
Technical Bulletin

Software version match after SID harness replacement

This bulletin provides information about updating the projector to the latest software version before replacing the SID harness.

The SID harness stores version information that may not be recognized if the projector is running an older CineLife+™ software version. To ensure compatibility and proper operation, update the projector to the latest software version before replacing the SID harness. Failure to do so may prevent the projector from recognizing the new SID harness, which could render the projector nonoperational and the following behavior can occur:

- All cooling fans operate at full speed.
- A Projector Connection Status dialog appears indicating an attempt to re-establish communication.
- The projector repeatedly reboots after completing the startup sequence.
- The projector enters Standby mode.

Affected products

The following products are affected.

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|-------------------|-------------------|--------------|--------------|
| • CP2415-RGB | • CP4415m-RGBH | • CP4425-RGB | • CP4445-RGB |
| • CP2420-RGB | • CP4420-RGB Gen1 | • CP4430-RGB | • CP4450-RGB |
| • CP4410m-RGBH | • CP4420-RGB Gen2 | • CP4435-RGB | • CP4455-RGB |
| • CP4415-RGB Gen1 | • CP4420m-RGBH | • CP4440-RGB | • H4D3 |
| • CP4415-RGB Gen2 | | | |

SID harness replacement workflow

When replacing the SID harness, make sure the software version on the projector is upgraded to the latest software.

For backing up your files and upgrading the software, see *CineLife+ 2.0 User guide (P/N: 020-103845-XX)*.

For replacement steps specific to your projector model, see the Service guide for your model.

1. Back up your files before installing an upgrade package.
2. Upgrade the projector to the latest software version.
3. Remove the current SID harness from the projector.
4. Install the replacement SID harness.

Technical support

Technical support for Christie Cinema products is available at:

- *Support.cinema@christiedigital.com*
- +1-877-334-4267