
Technical Bulletin

Color formatter board not recognized by CineLife software

This bulletin provides information on how to resolve an issue when a new revision of the color formatter boards (CFB098_M and CFB098_N) is not recognized by the current CineLife software.

Details

If the board is not recognized by the current CineLife software, the following Alarms are displayed in the user interface:

- CFB <color> Lanes and Channel error: Lane <#/#> and Channel down
- CFB <color> Status: Offline

Resolution

Upgrade to CineLife v2.6.2 software or later, which adds support for the new clock driver on the color formatter board (P/N: 001-113657-04). For details on upgrading the software, see *Upgrading the software* (on page 1).

Affected products

The following products are affected:

- CP2315-RGB
- CP2320-RGB

Upgrading the software

Use the following instructions when upgrading the software on your projector.

To perform the required upgrades, follow the instructions in the associated software packages.

1. Download the upgrade package `cineliferelease_XXX.pkg` to a USB flash drive.
2. Insert the USB flash drive into the Management USB port on the projector communications panel.
3. On the projector touch panel, select **Service Setup > System Upgrade**.
4. Select **Add New Package**.
5. Browse to the location of the upgrade package.
Typically, the upgrade package is located in the folder named `USB101`.
6. Select the upgrade package `cineliferelease_XXX` and select **Accept**.
7. In the right pane, select **Upgrade Differences Only (Recommended)**.
8. Select **Upgrade**.

9. In the Confirmation dialog, select **Upgrade** to proceed.
10. Once the upgrade is complete, reboot the projector.
 - If the upgrade is unsuccessful, contact Christie technical support.
 - If the ILS is disconnected, the ILS upgrade fails.

Technical support

Technical support for Christie Cinema products is available at:

- *Support.cinema@christiedigital.com*
- +1-877-334-4267
- Christie Professional Services: +1-800-550-3061 or *NOC@christiedigital.com*