

SERVICE BULLETIN

Christie IMB-S2 CompactFlash Card Replacement

Applies to the Following Products	Prepared For
<ul style="list-style-type: none"> Solaria One Solaria One+ Christie IMB-S2 	Internal and External Operators and Service Technicians External Customers Christie Field Application Engineers (FAE) Christie Service Technicians Christie Personnel

This document provides information and procedures for replacing the SanDisk CompactFlash (CF) card with an Advantech CF card on the Christie IMB-S2.

The existing SanDisk CF card in the Christie IMB-S2 can fail when the maximum read-modify-write cycles are reached. A failed CF card can disrupt playback or make the Christie IMB-S2 unresponsive.

The number of replacement CF cards provided by Christie Digital Systems will match the quantity of Christie IMB-S2s.

SanDisk CF card replacement is MANDATORY on all Christie IMB-S2s manufactured before December 2013.

Safety Precautions



ELECTRICAL SHOCK HAZARD! Always turn off, disconnect, and disengage all power sources to the projector before servicing. Failure to comply results in death or serious injury.



Only Christie accredited service technicians are permitted to open any enclosure on the projector and only if the AC power has been fully disconnected. Failure to comply could result in minor or moderate injury.



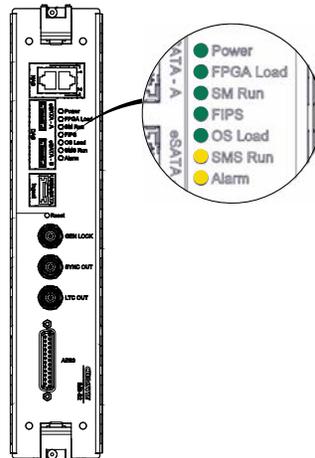
When removing or installing the Christie IMB, wear an anti-static wrist strap and follow anti-static protocols. Failure to comply could result in equipment or property damage.

Prerequisites

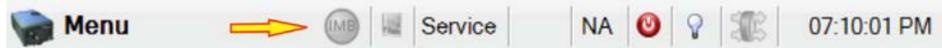
- Christie IMB-S2
- Replacement Advantech CompactFlash (CF) card (003-004700-02)
- Replacement anti-tamper label (Christie Solaria One and Christie Solaria One+ only)

Symptoms of CF Card Failure

When a CF card fails, the Screen Management System (SMS) becomes unresponsive or fails to start. If the SMS fails to start the Alarm and SMS Run LEDs on the Christie IMB-S2 faceplate are yellow and all other LEDs are green:



Occasionally, the SMS starts and runs as expected for an extended period. When a CF card failure occurs, the IMB icon in the touch panel controller (TPC) task bar appears grey:



When the CF card fails an error message indicating IMB server connectivity has been lost can appear and playback can stop prematurely.

Confirm CF Card Failure

To confirm a CF card failure, the SMS must be running. You cannot complete this procedure if the CF card has permanently failed.

1. Insert a USB flash drive in the USB port on the side of the touch panel controller (TPC).
2. Tap **Menu** > **Christie IMB** > **System**.
3. Tap **General** > **Settings**.
4. Tap **Run Interrogator**.
5. Tap **Yes**.

The interrogator file is saved as a compressed file named Interrogator<numeric string>.zip. The file contains the SMS log file, the Security Manager (SM) log file, and configuration information.

6. Open the interrogator zip file and review the InterrogatorSM.txt file for a CloseClient entry. For example:

```
Jun 29 14:35:13 s6_security_manager uucp.err sm: [ERR ] CloseClient->
SSL_shutdown: 0, SSL_get_error: 5, ERR_get_error: 0,
error:00000000:lib(0):func(0):reason(0) !
```

The CloseClient entry indicates a CF card failure. Time entries are displayed in Coordinated Universal Time (UTC).

Resolution

Use these procedures to remove the SanDisk CompactFlash (CF) card and replace it with an Advantech CF card.

Back Up Settings

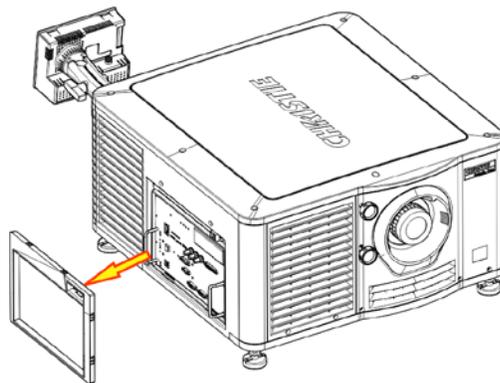
A backup can only be completed when the SMS can be started.

1. Tap **Menu** > **Christie IMB** > **System**.
2. Tap **General** > **Backup/Restore**.
3. Tap **Backup**.
4. Enter a name for the backup file.
5. Tap **Enter**.
6. Tap **OK**.

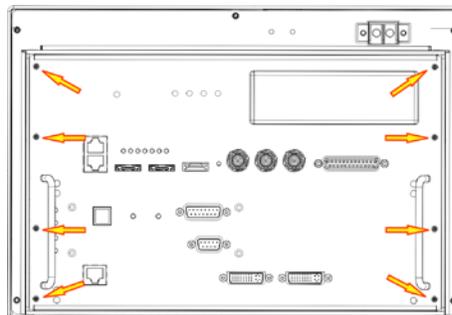
Remove the Christie IMB-S2

This procedure describes the removal of a Christie IMB-S2 from a Christie Solaria One+ projector. For removal instructions that are specific to your projector model, see the projector Service Manual.

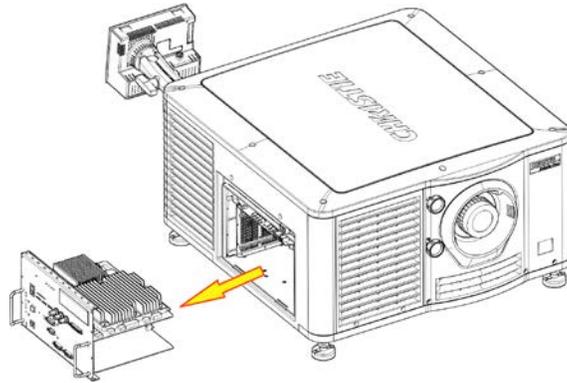
1. Turn the lamp off and allow it to cool for a minimum of 15 minutes.
2. Turn the projector off and disconnect it from AC power.
3. Remove the card cage surround.



4. Remove the 8 card cage faceplate screws.

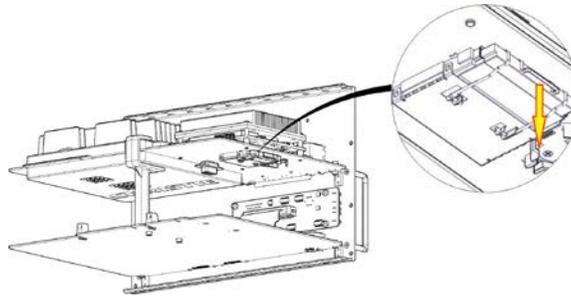


5. Remove the card cage faceplate by the handles and set it on a stable surface.

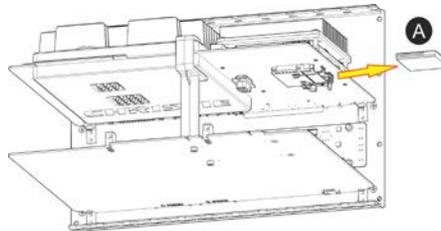


Replace the CF Card

1. On the underside of the Christie IMB-S2, pull the CF card retaining clip down and out of the way.



2. Pull the CF card (A) out of the housing and discard it following your local regulations for electronic waste disposal.



3. Slide the new CF card into the housing and then push the retaining clip down.

Reassemble the Projector

1. Push the card cage faceplate into the projector.
2. Install the 8 card cage faceplate screws.
3. Replace the anti-tamper label on the side of the card cage.
4. Install the card cage surround.
5. Connect the projector to AC power and then turn it on.

Upload the Christie IMB Software Upgrade Package

Upload and install the latest Christie IMB software so all of the Christie IMB software components are the same version. Contact Christie Technical Support to request the latest version of the Christie IMB software.

1. Insert a USB flash drive with the upgrade package into the USB port on the side of the touch panel controller (TPC).
2. Tap **Menu** > **Christie IMB** > **System**.
3. Tap **General** > **IMB Upgrade**.
4. Tap **Browse** and browse to the location of the file.
5. Select the file.
6. Tap **Accept**.

Install the Christie IMB Software Upgrade Package

1. Tap **Menu** > **Christie IMB** > **System**.
2. Tap **General** > **IMB Upgrade**.
3. Select an upgrade file in the **Upgrade Files on Server** list.
4. Select **Full Install** to upgrade all files
- or -
Select **Differences** to upgrade the files that are different from the upgrade file.
- or -
Select **Factory Install** to upgrade all files to the factory settings.
5. Tap **Upgrade**.
6. Tap **Yes**.
7. Restart the Christie IMB-S2 twice when the software upgrade is complete.

Activate Marriage

You must complete the Marriage wizard to display secure content. Marriage permission is required to complete marriage and only Christie accredited technicians are authorized to activate projector marriage.

1. Tap **Menu** > **Service Setup** > **IMB Marriage**.
2. Complete the **Marriage** wizard.
3. Tap **Finish**.

Restore Settings with a Backup File

If a back up file is not available, you will need to manually re-configure these settings:

- Network and storage settings
- Speaker and audio channel mapping
- Automation macro definitions
- Multi-projector configuration
- Scheduled entries

For these procedures, see the Christie IMB User Manual on the Christie web site.

1. Tap **Menu** > **Christie IMB** > **System**.
2. Tap **General** > **Backup/Restore**.
3. Tap **Browse** and browse to the location of the file.
4. Select the file.
5. Tap **Accept**.
6. Select the backup file in the **Restore Files on Server** list.
7. Tap **Restore**.
8. Tap **Yes**.

Upload License Keys

If you purchased licenses to enable additional features, you do not need to purchase new licenses. However, you will need to upload them again when you replace the CF card.

1. Tap **Menu** > **Christie IMB** > **System** > **Licenses**.
2. Tap **Add**.
3. Insert a USB flash drive with the Christie IMB license into the USB port on the side of the touch panel controller (TPC).
4. Select a license file and then tap **Accept**.

Technical Support

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