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Technical Bulletin

Christie NAS-S2 and F-Main board version 06 incompatibility

A compatibility issue with the Christie NAS-S2(P/N: 001-112182-06) running the current 4.1.0 firmware exists. The F-Main board version 06 (P/N: 000-103914-05) does not recognize the Christie NAS-S2 on start-up and the Christie NAS-S2 Ethernet connection must be unplugged and replugged to establish a connection.

Details

This issue affects all CineLife (CP2308, CP2308-C, CP4325-RGB) and E3LH projectors using a F-Main housekeeping board version 06 and a Christie NAS-S2. It does not affect projectors using a F-Main board version 04 or earlier. It also does not affect systems using the Christie NAS-S3.

To determine if you have an affected F-Main board, on the touch panel, navigate to **Status** > **Versions** > **Main PCB Entry**. The F-Main board version 06 displays version 1.5.1.

Solution

To resolve this issue, install the Christie NAS-S2 Main Firmware version 4.3.3. This firmware and the associated software release notes are available on the Christie website:

https://www.christiedigital.com/en-us/cinema/cinema-products/media-block/christie-imb-solution

Workaround

Once the projector and Christie NAS-S2 are powered and fully booted, unplug and reconnect the Ethernet cable into the NAS port on the F-Main faceplate. It takes approximately one minute for the Christie NAS-S2 connection errors to disappear. This workaround solves the problem until the next time you restart the projector or Christie NAS-S2.

Technical support

Technical support for Christie products is available at:

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