CHRISTIE®

M and J Series Software Upgrade Instruction Sheet

INTRODUCTION

This instruction sheet outlines the procedure for upgrading the software on a M or J Series projector. The upgrade is a single file, and contains all the individual firmware and software files needed to operate the projector. The firmware files for all the hardware components are contained within the upgrade file. The upgrade process will only load the firmware files that need updating.

REQUIREMENTS

- Software
  - Version: 1.0.0 or higher
  - Internet Explorer 7.0/8.0 (IE8 is recommended)
- Hardware
  - Ethernet (Network) connection to projector
  - Workstation that can connect to the projector via Ethernet

INSTRUCTIONS

STEP 1: SWITCH TO FAILSAFE

1. Turn on the projector. Make sure the projector is in Standby Mode before starting the Upgrade.

2. Open Internet Explorer and browse to **http://<ipaddress>**, where **<ipaddress>** is the IP address of the projector. The login screen appears.

3. Log in using the admin account (See Figure 1). Click the **Login** button to display the Main tab window (See Figure 2).
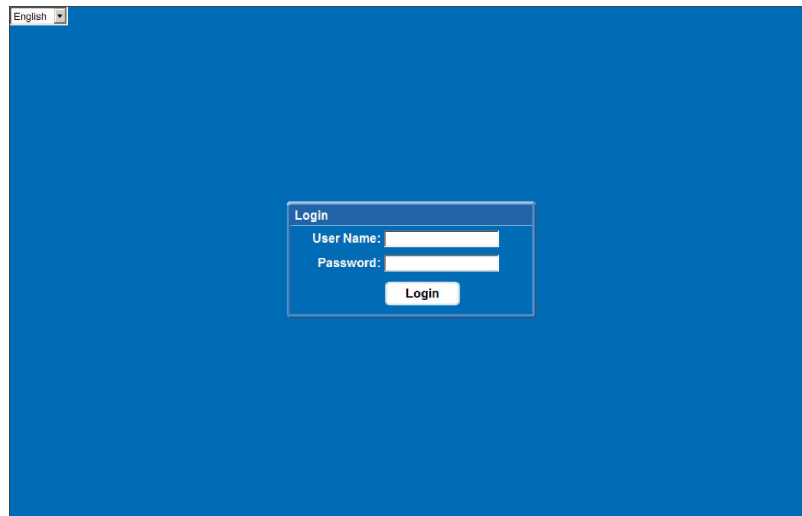
Figure 1 Login Window

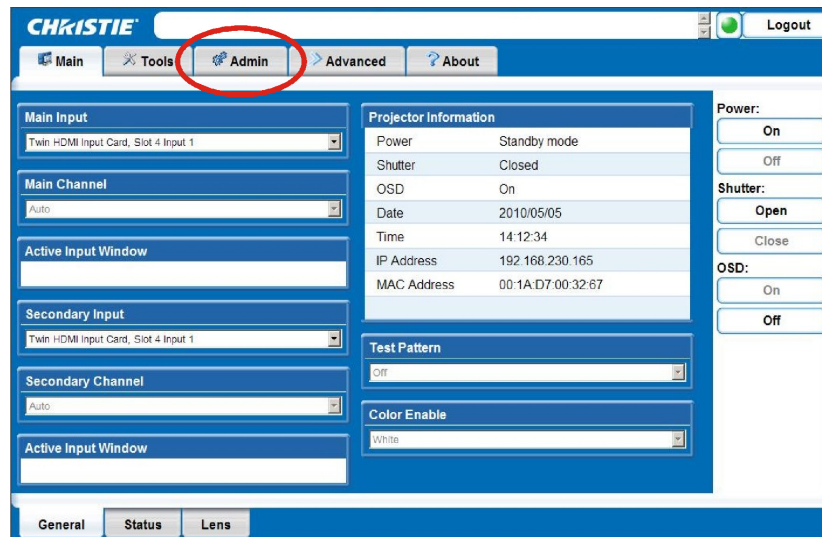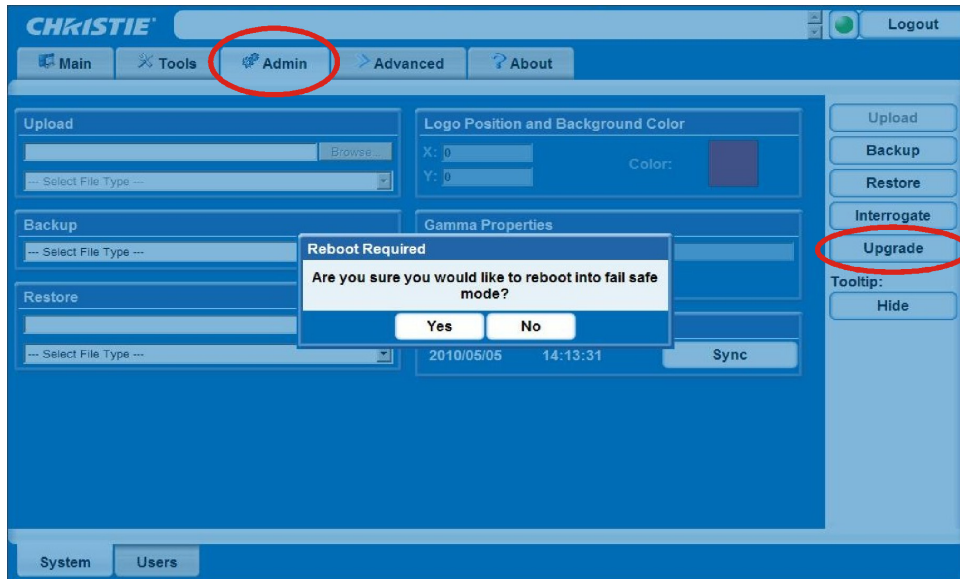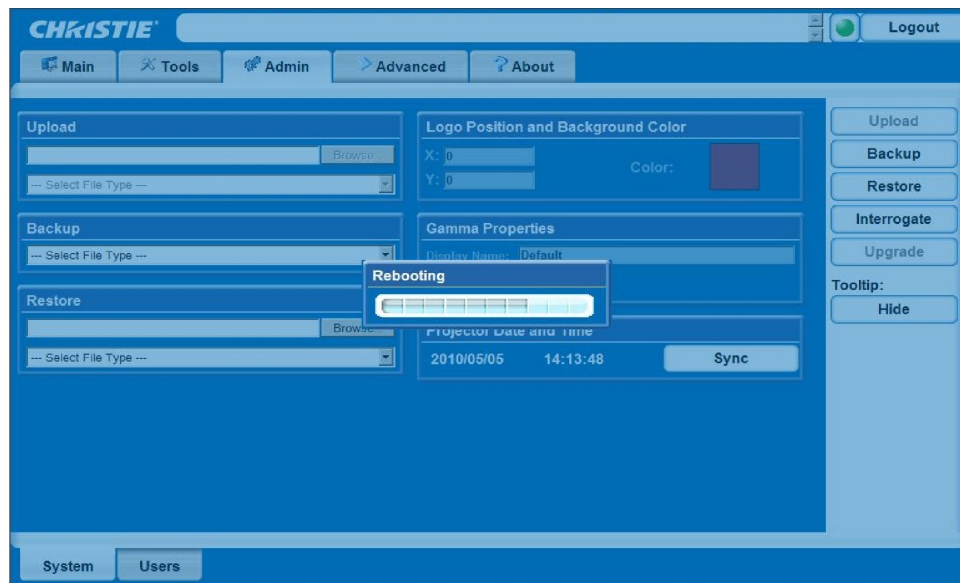4. Click on the **Admin** tab (See Figure 2).

Figure 2 Main Window

5. Click on the **Upgrade** button on the right side (See Figure 3).

Figure 3 Admin Window

6. Click **Yes** in the Reboot Required window. The projector will switch to standby mode then to fail safe mode.
7. The **Rebooting** window will appear (See Figure 4). You will need to wait approximately 30 seconds for the Failsafe web user interface to appear.

Figure 4 Reboot

STEP 2: PERFORM THE UPLOAD

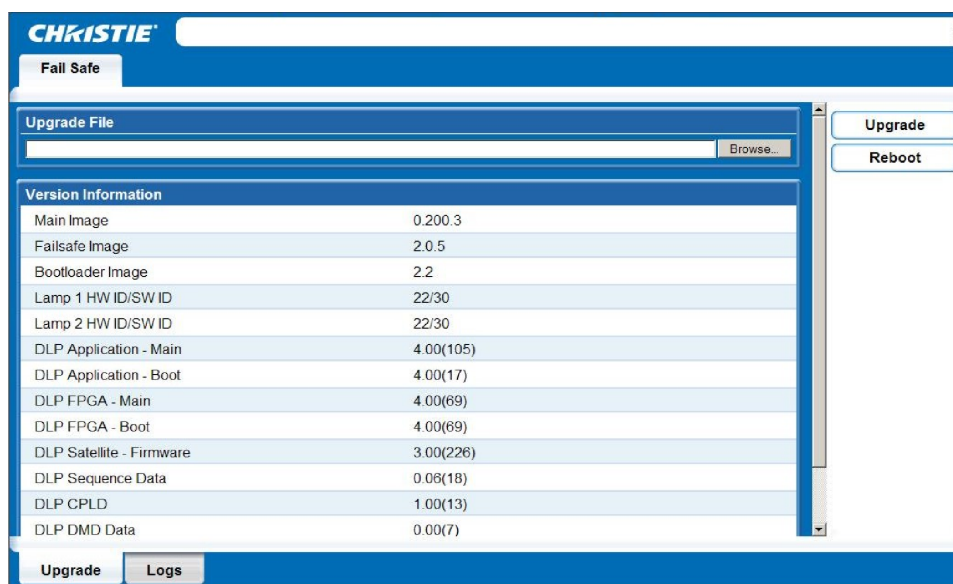1. Select the file to upload via the **Browse…** button (See Figure 5).

Figure 5 Select File

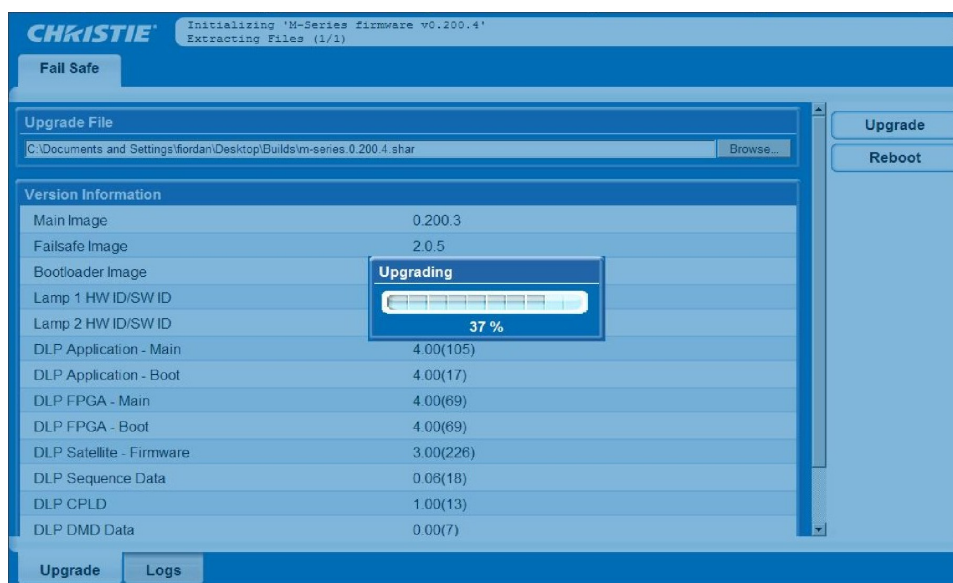2. Click on the **Upgrade** button to begin the upload (See Figure 6).

Figure 6 Upgrade

3. The user interface will upload the selected file to the projector. Once the upload is complete, the **Uploading** window will disappear.

STEP 3: PERFORM THE UPGRADE

1. If the upload was successful, the user interface will start showing an ongoing progress indicator of the upgrade process.
   - The top two lines of the window display the current action.
   - The **Upgrading** window displays a percentage indicator for how much of the current task has been completed.

2. A message will appear at the top if the upgrade was completed successfully (See Figure 7). Click on the **Reboot** button to start the projector in normal mode.
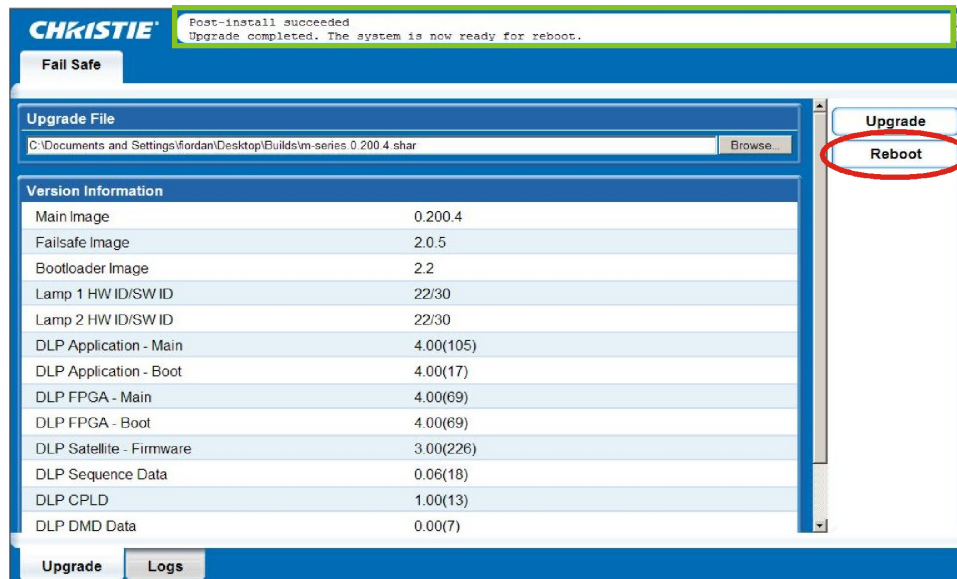

Figure 7 Reboot

3. If you see a message that is different than the one above, then refer to the Troubleshooting section for possible solutions.

TROUBLESHOOTING

CAN'T LOGIN AS ADMIN

The password may have been changed. Please check with the administrator of the projector for the correct password.

UPGRADE BUTTON IS GRAYED OUT

NOTE: *Applies to software earlier than v2.0.* The projector must be in standby mode in order for the Upgrade button to be enabled. Turn off the projector, wait for the cool-down period to complete, and try again.

To verify the projector mode, select the **Main** tab and look at the **Power** field (See Figure 8).
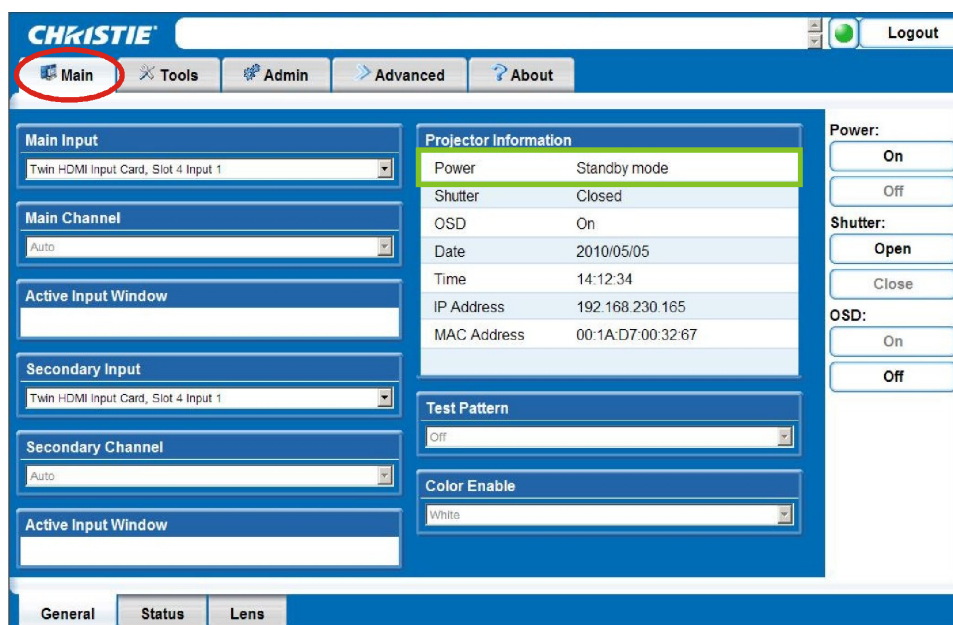
Figure 8 Main Window - Power Field

THE MESSAGE DISPLAYED IS: MAIN UPDATE FAILED XXX, SEE LOG FOR DETAILS

This is a serious error. Copy the upgrade log and send it to technical support.

AFTER I UPGRADE I CANNOT SEE WEB UI

Delete cache and cookies > press **Ctrl+F5**.

APPENDIX A: LOG FILE REFERENCE

Messages that are written to the Upgrade logs during the Upgrade procedure are described below:

Message	Description
Initializing <name>	This appears at the beginning of every log file indicating which package is being used for upgrade.
Could not initialize: <error>	This message occurs if the main update application fails during its initialization. No changes to flash have been made at this point in time and the projector is still in its original state.
Starting upgrade	This line indicates when the hardware firmware is actually being updated.

Message	Description
Successful install of <item> to <destination>	These lines indicate which files have been used to update the hardware. **<item>** is typically of the form: **<type of file> (<version>)** **<destination>** is one of the following: **projector, lamp x, DLP**, or **LCD** Examples include: • Successful install of kernel(GI02) to lamp 1 • Successful install of Application - Main(4.0(104)) to DLP • Successful install of main software(0.9.352) to projector
Skipped install of <item> to <destination>: <reason>	These lines indicate which files were not installed onto the projector. **<item>** is typically of the form: **<type of file> (<version>)** **<destination>** is one of the following: **projector, lamp x, DLP**, or **LCD** **<reason>** indicates why the file was skipped and is typically of the following form: • Same version detected • Incompatible hardware • File is corrupted (unlikely) Examples include: • Skipped install of Sequence Data(0.5(13)) to DLP: Incompatible DMD type • Skipped install of DMD Data(0.0(7)) to DLP: Same version detected
post-install: Initializing	All upgrade packages include a post-install script that is executed. This line indicates when the post-install is starting.
post-install: Removing file: <name>	This line indicates that the post-install script has removed a file.
post-install: Updating file: <name>	This line indicates that the post-install script has updated a file.
Main update failed xxx	If this main update application fails, this line indicates the error code generated by the main update application.
post-install: Finished with status: xxx	This line indicates the return value of the post-install script.
Releasing <type> partition	This message indicates that the flash partition is no longer in use.
Post install script failed	This message indicates that the Post-install script failed. This is typically accompanied by several error messages above it to indicate what the exact failure was.