
INFORMATION BULLETIN

Corrupt ICP File System Recovery

| Applies to the Following Projectors | Prepared for |
|---|--|
| Solaria One, Solaria One ⁺ , CP2210, CP2215, CP2220, CP2230, CP4220, CP4230, D4K25, D4K35 and CP42LH | External Operators and Service Technicians |

This information bulletin provides information and procedures for corrupt integrated cinema processor (ICP) file system recovery. Typically, one of these symptoms indicates a corrupt ICP file system:

- Software upgrade failures
- File loading failures (from the file-sys tab of the File System)
- ICP communication failure
- Missing test patterns
- Missing files
- A green ICPST LED and an orange or red OSST LED
- Green ICPST and OSST LEDs and a SOFTST LED that is not green

NOTE: Red ICPST and FMTST LEDs do not indicate a corrupt ICP file system.

Errors related to certificates or keys (these are not stored on the disk chip), require ICP replacement.

Resolution

Complete [Option 1: Reinstall the Release Files from Boot Mode](#) or [Option 2: Format, Partition, and Reinstall the Release Files from Boot Mode](#).

Requirements

- ICP and Enigma Control Program v1.02 (119)
- 05_BaseFilesystem4.0(420).release
- 07_Prod4.2.release
- 03_DiskChipFormat+LoadBootMode.bf
- 04_DiskChipPartition.bf
- 1 Ethernet Cable
- 1 Ethernet Extender (or Hub)
- 1 Computer with an Ethernet Card

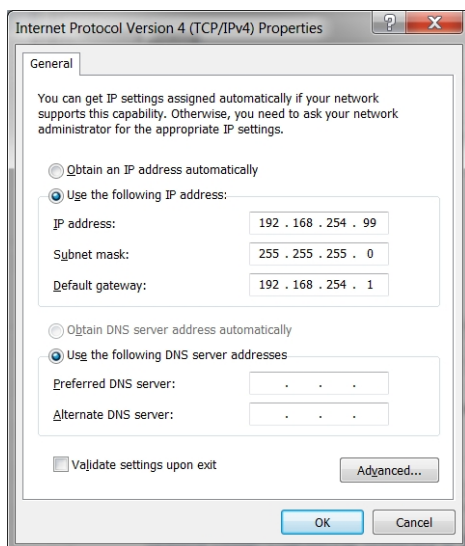
Option 1: Reinstall the Release Files from Boot Mode

Connect the Computer to the Projector

1. Turn the projector on.
2. Disconnect the Ethernet cable from the touch panel controller (TPC) and connect it to the Ethernet extender.
3. Connect one end of a new Ethernet cable to the computer and the other end to the Ethernet extender.

Specify the Computer Network Connections

1. Click **Start > Control Panel**.
2. Type **adapter** in the search field.
3. Click **View network connections** below **Network and Sharing Center**.
4. Right-click **Local Area Connection** and click **Properties**.
5. Click the **Networking** tab, select **Internet Protocol Version 4 (TCP/IPv4)**, and click **Properties**.
6. Click **Use the following IP address**.
7. Enter the **IP address**, **Subnet mask**, and **Default gateway**. The subnet mask must be **192.168.254.x** where **x** excludes numbers **240-255**.



8. Click **OK**.
9. Verify that the SOFTST LED is green and blinking on the ICP faceplate.

Put the ICP into Boot Mode

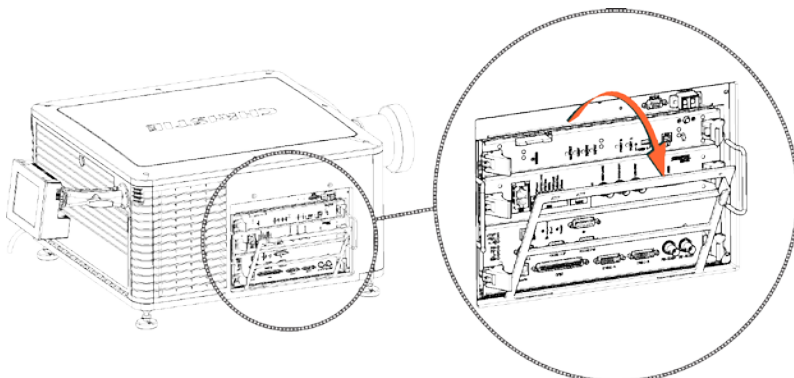
There are two ways to put the ICP into boot mode:

- If the SOFTST LED **is not** blinking green see [Force the ICP into Boot Mode](#).
- If the SOFTST LED **is** blinking green see [Place the ICP into Boot Mode](#).

While in boot mode, the ICP has limited functionality.

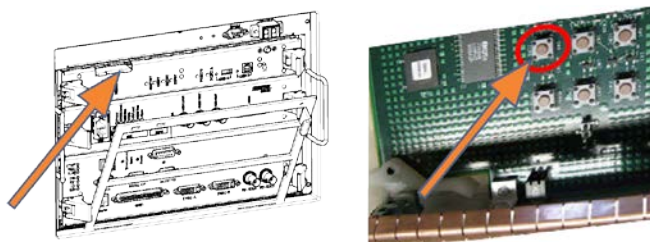
Force the ICP into Boot Mode

1. Pull the marriage ring on the side of the projector outward.



2. Insert a thin, non-conductive tool through the slot on the ICP faceplate and press the reset button.

In a CP2210 projector, the reset button is the left-most button in the back row (as illustrated). In CP2220 and CP2230 projectors, the reset button is in the back row.

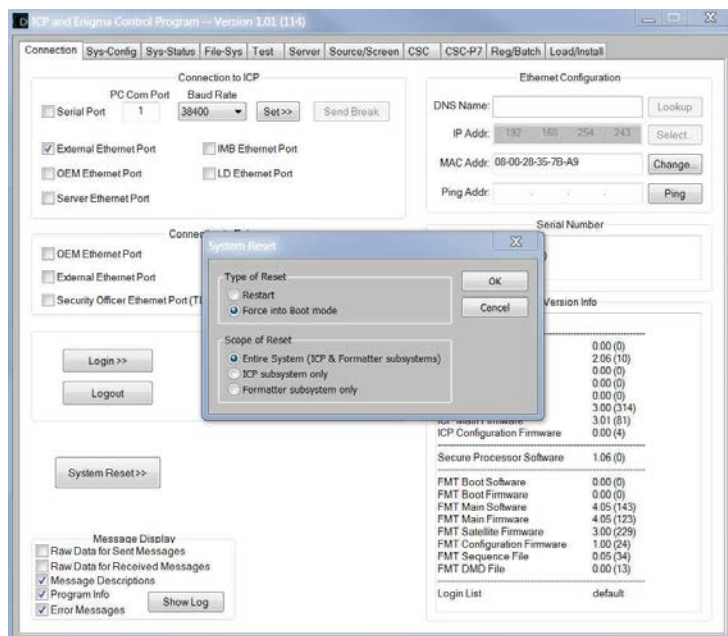


3. Verify that the ICP is in boot mode:
 - a. Make sure that the ICPST LED is orange on the ICP faceplate.
 - b. Open the **ICP and Enigma Control Program**.
 - c. Click the **Connection** tab.
 - d. Verify that **ICP ICP Boot Mode** displays in the **Version Info** area.
4. Replace the marriage ring, opened in step 1.
5. With marriage permissions, activate marriage from the TCP.
 - a. Tap **Menu > Service Setup > IMB Marriage**.
 - b. Complete the **Marriage** wizard.
 - c. Click **Finish**.

Place the ICP into Boot Mode

1. Open the **ICP and Enigma Control Program**.
2. Click the **Connection** tab.
3. Enter IP address **192.168.254.243** in the Ethernet Configuration section.
4. Click to select **External Ethernet Port** in the Connection to ICP section.
5. Click **Login**. Login using the user name and password supplied by Christie Technical support.
6. Click **System Reset**.
7. Click **Force into Boot mode**.
8. Click **Entire System (ICP & Formatter subsystems)**.
9. Click **OK**.

If the error message **ERROR: Command failed (7) (CMD2_SYSTEM_RESET)** appears, click **OK**.

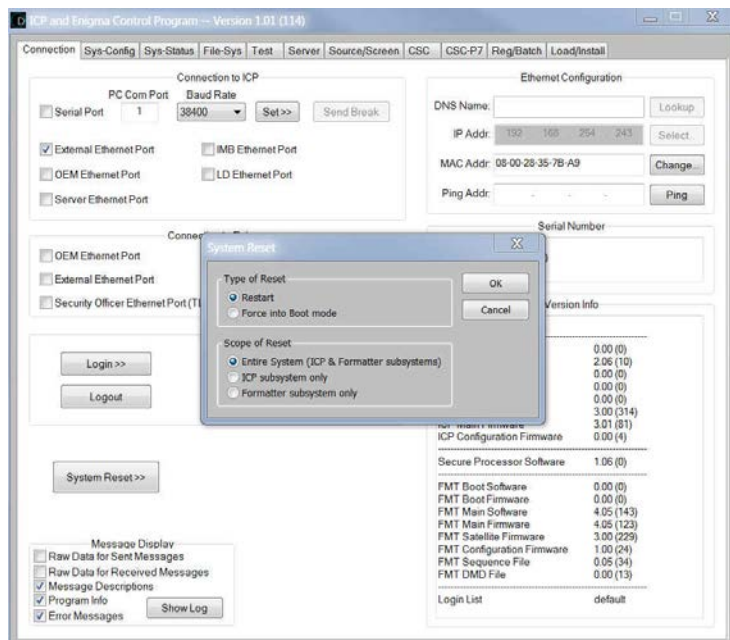


Install the Base Release File

1. Click the **Load/Install** tab in the **ICP and Enigma Control Program**.
2. Click **Browse** and then browse to the location of the **05_BaseFilesystem4.0(420).release** file.
3. Click **Slot A**.
4. Click **Load Release File To Slot**.
5. Wait 1 minute.
6. Click **Install Release From Slot**.
7. Wait 1 minute and then restart the ICP.

Install the Production Release File

1. Open the **ICP and Enigma Control Program**
2. Click the **Connection** tab.
3. Click **System Reset**.
4. Click **Restart**.
5. Click **Entire System (ICP & Formatter subsystems)**.
6. Click **OK**.



7. Log into the **ICP and Enigma Control Program**.
8. Click the **Load/Install** tab.
9. Click **Browse** and then browse to the location of **07_Prod4.2.release**.
10. Click **Slot A**.
11. Click **Load Release File To Slot**.
12. Wait 1 minute.
13. Click **Install Release From Slot**.
14. Wait 1 minute and then restart the ICP.

Disconnect the Computer from the Projector

1. Disconnect the Ethernet cable from the computer and the Ethernet extender.
2. Disconnect the Ethernet extender and connect the Ethernet cable to the TPC.
3. Power the projector on using the TPC.

Option 2: Format, Partition, and Reinstall the Release Files from Boot Mode

Use this procedure if the reinstallation of the release files did not correct the corrupted ICP file system. To make sure this procedure is successful, follow these recommendations:

- Adhere to the time delays specified in the procedure.
- Avoid lengthy file names and directory paths.
- Log out after running a script or installing a file.
- Use the most current version of the release files.

1. Connect the projector to the computer. See [Connect the Computer to the Projector](#).
2. Specify the network connections for the computer. See [Specify the Computer Network Connections](#).
3. Log into the **ICP and Enigma Control Program**.
4. Place the ICP into boot mode. See [Put the ICP into Boot Mode](#) or [Force the ICP into Boot Mode](#)

If you cannot place the ICP in boot mode:

- a. Click the **Reg/Batch** tab.
 - b. Click **Batch File**.
 - c. Click **Select Batchfile** and then browse to the location of the **02_LoadBootModeICP.bf** file.
 - d. Click **RUN** and then click **OK**.
 - e. Click **RUN** and then click **OK**.
5. Log into the **ICP and Enigma Control Program**.
 6. Run a batch file:
 - a. Click the **Reg/Batch** tab.
 - b. Click **Batch File**.
 - c. Click **Select Batchfile** and then browse to the location of the **03_DiskChipFormat+LoadBootMode.bf** file.
 - d. Click **RUN** and then click **OK**.
 - e. Click **OK** twice.
 - f. Click **Close** and wait 1 minute.
 7. Log into the **ICP and Enigma Control Program**.
 8. Run a batch file:
 - a. Click the **Reg/Batch** tab.
 - b. Click **Batch File**.
 - c. Click **Select Batchfile** and then browse to the location of the **04_DiskChipPartition.bf** file.
 - d. Click **RUN** and then click **OK**.
 - e. Click **OK** twice.
 - f. Click **Close** and wait 2 minutes.

9. Install the base release file. See [Install the Base Release File](#).
10. Install the production release file. See [Install the Production Release File](#).

Technical Support

North and South America: +1-800-221-8025 or tech-support@christiedigital.com

Europe, Middle East, and Africa: +44 (0) 1189 778111 or techsupport-emea@christiedigital.com

Asia Pacific: tech-asia@christiedigital.com