Barco service bulletin

Serial Number: 941

23/11/2010

Disk full problem a DP2K projector

Priority code*: B

- "Must" modification, Barco will provide the necessary components to perform this modification Α.
- at no charge. в.

Date:

Product:

- Improves the reliability of the product. Improves the general working conditions of the product. C.
- D For information only.

1. DISK FULL PROBLEM ON A DP2K PROJECTOR

1.1 General

Situation

Unable to execute PCF files or unable to update to a new software version.

Cause

Due to continues use of the projector without rebooting or power cycling, the disk can become full or almost full.

Solution

- 1. Detect if disk is full or almost full via the File sys tab in the ICP and Enigma Control program.
- 2. Apply a 'Recover disk space' patch.
- 3. Update ICP software to version 2.2.294 or higher.

See procedures hereafter.

Scope

All DP2K-xxB and DP2K-xxC projectors.

BARCO

Noordlaan 5, B-8520 Kuurne

1.2 Approvals

Modification approved by:

Escalation Manager R&D Director

Product Manager

Quality Manager

If you should have any more questions, or remarks, please do not hesitate to contact our technical support team via the following web site <u>www.Barco.com/esupport</u>.

2. CHECK AND INSTALLATION PROCEDURES

2.1 Check disk space

How to check via the ICP and Enigma Control Program

- 1. Startup the ICP and Enigma Control Program.
- 2. Start with tab page *Connections* (1) and go to *Ethernet configuration*. Click on the *IP Addr* input field (2a) and fill out the IP address of the projector, or Click on **Select** (2b) and select the correct IP address out of the list.

orgection Sys-Contig Sys-Status File-Sys Test Overlay Server	Source/Screen CSC CSC-P7 Reg/Batch Load/Instal
Connection to IOP PC Com Port Baud Rate Serial Port External Ethemet Port OEM Ethemet Port DEM Ethemet Port LD Ethemet Port	Ethernet Configuration DNS Marker (2a) IP Add: 10 132 32 115 Select MAL 2006 (20:35:72:ED Charles) Ethernet Configuration
Server Ethernet Port	(2b)
Connection to Enigma OEM Ethemet Port External Ethemet Port ICP Ethemet Port	Function not available
Security Officer Ethernet Port (TLS)	Version Info
Login Login 2 Mit Login Group >> Default Login Group >> 4)	Man App is currently surving Uses not looped in
System Reset >> Message Display Raw Data for Sent Messages Raw Data for Sent Messages	Projector Login
Haw Data tor Hecewed Messages	OK Cance

Image 2-1 ICP update, setup

- 3. In *Connection to ICP* pane, check the check box in front of *OEM Ethernet Port* (3) **Note:**No other fields checked in that pane or in the Connection to Enigma pane.
- 4. In *Login* pane, click on **Login** (4) and use the following credentials (5):
 - User name : Service
 - Password : Heal Thyself

Click **OK** to confirm (6).

A connection is established with the projector.

5. Open tab page **File Sys** and check **Disk space available** value.

	Aus PRESys Test Server Source/Screen CSC CSC-P7 RegBatch Load/Instal
rectory Type Selection	Directory Listing Displayed
coe Mil C	
file Name Inity RGB /CbCr 709	Length Date Time Adsbutes 54 2009/02/ 16:56:43 54 2009/02/ 16:56:43
	Actions for Projector Files
PutFile GetFile	Select Active Rename Delete Copy
PutFile GetFile Putto Active Getform A	Active Rename Delete Copy Copy from Active
PutFile GetFile PutIo Active Getfrom A	Active Rename Delete Copy Active Special Actions
PutFile GetFile Putto Active Getfilm A	Select Active Rename Delete Copy Active Copy from Active Copy from Active Special Actions Get All Active Show Active File Names >>
Put File Get File Put to Active Get from A	Select Active Rename Delete Copy Active Copy from Active Copy from Active Special Actions Get All Active Show Active File Names >>
Put File Get File Put to Active Get hom A	Active Rename Delete Copy Active Copy from Active Special Actions Get All Active Show Active File Names >>
PutFile GetFile Putto Active Get from A	Select Active Rename Delete Copy Active Copy from Active Special Actions Get All Active Show Active File Names >> B Total Disk Space: 449943 KB
PutFile GetFile Putto Active Get from A Disk Space Available: 0 KB	Select Active Rename Delete Copy Active Copy from Active Special Actions Get All Active Show Active File Names >> B Total Disk Space: 449943 KB

Image 2-2 ICP file system

When **OKB**, disk is full or when disk is low of space (compared to the size of the package to install). Start with running *Recover Disk Space* patch.

2.2 Installation of the Recovery Disk Space patch

Where to find the patch

The patch can be downloaded from Barco's PartnerZone (<u>http://my.barco.com</u>).

Login on Barco's PartnerZone, click on **Support**, select your type of projector and open the tab page **Flash software**. Download *Patch to recover Disk Space*. Unzip the package file into a new directory.

Installation of the patch

- 1. Startup the *ICP and Enigma Control Program* and make a connection with the projector (image 2-1).
- 2. Select External Ethernet port and login (username : Service, password : Heal Thyself).
- 3. Click on tab Load/Install (1).

CP and Enigma Co nnection Sys-Config	ontrol Program Version 1.0 Sys-Status File-Sys Test Sec	00 (102) wer Source/Screen CSC C	SC-P7 RegBatch Load(Install	
(2) (2)	e Stot If A Recover Disk Spice It B 12.125	(4)	Manage Certificate >> Load Secure Data >>)
D \Share	ediseries 2 tools/T//RecoverDiskSpo and Release Filer To Stot	sce_wtmp-only.release	Broyse (3)	
1.2.126	(5)			
Load "R Displ	lecoverDiskSpace wtmp-only/sileas (6) lay Install Log >>	e" to slot A was successful		

Image 2-3 Install patch

4. Select a *Release Slot* (2).

The projector contains 2 release slots to load the software, slot A and slot B.

These slots can be used to store the current software in one slot and the new software in another slot. This way of working make it possible to return to previous version when something goes wrong with the new version.

It is recommended to overwrite the oldest version with the new version and left the current version in that other slot.

5. Browse for the filename to be loaded (RecoverDiskSpace_wtmp-only.release) (3).

The update file has an extension .release.

6. Click on Load release File To Slot (5).

The new file will be loaded in the selected slot.

7. Click on Install Release (6).

The loaded release is installed on the ICP board.

- 8. Reboot the projector.
- 9. Start the upgrade of the ICP board software.