

Barco service bulletin

Serial Number : 1420
Date : 2019-04-26
Product : Event Master EX processors
Priority Code* : 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	<ul style="list-style-type: none">• DisplayPort (male-to-male), 2m• Mini-DisplayPort to DisplayPort cable	1 1
Misc.	<ul style="list-style-type: none">• Monitor (DisplayPort capable)• USB keyboard• USB mouse• Blank USB thumb drive (8GB or larger)• USB 2.0 Hub – 4 port• Philips screwdriver PH1• Philips screwdriver PH2	1 1 1 1 1 1 1

Preparations



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 <https://www.barco.com/en/support/ex/drivers>.
...or on the...

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

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

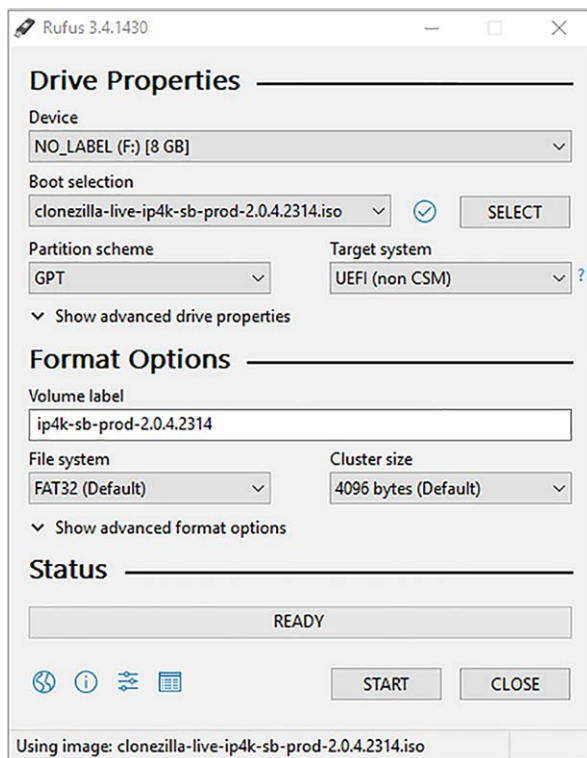


Image 2-1: Rufus 3.4 dialog box: Properties

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**.

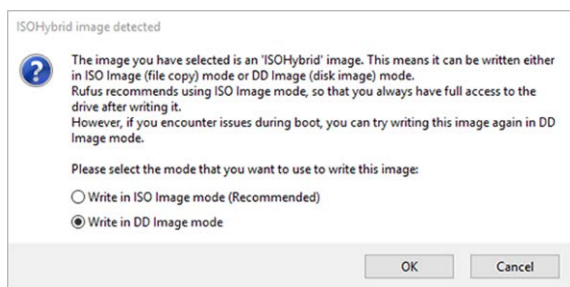


Image 2-2: ISOHybrid image detected

9. Select **OK**.

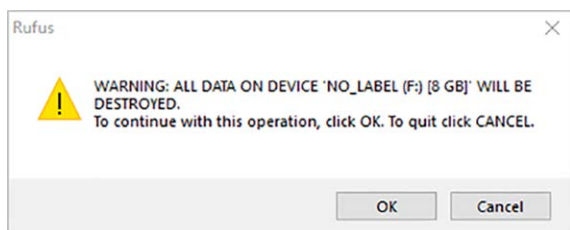


Image 2-3: Warning

10. Select **OK**.

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

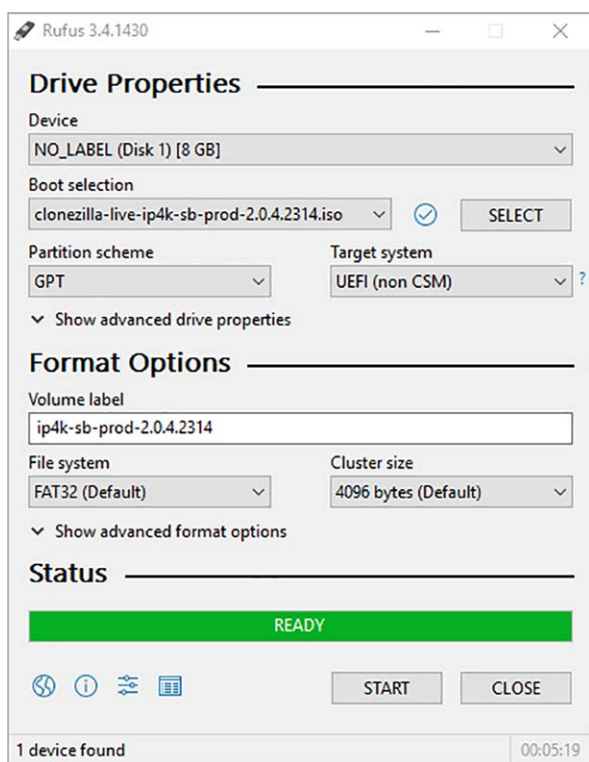


Image 2-4: Rufus 3.4 dialog box: Status READY

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.

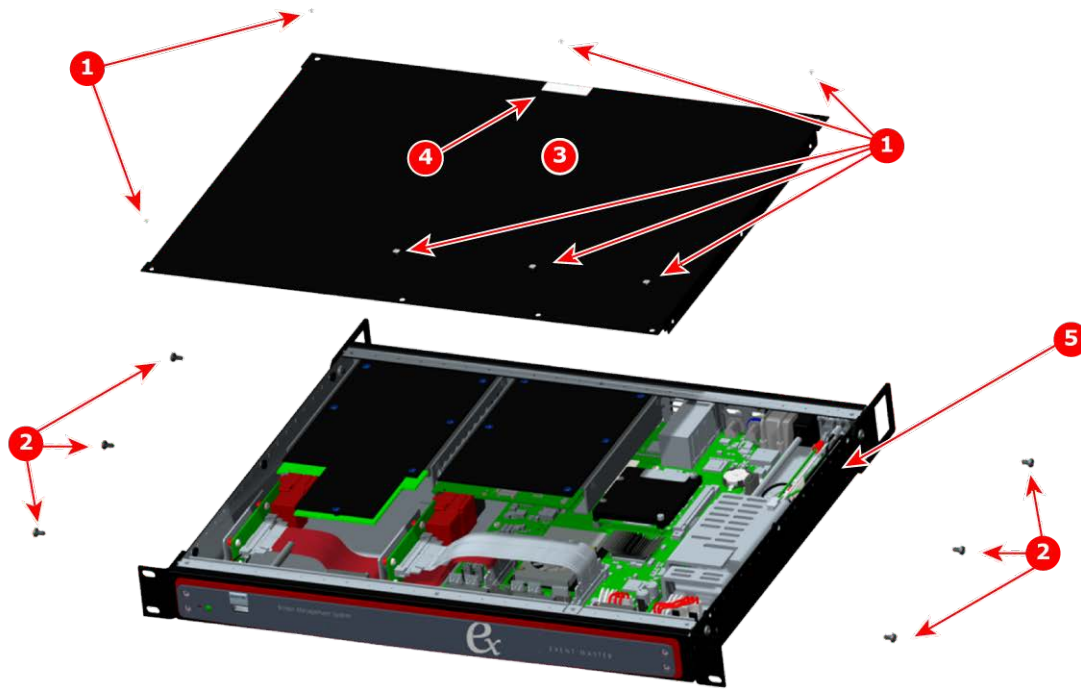


Image 2-6: Top cover removal

- 1 Flat Head, 82° UC, 4-40 screws
- 2 Pan Head, 6-32 screws
- 3 Top cover
- 4 Tamper-evident label
- 5 Chassis

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.

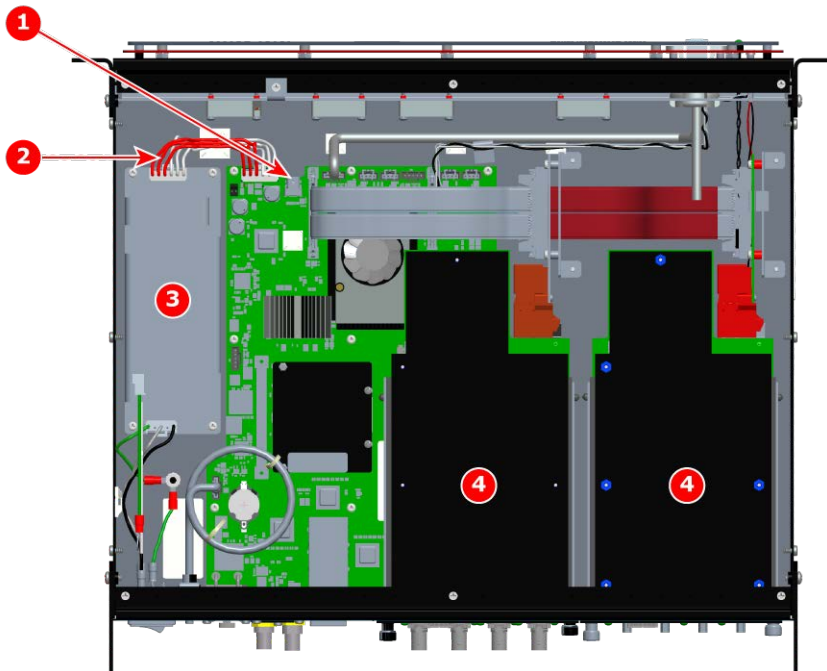


Image 2-7: Mini-DisplayPort port on the motherboard

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

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

1. 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.



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...**

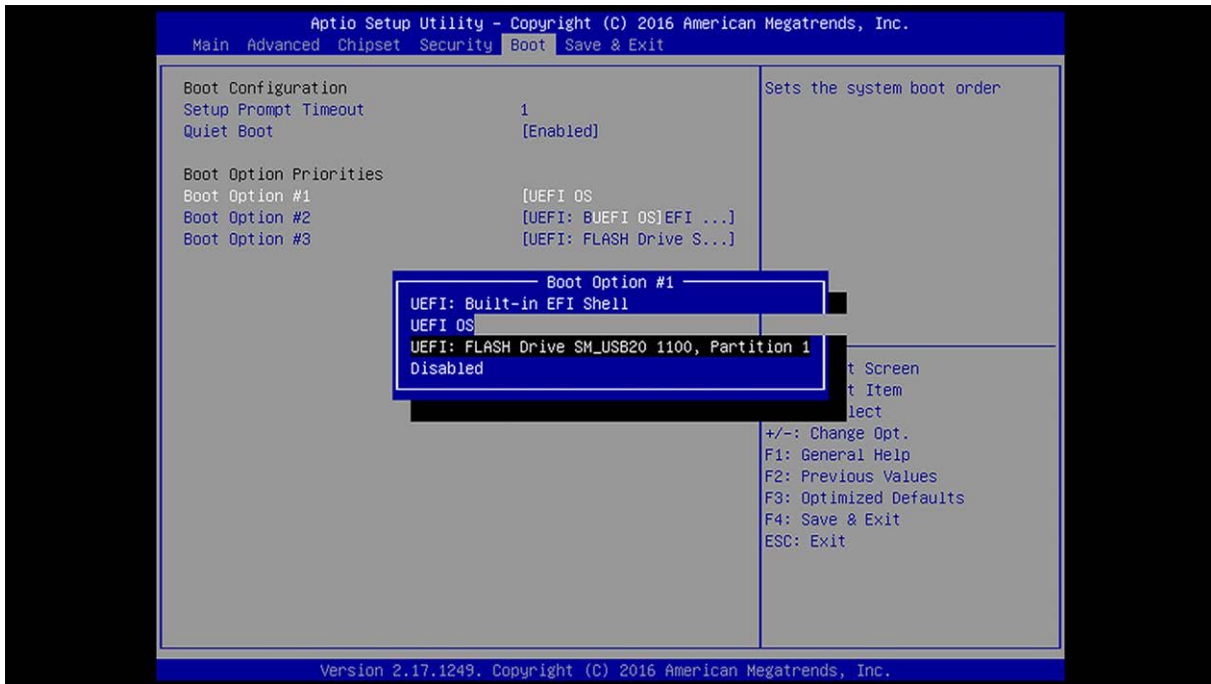


Image 3-9: Aptio Setup Utility: Boot tab—Boot Option #1

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

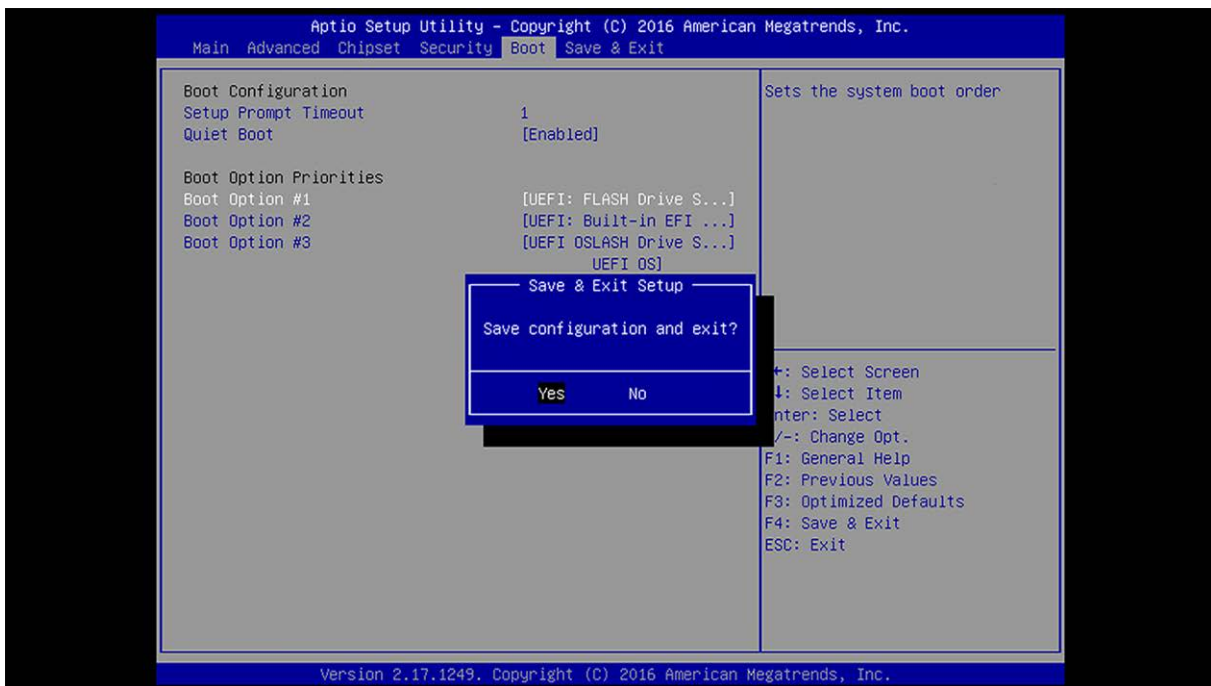


Image 3-10: Aptio Setup Utility: Boot tab – Save & Exit Setup

- 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.

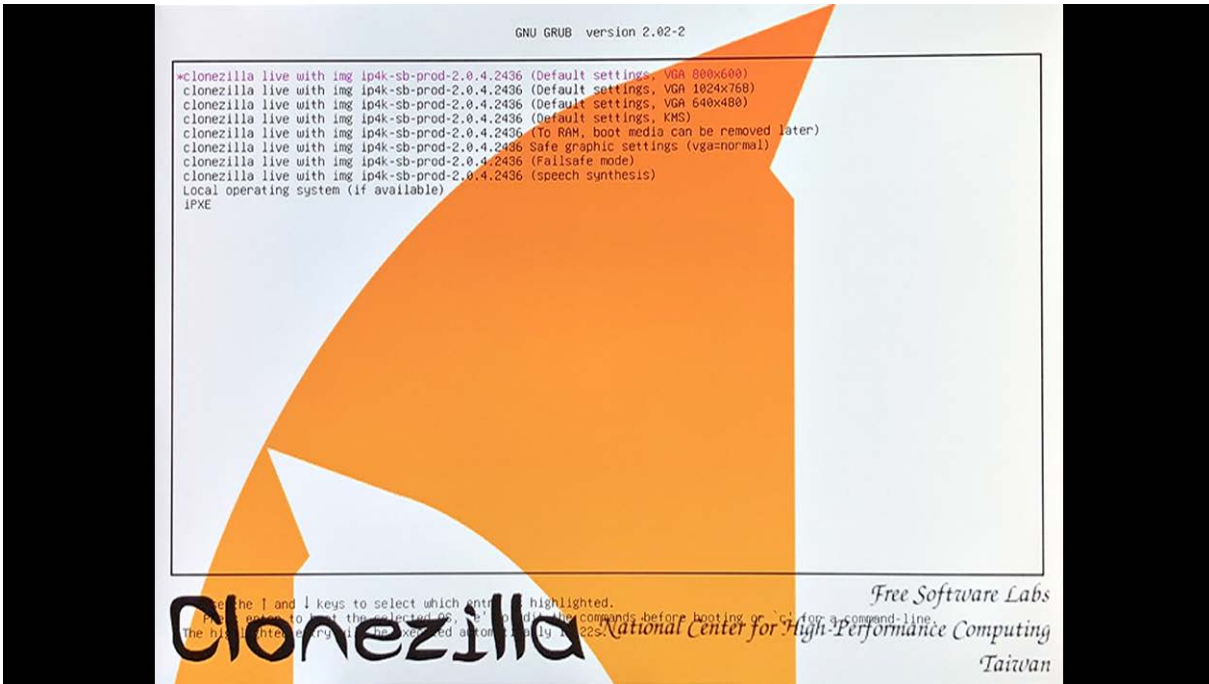


Image 3-11: Clonezilla welcome screen

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

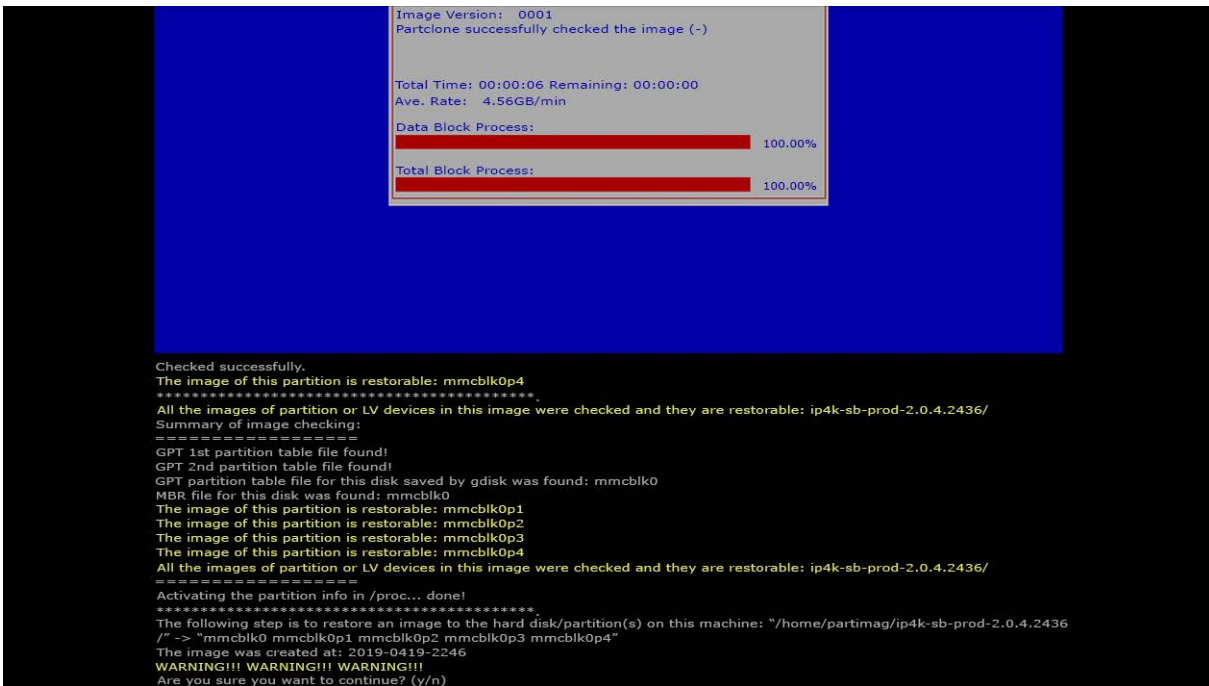


Image 3-12: Clonezilla Partclone start

Clonezilla continues, as shown below.

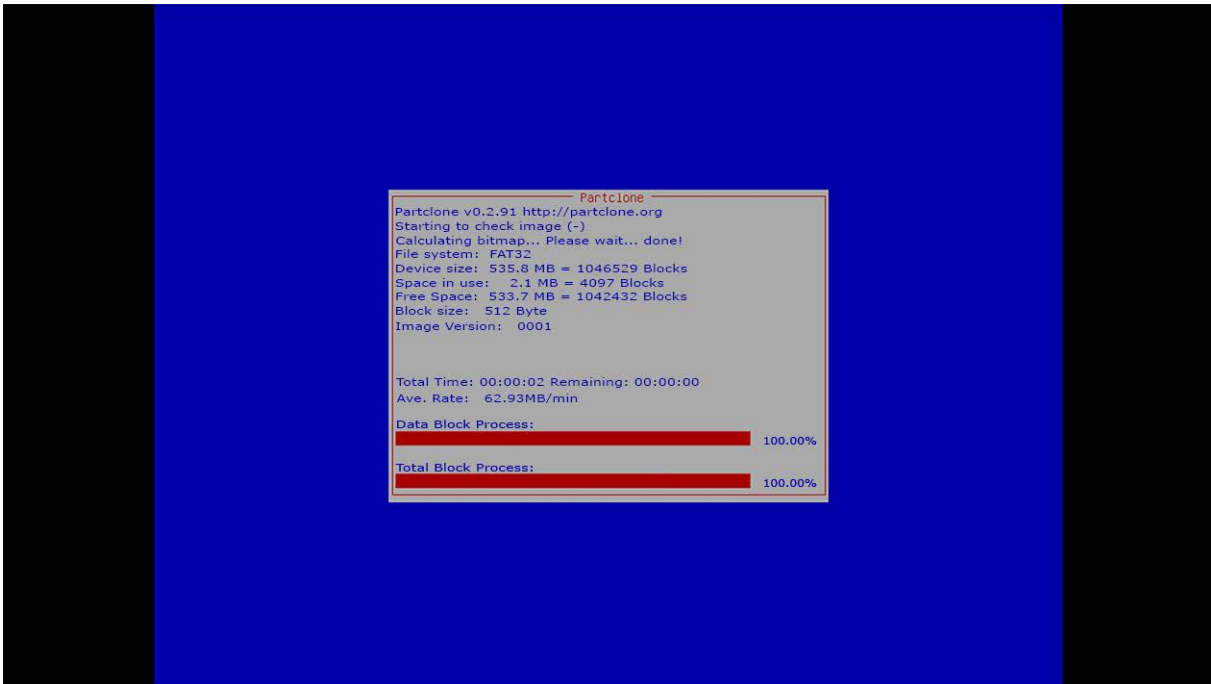


Image 3-13: Clonezilla Partclone continued

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

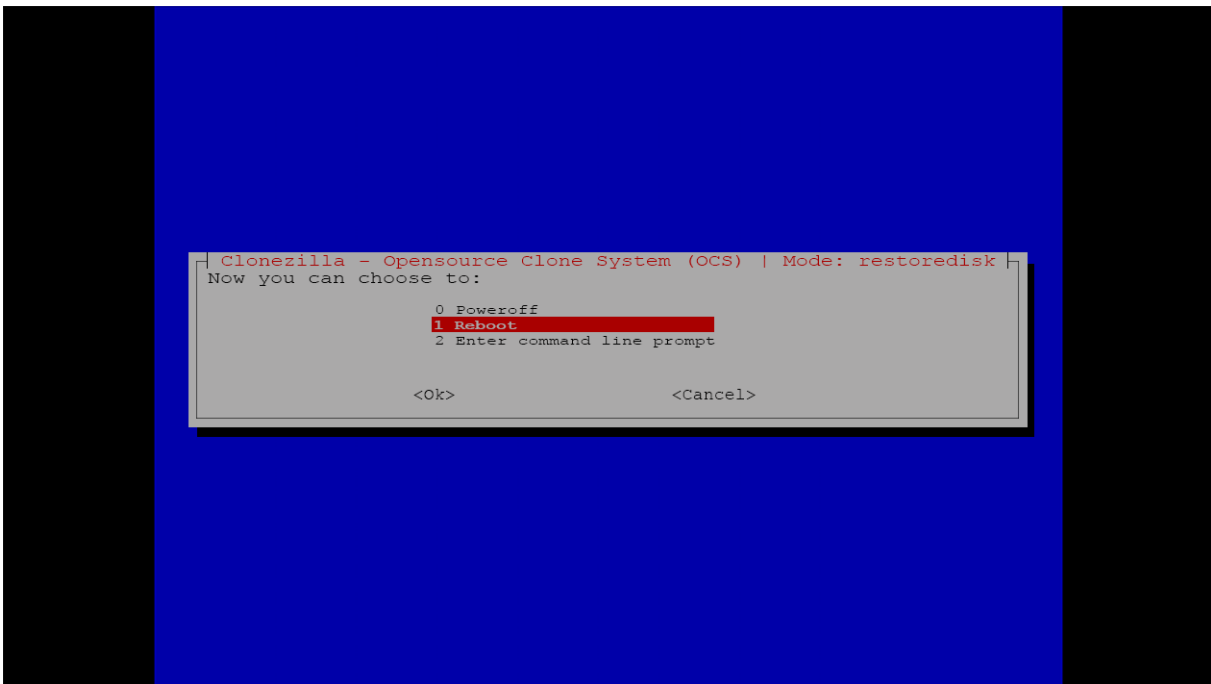


Image 3-14: Clonezilla Partclone poweroff

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

Please remove the live-medium, close the tray (if any) and press ENTER to continue: _

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.