

MicroTiles LED

Status System



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Warning messages indicate a hazardous situation which, if not avoided, could result in death or serious injury.



Caution messages indicate a hazardous situation which, if not avoided, could result in minor or moderate injury.



Notice messages indicate a hazardous situation which, if not avoided, may result in equipment or property damage.



Information messages provide additional information, emphasize or provide a useful tip.

CHKISTIE°

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MicroTiles LED status system

This guide contains information about the values and fault conditions that can be reported by the status system for the wall controllers on MicroTiles LED devices.

The wall controller status system is accessible through both the web user interface and the Christie serial protocol Ethernet port 3002. The Octroller status system is not accessible through the serial protocol. Therefore, the wall controller status system contains status items specific to the wall controller as well as entire system status entries.

For example, if an Octroller has a temperature warning, it sets its temperature status to a warning state and the Octroller LED blinks yellow. The wall controller monitors the overall temperature status of all devices in the system and when it sees this warning, it sets a system temperature warning (SST+SYST 176). From the wall controller web user interface the status of the Octrollers can be viewed to find the one with an issue.

The status system provides an overview of the device at the current point in time. It contains a number of groups, which contain a set of status items. Each status item represents a component or sub-component of the system. Obtain specific details regarding a warning or error for a status item using the log system.

The numbers next to the status items in this guide correspond directly to the status item index within each group.

Product documentation

For installation, setup, and user information, see the product documentation available on the Christie website. Read all instructions before using or servicing this product.

- 1. Access the documentation from the Christie website:
 - Go to this URL: http://bit.ly/2DE9cnu or https://www.christiedigital.com/en-us/digital-signage/products/led-tiles/microtiles-led.
 - Scan the QR code using a QR code reader app on a smartphone or tablet.



2. On the product page, select the model and switch to the **Downloads** tab.

Related documentation

Additional information on this product is available in the following documents.

- MicroTiles LED Product Safety Guide (P/N: 020-102824-XX)
- MicroTiles LED Installation and Setup Guide (P/N: 020-102825-XX)
- MicroTiles LED User Guide (P/N: 020-102835-XX)
- MicroTiles LED Serial Commands Guide (P/N: 020-103050-XX)
- Replacing LED modules in a MicroTiles LED array (P/N: 020-103059-XX)
- Removing the MicroTiles LED chassis (P/N: 020-102670-XX)

Status system states

The status system has three states to indicate the health of the device.

	ОК	No known issue
	Warning	A problem with this item should be addressed.
	Error	A problem with this item prevents the system from properly displaying video or turning on the system.

Wall controller status system items

The following sections provide the status system items for the wall controllers.

Configuration Group (SST+CONF?)

The Configuration group provides values and fault conditions for configuration-related items for the wall controller.

#	Status	State	Value	Description
0	Device Model		<model></model>	Displays the device specific model information.
			Unknown	Cannot read the device model.
			Not Specified	Indicates no device model information is available.
1	Device S/N		<serial number=""></serial>	Displays the serial number of the device.
			Unknown	Invalid or no serial number information is available.
3	Device Build Date		<yyyy>/<mm>/<dd></dd></mm></yyyy>	Displays the build date of the device.



#	Status	State	Value	Description
			Unknown	Invalid or no build date information is available.

System Group (SST+SYST?)

The System group provides values and fault conditions relating to the system and its health for the wall controller.

#	Status	State	Value	Description
9	Built-In Self Test		N/A	The built-in self test has not been executed yet.
			PASS	The built-in self test completed successfully.
			FAILED	The built-in self-test did not complete successfully.
10	System ID Board		ОК	Properly detected and initialized the board.
			Communication Fault	Cannot communicate with the board.
			Invalid Data	The information on the board is missing or corrupted.
12	Keypad Display		Auto Detect	The system is attempting to detect the presence of the keypad display.
			Programming	Programming the keypad display with the correct firmware.
			OK	Properly detected and initialized the keypad display.
			Detection Fault	Cannot detect the keypad display.
			Unexpected Behavior	The keypad display is not responding correctly.
30	Main Control Board		ОК	The main control board has been initialized at least once and is known to be OK.
			Initialization Fault	Cannot successfully initialize the main control board.
118 119	QSFP+0 QSFP+1		OK (Active)	The QSFP connection for port 0 is present.
			OK (Copper)	The Copper QSFP connection for port 0 is present.
			OK (Unknown)	An unknown type of QSFP connection for port 0 is present.



#	Status	State	Value	Description
			Not Present	Cannot detect the QSFP connection for port 0.
			Link Down	Cannot detect a device on the other end of the QSFP connection on port 0.
			Device Error	The QSFP connection on port 0 experienced a device error with an active signal.
			Disabled	The QSFP connection was manually disabled.
			Auto Disabled	The QSFP connection was disabled due to generic communication errors.
			Auto Disabled (Link Toggle)	The QSFP connection was disabled due to the link toggle communication errors.
			Auto Disabled (Error Toggle)	The QSFP connection was disabled due to error toggle communication errors.
			Auto Disabled (Bad Cable)	The QSFP connection was disabled due to a bad cable.
120	Network Topology		Closed	Indicates the system array is in a closed loop configuration.
			Open	Indicates the system array is in an open loop configuration.
121	Showing Secondary Wall Controller		N/A	Cannot detect any Octrollers in the system.
			No	The system is not showing the video from the secondary wall controller.
			Yes	An Octroller in the system is showing the video from the secondary wall controller.
122	Primary Wall Controller		OK	Indicates the current configuration has only one primary LED wall controller.
			Missing	Cannot detect a primary LED wall controller in the current configuration.
			Two Primary	Detects more than one primary LED wall controller in the current configuration.
123	Wall Controller Count		<number></number>	Displays the number of LED wall controllers connected in the current configuration.



#	Status	State	Value	Description
124	Octroller Count		<number></number>	Displays the number of Otrollers connected in the current configuration.
125	Tile Count		<number></number>	Displays the number of tiles connected in the current configuration.
142	Wall Power		On	All connected tiles are powered on.
			Off	All connected tiles are powered off.
143	Pixel Pitch		<value></value>	value = Pixel pitch of the system Indicates the pixel pitch is OK and matches across the system.
			Unknown	Cannot determine the pixel pitch information.
			Mismatch	Indicates the pixel pitch is mismatched in the system and the system is not designed to operate like this.
146	SDVOE IP Address		<ip address=""></ip>	Displays the SDVOE IP address.
			Unknown	Cannot determine the SDVOE IP address.
175	Power Consumption		<power>W</power>	Displays the system power consumption in Watts.
			N/A	The power consumption of the system is currently not available.
176	System Temperature		ОК	Indicates all device temperatures are OK.
			Warning	Indicates some device temperatures are in a warning state.
			Critical Fault	Indicates some device temperatures are at a critical fault.
				The device may automatically shut down if a critical fault occurs. To return to regular operation, the device must be manually restarted.
201	LED Series		<series></series>	Displays the LED series name.
			Unknown	Cannot identify any LED modules.



#	Status	State	Value	Description
			Mismatch	Detects more than one LED series in the system.
203	Ambient Brightness		<value></value>	Displays the value in lux from the ambient light sensor or N/A when not connected.
			Multiple ambient light sensors found	Indicates more than one ambient light sensor is connected to the system.
			Error reading from ambient light sensor	Indicates an error reading from the ambient light sensor.
205	Calibration Data		ОК	All LED modules have calibration.
			Mixed (v1.1/v1.2)	All LED modules have calibration data but multiple compatible versions have been found.
			Missing Calibration Data	Some LED modules do not have calibration data.
			Sensor Not Connected	Indicates no sensor is present.

Signal Group (SST+SIGN?)

The Signal group provides values and fault conditions relating to the video signal status for the wall controller.

#	Status	State	Value	Description
1	DP 1		<signal></signal>	Displays the signal specific information for the
2	DP 2			signal.
3	HDMI 1		Unavailable	The signal is not available.
4	HDMI 2			
5	SDI 1		No Signal	There is no signal.
6	SDI 2			
7	SDI 3			
8	SDI 4			
9	SDVOE			
52	3D Sync		Valid 3D Sync	Indicates a valid external 3D sync signal.
			Internal 3D Sync	Indicates 3D mode where no external sync is required.
			N/A	Indicates no input signal or not a 3D mode.
			Invalid 3D Sync	An external 3D sync signal exists but it is not correct.



#	Status	State	Value	Description
			No 3D Sync	The 3D sync is missing.
54	Showing Redundant Input		No	The wall controller is not showing the redundant input.
			Yes	The wall controller is showing the redundant input.

Version Group (SST+VERS?)

The Version Group provides values and fault conditions related to software and hardware versions for the wall controller.

#	Status	State	Value	Description
0	Main Control Board SW Version		<version></version>	Displays the software version running on the main control board.
			Unknown	Cannot determine the software version information.
1	Main Control Board HW Version		<version></version>	Displays the hardware version for the main control board.
19	Keypad Display HW Version		<version></version>	Displays the hardware version for the keypad display.
			Unknown	Cannot retrieve the hardware version as the board is not ready.
65	Wall Controller Software Versions		<version></version>	Displays the software version for all the wall controllers.
			N/A	The software version for all the wall controllers is not available.
			Mismatch	A software version mismatch exists in the connected system wall controllers.
66	Octroller Software Versions		<version></version>	Displays the software version for all the Octrollers.
			N/A	The software version for all the Octrollers is not available.
			Mismatch	A software version mismatch exists in the connected system Octrollers.
67	Tiles Software Versions		<version></version>	Displays the software version for specified tiles.
			N/A	The software version for the specified tiles is not available.
			Mismatch	A software version mismatch exists in the connected system.



#	Status	State	Value	Description
70 System Level Versions	System Level Versions		<version></version>	Displays the software version for all system components.
			N/A	The software version for the system level software is not available.
			Mismatch	A software version mismatch exists in the connected components (wall controllers and Octrollers).

Temperature Group (SST+TEMP?)

The Temperature Group provides values and fault conditions for temperature-related items for the wall controller.

#	Status	State	Value	Description
4	Main Control Board Temperature		ОК	Indicates the temperature of the main control board is OK.
			Unknown	Cannot determine the temperature of the main control board.
			Warning	The temperature of the main control board has reached warning values.
			Critical Fault	The temperature of the main control board has encountered a critical fault.
129 130			<value></value>	Indicates the temperature of the installed QSFP+ module.
			Unknown	The installed module does not support temperature readings.
			N/A	No module is installed.
			Warning	The QSFP+ temperature has reached warning values (v1.3.4 or higher).
			Critical Fault	The QSFP+ temperature has encountered a critical fault (v1.3.4 or higher).

Cooling Group (SST+COOL?)

The Cooling Group provides values and fault conditions related to fans for the wall controller.

#	Status	State	Value	Description
0	Intake (Fan 3)		<tach> RPM</tach>	Displays the RPM of the intake fan.
			Unknown	Cannot determine the RPM of the intake fan.



#	Status	State	Value	Description
			0 RPM	Indicates the fan speed is too low.
51	Main Control Board Blower		<tach> RPM</tach>	Displays the RPM of the main control board blower.
			Unknown	Cannot determine the RPM of the main control board blower.
			0 RPM	Indicates the blower speed is too low.

Serial Group (SST+SERI?)

The Serial Group provides values and fault conditions related to hardware serial numbers for the wall controller.

#	Status	State	Value	Description
0	Main Control Board S/N		<serial number=""></serial>	Displays the electronic serial number of the main control board.
			Missing Serial Number	Cannot retrieve the value because the serial number of the board is missing.

Octroller status system items

The following sections provide the status system items for the Octroller.

Octroller status items cannot be retrieved through the serial port or Ethernet port 3002. However, they can be viewed in the wall controller web user interface. Only the wall controller status system is accessible through the Christie serial protocol.

System Group (SST+SYST?)

The System group provides values and fault conditions relating to the system and its health for the Octroller.

#	Status	State	Value	Description
9	9 Built-In Self Test		N/A	The built-in self test has not been executed yet.
			PASS	The built-in self test completed successfully.
			FAILED	The built-in self-test did not complete successfully.
10	System ID Board		ОК	Properly detected and initialized the Octroller board.
			Communication Fault	Cannot communicate with the Octroller board.



#	Status	State	Value	Description
			Unknown	The information on the Octroller board is unknown.
30	Main Control Board		ОК	The main control board has been initialized at least once and is known to be OK.
			Bad PoE Power Source Device (PSE)	The main control board has a bad PoE (Power over Ethernet) power source device.
			PoE Power Source Device Too Hot	The main control board PoE (Power over Ethernet) power source device is too hot
			Bad PoE Supply Voltage xV	The main control board PoE (Power over Ethernet) has a bad supply voltage.
			Initialization Fault	Cannot successfully initialize the main control board.
97 98	Port0 Port1		ОК	The tile in port is OK.
99 100	Port2 Port3		Not detected	The tile in port is not detected.
101 102 103 104	.01 Port4 .02 Port5 .03 Port6		Communication Fault	The tile in port encountered a communication fault.
105 106	Port 0 Link Speed Port 1 Link Speed		Full Speed	The port is operating at full speed.
107 108	Port 2 Link Speed Port 3 Link Speed		Down	The port is down (the tile is not connected).
109 110 111 112	Port 4 Link Speed Port 5 Link Speed Port 6 Link Speed Port 7 Link Speed		Full Speed not reached; check connection	The port is working but not at full speed.
118 119	QSFP+0 QSFP+1		OK	The QSFP connection for the port is present.
			Not Present	The QSFP connection for the port is not present.
			Link Down	The QSFP connection on the port has no device at the other end.
			Device Error	The QSFP connection on the port ran into a device error with an active signal.



#	Status	State	Value	Description
			Auto Disabled	The QSFP connection was disabled due to link/error toggle communication errors.
126 127	MOSFET on port 0 MOSFET on port 1		ОК	The MOSFET is operating as expected.
128	MOSFET on port 2		Error	The MOSFET has experienced an
129	MOSFET on port 3		LITOI	error.
130	MOSFET on port 4			
131	MOSFET on port 5			
132	MOSFET on port 6			
133	MOSFET on port 7			
134	Port 0 current threshold		ОК	The current threshold for the port is
135	Port 1 current threshold			OK.
136	Port 2 current threshold		Error	The current threshold for the port
137	Port 3 current threshold			has been exceeded.
138	Port 4 current threshold			
139	Port 5 current threshold			
140	Port 6 current threshold			
141	Port 7 current threshold			
143	Pixel Pitch		<value>mm-Pixel Pitch</value>	The pixel pitch is OK and matches across the Octroller.
			Unknown	The pixel pitch information is unknown.
			Mismatch	The pixel pitch is mismatched in the system.
147 148	Port 0 Module 0 Port 0 Module 1		OK	The module has been detected with no errors.
149 150	Port 0 Module 2 Port 1 Module 0		Not Detected	Cannot detect the module.
151	Port 1 Module 1		Pixel Data Missing	The module is missing the pixel data.
152	Port 1 Module 2		The Data Missing	The module is missing the pixel data.
153	Port 2 Module 0		Colour Data Missing	The module is missing the color data.
154	Port 2 Module 1		Colour Data Pilissing	The module is missing the color data.
155	Port 2 Module 2		Pixel and Colour Data	The module is missing the color and
156	Port 3 Module 0		Missing	pixel data.
157	Port 3 Module 1		Manufacturer Missing	The module is missing the
158	Port 3 Module 2		Transfer in 1911	manufacturer information.
159	Port 4 Module 0		Type Missing	The module is missing the type
160	Port 4 Module 1		Type missing	information.
161	Port 4 Module 2		Serial Missing	The module is missing its serial
162	Port 5 Module 0		Serial Pilosing	number.



#	Status	State	Value	Description
163	Port 5 Module 1			
164	Port 5 Module 2			
165	Port 6 Module 0			
166	Port 6 Module 1			
167	Port 6 Module 2			
168	Port 7 Module 0			
169	Port 7 Module 1			
170	Port 7 Module 2			
171	Octroller Tile Count		<number connected="" of="" tiles=""></number>	Indicates the number of tiles connected to the Octroller.
			Unknown	The number of tiles connected to the Octroller is unknown.
172	Octroller Module Count		<number connected="" led="" modules="" of=""></number>	Indicates the number of LED modules connected to the Octroller.
			Unknown	The number of LED modules connected to the Octroller is unknown.
173	Octroller Supply Voltage		<supply voltage="">V</supply>	Indicates the Octrollers supply voltage in Volts.
			N/A	The Octrollers supply voltage is currently not available.
174	Power Consumption		<number consumption="">W</number>	Indicates the total Octroller power consumption in Watts.
			N/A	The total power consumption is currently not available.
177 178	Port 0 Module 0 Run Time Port 0 Module 1 Run Time		<number> mins</number>	Indicates the run time in minutes.
180 181 182 183 184 185 186 187 188 189 190 191	Port 1 Module 0 Run Time Port 1 Module 1 Run Time Port 1 Module 2 Run Time Port 2 Module 0 Run Time Port 2 Module 1 Run Time Port 2 Module 2 Run Time Port 3 Module 0 Run Time Port 3 Module 1 Run Time Port 3 Module 1 Run Time Port 4 Module 2 Run Time Port 4 Module 1 Run Time Port 4 Module 1 Run Time Port 4 Module 1 Run Time Port 4 Module 2 Run Time Port 5 Module 0 Run Time		N/A	



#	Status	State	Value	Description
193	Port 5 Module 1 Run Time			
194	Port 5 Module 2 Run Time			
195	Port 6 Module 0 Run Time			
196	Port 6 Module 1 Run Time			
197	Port 6 Module 2 Run Time			
198	Port 7 Module 0 Run Time			
199	Port 7 Module 1 Run Time			
200	Port 7 Module 2 Run Time			
201	LED Series		<series></series>	Indicates the LED series, where series = the LED series name S60(P3)/S40(NTSC).
			Unknown	Did not identify any LED modules.
			Mismatch	More than one LED series are detected on the Octroller.
213	Custom Configuration Files		ОК	All module configuration files are not corrupted.
			Corrupted Files	At least one of the module configuration files is corrupted.

Signal Group (SST+SIGN?)

The Signal group provides values and fault conditions relating to the video signal status for the Octroller.

#	Status	State	Value	Description		
54	Showing Secondary Wall Controller		No	The Octroller is not displaying the video signal from the secondary wall controller.		
			N/A	The array detects only one wall controller.		
			Yes	The Octroller is showing the video signal from the secondary wall controller.		

Temperature Group (SST+TEMP?)

The Temperature Group provides values and fault conditions for temperature-related items in the Octroller.

#	Status	State	Value	Description
4	Main Control Board Temperature		ОК	Indicates the temperature of the main control board is OK.
			Unknown	Cannot determine the temperature of the main control board.



#	Status	State	Value	Description
			Warning	The temperature of the main control board has reached warning values.
			Critical Fault	The temperature of the main control board has encountered a critical fault.
82	Port 0 FPGA die Temperature		ОК	Indicates the temperature of the port FPGA is OK.
			Unknown	Cannot determine the temperature of the port FPGA.
			Warning	The temperature of the port FPGA has reached warning values.
			Critical Fault	The temperature of the port FPGA has encountered a critical fault.
83 84	Port 0 LED Module 0 Temperature Port 0 LED Module 1 Temperature		ОК	Indicates the module temperature is OK.
85	Port 0 LED Module 2 Temperature		Unknown	Cannot determine the temperature of the module.
			Warning	The temperature of the module has reached warning values.
			Critical Fault	The temperature of the module has encountered a critical fault.
86	Port 1 FPGA die Temperature		ОК	Indicates the temperature of the port FPGA is OK.
			Unknown	Cannot determine the temperature of the port FPGA.
			Warning	The temperature of the port FPGA has reached warning values.
			Critical Fault	The temperature of the port FPGA has encountered a critical fault.
87 88	Port 1 LED Module 0 Temperature Port 1 LED Module 1 Temperature		ОК	Indicates the module temperature is OK.
89	Port 1 LED Module 2 Temperature		Unknown	Cannot determine the temperature of the module.
			Warning	The temperature of the module has reached warning values.
			Critical Fault	The temperature of the module has encountered a critical fault.
90	Port 2 FPGA die Temperature		ОК	Indicates the temperature of the port FPGA is OK.
			Unknown	Cannot determine the temperature of the port FPGA.



#	Status	State	Value	Description
			Warning	The temperature of the port FPGA has reached warning values.
			Critical Fault	The temperature of the port FPGA has encountered a critical fault.
91 92	Port 2 LED Module 0 Temperature Port 2 LED Module 1 Temperature Port 2 LED Module 2 Temperature		ОК	Indicates the module temperature is OK.
93			Unknown	Cannot determine the temperature of the module.
			Warning	The temperature of the module has reached warning values.
			Critical Fault	The temperature of the module has encountered a critical fault.
94	Port 3 FPGA die Temperature		ОК	Indicates the temperature of the port FPGA is OK.
			Unknown	Cannot determine the temperature of the port FPGA.
			Warning	The temperature of the port FPGA has reached warning values.
			Critical Fault	The temperature of the port FPGA has encountered a critical fault.
95 96	Port 3 LED Module 0 Temperature Port 3 LED Module 1 Temperature		ОК	Indicates the module temperature is OK.
97	Port 3 LED Module 2 Temperature		Unknown	Cannot determine the temperature of the module.
			Warning	The temperature of the module has reached warning values.
			Critical Fault	The temperature of the module has encountered a critical fault.
98	Port 4 FPGA die Temperature		ОК	Indicates the temperature of the port FPGA is OK.
			Unknown	Cannot determine the temperature of the port FPGA.
			Warning	The temperature of the port FPGA has reached warning values.
			Critical Fault	The temperature of the port FPGA has encountered a critical fault.
99 100	Port 4 LED Module 0 Temperature Port 4 LED Module 1 Temperature		ОК	Indicates the module temperature is OK.
101	Port 4 LED Module 2 Temperature		Unknown	Cannot determine the temperature of the module.



#	Status	State	Value	Description
			Warning	The temperature of the module has reached warning values.
			Critical Fault	The temperature of the module has encountered a critical fault.
102	Port 5 FPGA die Temperature		ОК	Indicates the temperature of the port FPGA is OK.
			Unknown	Cannot determine the temperature of the port FPGA.
			Warning	The temperature of the port FPGA has reached warning values.
			Critical Fault	The temperature of the port FPGA has encountered a critical fault.
103 104	Port 5 LED Module 0 Temperature Port 5 LED Module 1 Temperature		ОК	Indicates the module temperature is OK.
105	Port 5 LED Module 2 Temperature		Unknown	Cannot determine the temperature of the module.
			Warning	The temperature of the module has reached warning values.
			Critical Fault	The temperature of the module has encountered a critical fault.
106	Port 6 FPGA die Temperature		ОК	Indicates the temperature of the port FPGA is OK.
			Unknown	Cannot determine the temperature of the port FPGA.
			Warning	The temperature of the port FPGA has reached warning values.
			Critical Fault	The temperature of the port FPGA has encountered a critical fault.
107 108	Port 6 LED Module 0 Temperature Port 6 LED Module 1 Temperature		ОК	Indicates the module temperature is OK.
109	Port 6 LED Module 2 Temperature		Unknown	Cannot determine the temperature of the module.
			Warning	The temperature of the module has reached warning values.
			Critical Fault	The temperature of the module has encountered a critical fault.
110	Port 7 FPGA die Temperature		ОК	Indicates the temperature of the port FPGA is OK.
			Unknown	Cannot determine the temperature of the port FPGA.



#	Status	State	Value	Description
			Warning	The temperature of the port FPGA has reached warning values.
			Critical Fault	The temperature of the port FPGA has encountered a critical fault.
111 112	Port 7 LED Module 1 Temperature		ОК	Indicates the module temperature is OK.
113			Unknown	Cannot determine the temperature of the module.
			Warning	The temperature of the module has reached warning values.
			Critical Fault	The temperature of the module has encountered a critical fault.
129 130	QSFP+0 Temperature QSFP+1 Temperature		<value></value>	Indicates the temperature of the installed QSFP module.
			Unknown	The installed QSFP+ module does not support temperature readings.
			N/A	Indicates no module is installed.
			Warning	The QSFP+ temperature has reached warning values for version 1.3.4 and higher.
			Critical Fault	The QSFP+ temperature has encountered a critical fault for version 1.3.4 and higher.

Version Group (SST+VERS?)

The Version Group provides values and fault conditions related to software and hardware versions for the Octroller.

#	Status	State	Value	Description
0	Main Control Board SW Version		<version></version>	Displays the software version running on the main control board.
1	Main Control Board HW Version		<version></version>	Displays the hardware version for the main control board.

Serial Group (SST+SERI?)

The Serial Group provides values and fault conditions related to hardware serial numbers for the Octroller.

#	Status	State	Value	Description
0	Main Control Board S/N		<serial number=""></serial>	Displays the electronic serial number of the main control board.
			Missing Serial Number	Cannot retrieve the value because the serial number of the board is missing.