
Technical Bulletin

IMB-S3 or F-IMB failing to open or write to the SMPTE log report

This bulletin provides information about when the IMB-S3 or F-IMB fails to open or write to the SMPTE log report.

During playback the security manager (SM) on the IMB-S3 logs playback events into a SMPTE log report. If the Security Manager cannot log these events it is supposed to stop playback.

Symptoms

The following symptoms can occur:

- Audio dropping during playback.
- Playback interruptions.
- The projector goes offline.

Verifying the issue

Follow these steps to verify the issue.

1. Download a copy of the projector diagnostic interrogator logs and provide the logs to Christie Technical Support.
2. Confirm the following error is seen in the logs:

```
Failed to write the data to the file './secure_logs/'
```

Resolution

To resolve the issue, complete the following steps:

1. Power cycle the projector.
2. If the problem continues to occur, replace the F-IMB or IMB-S3.

Affected products

The following products are affected.

- IMB-S3
- F-IMB

Technical support

Technical support for Christie Cinema products is available at:

- Support.cinema@christiedigital.com
- +1-877-334-4267