

Barco service bulletin

Serial Number: 1267

Date: 22/Mar/2016

Product: E2 and S3-4K

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.

General

This informational service notice, InfoT-1267, is for E2 (P/N: R9004698) and S3-4K (P/N: R9004757).

Note: This bulletin remains in effect until the release of E2 Software revision 03.10.xxx

Note: This patch must be used with one of the following EMT revisions:

Windows Version – Rev 3.0 Build 21361

Mac Version – Rev 3.0 Build 21375

EC-200 – Rev 3.0.21375

Phenomenon

1. When a preset is overwritten from either preview or program, it may lose its custom name if the E2/S3 video processor is power cycled.
 - a. The presets remain in the system, however, the custom names are erased.
2. If power is maintained and the unit does not undergo a soft reset or reboot, the preset names will remain intact.
3. If default preset names are used and custom names are not required, there is no problem evident to the user.

Cause

1. This is caused by a bug in the E2/S3 firmware on the video processor.

Solution

1. Download E2/S3 Software patch revision 03.00.684 from;

<ftp.folsom.com>

/Products/Image Processing/E2_S3/_Current Official Releases/E2_S3/Preset_Patch

2. Install E2/S3 Software patch revision 03.00.684 following the standard upgrade instructions for this product line.
3. If the user prefers to not use the software patch, be aware that presets will need to be renamed after each reboot/soft rest or power cycle.