

INFORMATION BULLETIN

Generate and Retrieve Security Manager Report Logs

Applies to the Following Products	Prepared For
<ul style="list-style-type: none"> Christie IMB-S2 	External Customers Christie Personnel

On Christie IMB-S2 Main Software versions 1.0 and later, an Operation Time Out error message appears when generating large security manager (SM) report log files. This document provides a procedure for successfully generating and retrieving a SM report log file.

Resolution

1. Insert a USB flash drive in the USB port on the side of the touch panel controller (TPC).
2. Tap **Menu** > **Christie** > **Logs**.
3. Select a log start date in the **From** list.
4. Select a log end date in the **To** list.
5. Select **SM Report** in the **Type** list.
6. Tap **Download**. It can take 30 minutes or longer to generate a large SM report log file.

If the Operation Time Out error message appears, the SM report log file is still generated. Click **OK** to close the error message.

7. Open a web browser.
8. In the address field enter http://<ip_address>/web/logs/ where <ip_address> is the IP address of the projector in which the Christie IMB is installed. Press **Enter**.
9. Click the report on the Index of/web/logs screen that begins with the prefix **logSM**.

It can take 30 minutes or longer to generate a large SM report log file. If the file is still being generated, the value in the **Size** column continues to increase.

Index of /web/logs

Name	Last modified	Size	Description
 Parent Directory		-	
 logSM1376491884862.zip	14-Aug-2013 10:51	828	
 logSMS1376491887057.zip	14-Aug-2013 10:51	128	

Apache/2.2.15 (Linux/SUSE) Server at 192.868.230.11 Port 80

Technical Support

North and South America: +1-800-221-8025 or tech-support@christiedigital.com

Europe, Middle East, and Africa: +44 (0) 1189 778111 or techsupport-emea@christiedigital.com

Asia Pacific: tech-asia@christiedigital.com