uninstalling combinations of Christie software products including Mystique, AutoCal, AutoStack, Conductor on the same computer may cause communication issues with cameras or projectors on some of the products.
Workaround: To restore all drivers and dependencies, remove then re-install the latest version of Mystique.
- Genie Nano cameras require a network connection path to the laptop/PC driving them with an internal built in 1 GB NIC. Using an external USB NIC adapter/dongle causes the MAC address

to be changed dynamically between reboots and leads to the cameras not being detectable by Christie Mystique.

- After installing Mystique 2.5, "Christie Mystique Operate Lite" remains in the Windows Apps & Features list.

Workaround: This application entry is no longer relevant and may be safely removed from Windows without affecting Mystique Operate or the ability to control Mystique.

- Using a .cal file created in Mystique 2.4 or later into version 2.3 or older may cause misalignment with short throw lenses, or may cause Mystique to become inoperable.
- When using an existing configuration on Mystique and you are prompted to clear the test patterns, HS Series, GS Series, and Inspire Series projectors may clear the test pattern regardless of the given response.
- Drawing test patterns using Mystique Operate is not supported on the Christie HS Series, GS Series, and Inspire Series projectors.
- Christie Twist files generated by Christie Mystique containing Christie Pandoras Box projectors cannot be opened by Twist.
- In some cases, it may take up to 10 seconds to add Ethernet cameras in Christie Mystique.
- If an installation includes a completely flat screen, or a projector with a mirrored X or Y axis, the installation cannot be supported by a fish eye fit solver.
- If connected to Pandoras Box and using multiple Pandoras Box Sites, inconsistencies may occur with the canvases in the Mystique integration folder in Pandoras Box, and cause Mystique to create new canvases. The unused inconsistent canvases remain in the Pandoras Box project and saved to disk, and may cause a buildup of unused canvases.

Workaround: Delete the unused canvases from the Pandoras Box project or from disk. To prevent canvases from becoming inconsistent in the future, in Pandoras Box, select the **Inspector** tab. In the File Management area, remove any canvases from untargeted nodes displaying an inconsistent status.

- If Windows 8.1 is installed on the computer, you might not be able to load Mystique.

Workaround: Complete the following steps.

1. Install the update located here: <https://support.microsoft.com/en-us/help/2919355/windows-rt-8.1,-windows-8.1,-and-windows-server-2012-r2-update-april-2014>.
2. Install the update located here: <https://www.microsoft.com/en-us/download/details.aspx?id=49082>.
3. Load Mystique again.

- Computers with an Intel HD Graphics 530 and certain versions of its driver may cause Mystique to crash while launching.

Workaround: Install graphics driver version 21.20.16.4627, which has been tested and is compatible with Mystique.

- On some computers, running a Mystique 3D configuration from Mystique Operate may report an Abnormal Error preventing the Run from completing successfully.

Workaround: In Mystique, disable drawing test patterns as part of the Run process. Save the change, close Mystique, and initiate the Run from Operate again.

- When connected to Pandoras Box, Mystique runs may fail if output parameters are overridden by running sequences.

Workaround: Save the warp, soft-edge (blend), and source parameters of PB outputs to sequences not used to run the Pandoras Box show.

- Some Logitech C920 webcams stop working correctly after their initial use with Mystique. When relaunching Mystique, the camera is discoverable but if added to the configuration, no preview image is shown and the calibration fails.
Workaround: Disconnect the webcam in between uses of Mystique.
- Mystique cannot send warps with more than 256 control points (16x16) to Griffyn projectors with firmware 1.1.1.
Workaround: Upgrade to the latest version of the Griffyn firmware.
- When sending or applying warps to a Griffyn projector running firmware 1.1.1, when a warp is applied the projected image will be less bright.
Workaround: Upgrade to the latest version of the Griffyn firmware.
- Running some auto camera features from the OSD menu on GS series projectors while the projector is connected to Mystique may prevent Mystique from clearing the projectors internal test pattern once the auto feature completes running.
Workaround: Upgrade to the latest GS firmware, or close Mystique, and then select the projector's **Menu** button followed by the **Back** button. In some scenarios, an AC power cycle may also be required.
- Using Guardian with some newer projector firmware versions has some known issues.
Workaround: Christie recommends using the following firmware with Guardian until this issue is resolved: Griffyn firmware version 1.3.1 or less or Christie M firmware version 1.1.1 or less.
- Guardian is not compatible with Christie M 4K25 RGB models in Shifted Superposition mode.
Workaround: Turn off Shifted Superposition mode.
- If Mystique cannot communicate with a remote Pandoras Box Manager, try disabling the firewall on the Pandoras Box computer.

Ensuring port 80 is not in use

Verify no other programs are using port 80 before installing Mystique.

There are two known services that might use port 80—the World Wide Web Publishing Service, and the Web Deployment Agent Service. If either service is running on your system, stop the service and change the startup type of the service to Manual before you install Mystique.

1. On your computer, select **Start > Control Panel > Administrative Tools > Services**.
2. Locate the **World Wide Web Publishing Service**.
3. Right-click the service and select **Properties**.
4. In the Startup type list, select **Manual**.
5. In the Service status area, select **Stop**.
6. Select **Apply**.
7. Repeat steps 2 to 6 for the **Web Deployment Agent Service**.

Installing Mystique

To load Mystique, complete the following steps.

If a restart prompt appears before the installation is complete, select **No**.

1. Make sure all operating system patches are installed.

2. If an existing AutoCal or Mystique installation exists on the computer, Christie recommends uninstalling the application prior to loading the latest version of Mystique, unless the older installation is required for compatibility with older hardware.

If an existing AutoCal or Mystique installation is uninstalled after loading the latest version of Mystique, Mystique may need to be removed and re-installed to correctly restore all drivers and dependencies.

3. Insert the Christie installation media in to the USB drive on the computer.
If the installation does not start automatically, select **Start > Computer**. Browse to the Mystique installation media, and double-click the **MystiqueSetup.msi** file that corresponds to the installed version of Windows.
4. Select **Next**.
5. To proceed with the Mystique installation, select **Next**.
6. Select **I accept the terms in the License Agreement** and select **Next**.
7. Select **Install**.
8. Select **Finish**.
The Mystique installation is complete.
9. When the installation is complete, restart the computer.

Technical support

Technical support for Christie Enterprise products is available at:

- North and South America: +1-800-221-8025 or Support.Americas@christiedigital.com
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or Support.EMEA@christiedigital.com
- Asia Pacific (support.apac@christiedigital.com):
 - Australia: +61 (0)7 3624 4888 or tech-Australia@christiedigital.com
 - China: +86 10 6561 0240 or tech-supportChina@christiedigital.com
 - India: +91 (80) 6708 9999 or tech-India@christiedigital.com
 - Japan: 81-3-3599-7481
 - Singapore: +65 6877-8737 or tech-Singapore@christiedigital.com
 - South Korea: +82 2 702 1601 or tech-Korea@christiedigital.com
- Christie Professional Services: +1-800-550-3061 or NOC@christiedigital.com