Barco service bulletin

Serial Number : Date : Product : Priority Code* : 1420 2019-04-26 Event Master EX processors C

- A. "Must" modification, Barco will provide the necessary components to perform this modification at no charge.
- B. Improves the reliability of the product.
- C. Improves the general working conditions of the product.
- D. For information only.

Event Master EX expansion box reimaging

General

Phenomenon

The Event Master EX expansion box may experience a slow linking connectivity issue when using a static IP address.

Solution

Reimage the unit with an ISO image from a bootable USB drive.

After reimaging, the EX expansion box must use Event Master Software version 6.2 or higher.

Scope

This document applies to all Event Master EX processors and provides procedures for creating a bootable flash drive from the provided ISO and reimaging the EX processor with a new software release.

Equipment needed

The equipment listed in the following table is required to perform the reimaging procedure.

Equipment	Description	Qty
Cables	 DisplayPort (male-to-male), 2m 	1
	 Mini-DisplayPort to DisplayPort cable 	1
Misc.	 Monitor (DisplayPort capable) 	1
	USB keyboard	1
	USB mouse	1
	 Blank USB thumb drive (8GB or larger) 	1
	 USB 2.0 Hub – 4 port 	1
	Philips screwdriver PH1	1
	Philips screwdriver PH2	1

Preparations

1

CAUTION: Reimaging the EX unit erases existing data. To avoid losing data, back up your system setup to a computer or a secure site, then reimage the unit.

Overview

- Create a bootable USB thumb drive
- Determine the system
- Access the mini-DisplayPort port
- Connect to an external monitor, USB keyboard, USB thumb drive, and power on

Create a bootable USB thumb drive

How to create a bootable USB thumb drive

To create a bootable USB thumb drive...

- 1. Insert a blank USB drive into the PC.
- 2. Download the EX ISO image into the PC.

Find the EX ISO image on the ...

Drivers & firmware Ex web page (Article number: R9004776) at <u>https://www.barco.com/en/support/ex/drivers</u>.

...or on the...

Drivers & firmware Ex-Tri-combo web page (Article number: R9004787) at <u>https://www.barco.com/en/support/ex-tri-combo/drivers</u>.

- 3. Open a web browser and navigate to <u>https://rufus.ie/</u>.
- 4. Download Rufus 3.4 from the website.
- 5. Double-click on the *rufus-3.4.exe* to launch the application.

Rufus 3.4.1430			-		×
Drive Prop	erties —				
Device					
NO_LABEL (F:) [8 G	6B]				~
Boot selection					
clonezilla-live-ip4k	-sb-prod-2.0.4.231	4.iso 🗸	\oslash	SELECT	ľ
Partition scheme		Target sys	stem		
GPT	~	UEFI (no	n CSM)		~
 Show advanced Format Opt Volume label ip4k-sb-prod-2.0.4 	drive properties				
 Show advanced Format Opt Volume label ip4k-sb-prod-2.0.4 File system 	drive properties	Cluster siz	ze		
 Show advanced Format Opt Volume label ip4k-sb-prod-2.0.4 File system FAT32 (Default) 	drive properties tions .2314	Cluster siz	ze es (Defau	lit)	~
 Show advanced Format Opt Volume label ip4k-sb-prod-2.0.4 File system FAT32 (Default) Show advanced Status 	a drive properties tions 1.2314 v format options	Cluster siz 4096 byt	ze es (Defau	it)	~
 Show advanced Format Opt Volume label ip4k-sb-prod-2.0.4 File system FAT32 (Default) Show advanced Status 	drive properties tions 1.2314 v format options READ	Cluster siz 4096 byte	ze es (Defau	it)	~

Image 2-1: Rufus 3.4 dialog box: Properties

- 6. Verify the settings shown in the image above:
 - 1. Device: The USB that will be burned.
 - 2. Boot Selection: Click SELECT to open a window browser window. Locate the target ISO file and press OK.
 - 3. Partition Scheme: Select GPT.
 - 4. Target System: Select UEFI (non CSM).
- 7. Click **START** to proceed.



8. Select "Write in DD Image mode" and click on **OK**.



Image 2-2: ISOHybrid image detected

9. Select OK.



Image 2-3: Warning

10. Select OK.

It takes a moment for the ISO to be burned on the USB. Once finished, the READY status appears.

Drive Properties					
Device					
NO_LABEL (Disk 1) [8 GB]					~
Boot selection					
clonezilla-live-ip4k-sb-prod-	2.0.4.2314.iso	• ~	\oslash	SELECT	ŗ
Partition scheme	Т	arget sy	stem		
GPT	~	JEFI (no	n CSM)		~
Format Options					
Format Options Volume label ip4k-sb-prod-2.0.4.2314 File system		luster si	74		
Format Options Volume label ip4k-sb-prod-2.0.4.2314 File system FAT32 (Default)	(luster si 1096 byt	ze es (Defau	ult)	~
Format Options Volume label ip4k-sb-prod-2.0.4.2314 File system FAT32 (Default) V Show advanced format op Status	c otions	luster si 4096 byt	ze es (Defai	ult)	~
Format Options Volume label ip4k-sb-prod-2.0.4.2314 File system FAT32 (Default) Show advanced format op Status	otions READY	luster si 4096 byt	ze es (Defai	ılt)	~
Format Options Volume label ip4k-sb-prod-2.0.4.2314 File system FAT32 (Default) Show advanced format op Status	→ otions READY	luster si 4096 byt STAF	ze es (Defau रा	ult) CLOSE	~

Image 2-4: Rufus 3.4 dialog box: Status READY

11. Click on CLOSE.

12. Eject and remove the USB thumb drive from the EX unit.

Determine the system

How to determine the system

In order to access the operating system and the command line of the system, you must connect the EX to an external monitor.

- 1. Look at the rear panel of the unit.
- 2. Connect to the DisplayPort connector labelled "Diag" on the rear panel.

See Image 2-5 for the location of the rear-panel DisplayPort connector.



Image 2-5: Rear-panel DisplayPort connector



Note: If the EX unit does not have a DisplayPort connector, you must access the mini-DisplayPort port on the motherboard.

Access the mini-DisplayPort port



CAUTION: During maintenance operations, always switch off the unit and unplug the power cords before removing the cover, unless otherwise stated. For further safety instructions, refer to the "*EX Safety Guide*" (R5906020).

How to access the mini-DisplayPort port

1. Remove the seven flat head, 4-40 screws from the top of the unit.

The middle screw along the rear edge of the top cover is under the tamper-evident label. Removing the screw may be easier, if you first remove the label.

- 2. Remove the six pan head, 6-32 screws from the sides of the unit.
- 3. Lift the top cover from the unit.

BARC



2 3 Top cover

1

4.

Locate the mini-DisplayPort port on the motherboard.

The mini-DisplayPort port is located on the motherboard near the DC power-cable assembly. Refer to Image 2-7.



Image 2-7: Mini-DisplayPort port on the motherboard

- Mini-DisplayPort port on the motherboard 1
- DC power-cable assembly 2
- 3 Power supply
- Event Master I/O card 4

Connect to an external monitor, USB keyboard, USB thumb drive, and power on

How to connect to an external monitor, USB keyboard, USB thumb drive, and power on

 Connect an external monitor either through the DisplayPort connector on the rear panel or through the mini-DisplayPort port on the motherboard.

Note: If you connect to the mini-DisplayPort port, you must use a mini-DisplayPort-to-DisplayPort cable to connect to a monitor.

Note: The external monitor must be connected prior to powering on the unit.

- 2. Connect a USB hub to the front-panel USB port.
- 3. Connect a USB keyboard and the USB thumb drive to the USB hub.
- 4. Connect the power cable to the EX unit.

Warning: Do not touch the power supply while the unit is connected to external power. Touching the power supply while the unit is connected to external power could result in fatal electric shock.

Reimaging procedure

Load the ISO image into the EX unit



Make sure that the external monitor, USB keyboard, and USB thumb drive are connected to the EX unit, before the unit is powered on.

How to load the ISO image into the EX unit

- 1. Power on the EX unit.
- 2. Change the boot option to **Boot from USB Drive**.
 - 1. Press the **Del** key on the attached USB keyboard repeatedly to enter the Setup Utility.

Aptio Setup Utility - Main Advanced Chipset Security	Copyright (C) 2016 Americar Boot Save & Exit	n Megatrends, Inc.
BIDS Information BIDS Vendor Core Version Compliancy Project Version Build Date and Time Access Level System Language System Date System Time	American Megatrends 5.0.1.1 0.31 x64 UEFI 2.4; PI 1.3 SOM 3568000060X020 07/19/2016 11:57:50 Administrator [English] [Mon 02/09/2015] [18:29:22]	Choose the system default language
		<pre>++: Select Screen 11: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit</pre>

Image 3-8: Aptio Setup Utility: Main tab

2. Select the Boot tab.

Use the arrow keys to navigate.

3. Set "Boot Option #1" to Flash Drive...

Aptio Setup Main Advanced Chipset	Utility – Copyright (C) 2016 Americar Security Boot Save & Exit) Megatrends, Inc.
Boot Configuration Setup Prompt Timeout Quiet Boot	1 [Enabled]	Sets the system boot order
Boot Option Priorities Boot Option #1 Boot Option #2 Boot Option #3	[UEFI OS [UEFI: BUEFI OS]EFI] [UEFI: FLASH Drive S]	
	Boot Option #1 EFI: Built-in EFI Shell EFI OS EFI: FLASH Drive SM_USB20 1100, Parti isabled	it ion 1
		+/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit
Version 2.1	7,1249. Copyright (C) 2016 American ⊧	legatrends, Inc.

Image 3-9: Aptio Setup Utility: Boot tab-Boot Option #1

- 4. Press the Enter key.
- 5. Press the **F4** key to bring up the "Save & Exit Setup" dialog box.

Boot Configuration Setup Prompt Timeout 1 Quiet Boot [Enabled] Boot Option Priorities Boot Option #1 [UEFI: FLASH Drive S] Boot Option #2 [UEFI: Built-in EFI] Boot Option #3 [UEFI OSLASH Drive S] UEFI OS] Save & Exit Setup Save configuration and exit? Yes Yes No	Root Configuration Sate the system host order
F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit F4: Save & Exit	Setup Prompt Timeout 1 Quiet Boot [Enabled] Boot Option #1 [UEF1: FLASH Drive S] Boot Option #2 [UEF1: Built-in EF1] Boot Option #3 [UEF1 OSLASH Drive S] UEFI OS] Save & Exit Setup Save configuration and exit? +: Select Screen Ves No F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit

Image 3-10: Aptio Setup Utility: Boot tab - Save & Exit Setup

6. Select Yes, and press the Enter key.

The system displays the Clonezilla welcome screen. Although no action is required at this point—the program will continue automatically—you can press the **Enter** key to proceed.



Image 3-11: Clonezilla welcome screen

3. Press the Y key, when prompted, and then press the Enter key.

Image V Partclon	Version: 0001 e successfully checked the image (-)		
Total Tin Ave. Rat Data Blo	ne: 00:00:06 Remaining: 00:00:00 e: 4.56GB/min ock Process:		
Total Bid	ock Process:	100.00%	
Checked successfully. The image of this partition is restorable: n	nmcblk0p4	storable: in4k-sh-prod-2.0.4.2436/	
Summary of image checking:			
GPT 1st partition table file found! GPT 2nd partition table file found! GPT partition table file for this disk saved I MBR file for this disk was found: mmcblk0. The image of this partition is restorable: m The image of this partition is restorable: m The image of this partition is restorable: m The image of this partition is restorable: m All the images of partition or LV devices in	by gdisk was found: mmcblk0 nmcblk0p1 nmcblk0p2 nmcblk0p3 nmcblk0p4 this image were checked and they are re	storable: ip4k-sb-prod-2.0.4.2436/	
Activating the partition info in /proc don The following step is to restore an image t /" -> "mmcblk0 mmcblk0p1 mmcblk0p2 n	e! ********** o the hard disk/partition(s) on this machir imcblk0p3 mmcblk0p4″	ne: "/home/partimag/ip4k-sb-prod-2.0	.4.2436
The image was created at: 2019-0419-224 WARNING!!! WARNING!!! WARNING!!! Are you sure you want to continue? (y/n)	46		

Image 3-12: Clonezilla Partclone start

Clonezilla continues, as shown below.



Image 3-13: Clonezilla Partclone continued

4. Use the arrow keys to select **poweroff**.

⊣ Clonezilla Now you can	- Opensource Cl choose to: 0 Poweroff 1 Reboot 2 Enter com	one System (OCS) mand line prompt	Mode: restored	lisk -
	<0k>	<cancel></cancel>		

Image 3-14: Clonezilla Partclone poweroff

5. Press the **Enter** key to complete the shutdown process.



Image 3-15: Clonezilla shutdown

- 6. Remove power from the unit.
- 7. Remove the USB thumb drive and the USB keyboard from the USB hub, and then remove the USB hub.
- 8. Disconnect the external monitor.
- 9. If you had to remove the top cover to gain access to the mini-DisplayPort port on the motherboard, replace the top cover.

