CHKISTIE®

Technical Bulletin

GDC SR-1000

This bulletin provides information on what steps must be completed prior to replacing a GDC SR-1000 or setting up an RMA for an SR-1000.

One reason the steps below are necessary is due to a known issue existing on older GDC firmware where the web user interface does not start properly when the NAS is not configured correctly. Upgrading to the latest GDC firmware fixes this issue, eliminating the need for a replacement.

Take the following steps prior to requesting a replacement GDC SR-1000:

1. Fully power cycle the projector and the GDC SR-1000.

2. Upgrade to the latest GDC firmware package.

    The current build is build 88. If you do not have the latest build, contact Christie Technical Support.

3. Provide the following information to Christie Technical Support:

    *   The GDC SR-1000 logs

        To retrieve the logs from the SR-1000, go to **Configuration** > **System**. Under Extract logs & Configuration, select **All** and press the **Generate Logs** button.

    *   Detailed explanation about the failure

    *   Screenshots or pictures showing the failure

    *   If you cannot perform the upgrade or provide the logs, state the reason.

Affected products

The following products are affected.

*   SR-1000 IMB (P/N: 003-121741-XX, 004-121741-XX)
*   SR-1000 IMB Storage S2 (P/N: 127-106108-XX)
*   SR-1000 IMB Storage S3 (P/N: 153-102104-XX)

Technical support

Technical support for Christie Cinema products is available at:

*   *Support.cinema@christiedigital.com*
*   +1-877-334-4267
*   Christie Professional Services: +1-800-550-3061 or *NOC@christiedigital.com*