![CHRISTIE]

Technical Bulletin

IMB-S3 invalid certificates

This bulletin provides information on how to resolve issues with certificates on the IMB-S3 being flagged as invalid.

Affected products

The following products are affected.

- IMB-S3

Description of issue

IMB-S3s manufactured between January and May 2022 have an invalid certificate in the certificate chain. IMB-S3s with this issue must have a new set of certificates installed to resolve this issue. Having proper DCI-compliant certificates is important for the IMB-S3 to continue to receive key delivery messages (KDMs) from distributors in the future.

Recognizing the issue

Follow these steps to determine if an invalid certificate on the IMB-S3 exists.

1. Download the CineLife v2.6.1 software from the Christie website and install it on the projector.

   For information on installing the software, refer to the Christie website (*www.christiedigital.com*).

2. Install the CineLfe v2.6.1 software on the projector.

3. From the Home page, select **Status** > **All Alarms**.

4. Verify the SM Certificate field reads `INVALID DATE RANGE`.

Resolving the issue

Follow these steps to update the IMB-S3 certificate.

1. Download a certificate signing request:

   a) Insert a USB flash drive in the touch panel controller.

   b) From the Home page, select **About**.

   c) From the list, select **Certificate Signing Request**.

   d) Select **Download**.

   e) In the Save As dialog, select the USB flash drive location.

   f) Select **Accept**.

2. Send the downloaded certificate signing request to Christie Technical Support at *Support.cinema@christiedigital.com*.

3. When Christie Technical Support sends the certificate update zip file, unzip it and place the cert_update.xml file on a USB flash drive to ingest into the projector.

> 📝 Only complete the following steps when the projector is expected to be idle for approximately 15 minutes.

4. From the Home page, navigate to the **Content Manager**.

5. Switch to the **Ingestible Content** tab.

6. From the Select a Source list, select the USB flash drive.

   The cert_update.xml file appears in the list.

7. Highlight the file and select **Ingest**.

8. From the SM Certificates Updated dialog, select **Reboot Projector**.

9. Once the projector has rebooted, navigate to the About page and verify the SM ESN field displays the new SM ESN for the IMB-S3.

10. Update the IMB-S3 label on the faceplate with the new SM ESN number.

Technical support

Technical support for Christie Cinema products is available at:

- *Support.cinema@christiedigital.com*
- +1-877-334-4267
- Christie Professional Services: +1-800-550-3061 or *NOC@christiedigital.com*