

Barco service bulletin

Serial Number: 1322
Date: 10/03/2017
Product: Event Master EC-200 event controller

Priority code*: B

- 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.

1. UPGRADING THE FIRMWARE AND OPERATING SYSTEM ON THE EC-200 CONTROLLER

1.1 General

Phenomenon

Revisions of the EC-200 GUI prior to version 4.0.29026 give a false error during an operating system upgrade. The error can be ignored, and a power cycle of the system boots using the new OS after the upgrade process is complete.

Also in revisions of the EC-200 GUI prior to version 4.0.29026, the Event Master Toolset GUI does not have a power-off soft button to safely shut down the EC-200 controller. The controller can currently be powered down only by using the power switch on the back of the unit. Repeated hard power cycling over time may lead to corruption of the solid-state drive (SSD).

Solution

To avoid the false error during an operating system upgrade, first upgrade to version 4.0.29026 or higher of the EC-200 Event Master Toolset, then upgrade the EC-200 operating system.

The code upgrade adds the power-off soft button () to the touchscreen. This button should be used to properly shut down the EC-200 controller operating system to avoid SSD corruption.

The operating-system upgrade (v01.02.17.00) increases the reliability of the EC-200 controller by adding a file-system check at startup.

Scope

Affects EC-200 controllers.

1.2 Upgrading the GUI firmware and operating system

GUI firmware upgrade

Install the GUI firmware upgrade first.

1. Go to the EC-200 Product Support webpage on the Barco website.
(<http://www.barco.com/td/R9004771>)
2. Go to EC-200 support and select **Drivers & firmware**.
3. Select the **EC-200 GUI - English [v04.01.00.00]** ZIP file.
4. Download the GUI upgrade ZIP file to a FAT32-formatted USB thumb drive.
5. Unzip the GUI firmware upgrade on the USB thumb drive.
This operation automatically creates a directory named EM with the upgrade file inside (em_update_gui.4.0.29026.tar.gz).
6. Perform the firmware upgrade, using the USB thumb drive.
 - a) Make sure that the em_update_gui.4.0.29026.tar.gz file is in the EM folder on the USB thumb drive.
 - b) Power on the EC-200 and let it fully boot.
 - c) Insert the USB thumb drive into any USB port on the EC-200 controller.
 - d) Navigate to the **Settings** page (select the gear icon ).
 - e) Select the **Controller** tab.
 - f) Select **Tools** in the EC-200 web page.
 - g) Select **Manage Software**.
 - h) Double-click the **em_update_gui.4.0.29026.tar.gz** file, and follow the prompts.


After the system reboots, go to the **Manage Software** page to confirm that the GUI version has been upgraded.



Upgrade the EC-200 GUI firmware first, before upgrading the operating system. Upgrading the EC-200 OS with the current 4.0 release code results in a false error that operating-system upgrade has failed.

Operating system upgrade

Install the operating-system upgrade after the GUI firmware upgrade.

1. Go to the EC-200 Product Support webpage on the Barco website.
(<http://www.barco.com/td/R9004771>)
2. Go to EC-200 support and select **Drivers & firmware**.
3. Select the **EC-200 System OS - English [v01.02.17.00]** ZIP file.
4. Download the OS upgrade ZIP file to a FAT32-formatted USB thumb drive.
5. Unzip the operating-system upgrade on the USB thumb drive.
This operation automatically creates a directory named EM with the upgrade file inside (ec_update_os.1.2.17.tar.gz).
6. Perform the operating-system upgrade, using the USB thumb drive.
 - a) Make sure that the ec_update_os.1.2.17.tar.gz file is in the EM folder on the USB thumb drive.
 - b) Power on the EC-200 and let it fully boot.
 - c) Insert the USB stick into any USB port on the EC-200 controller.
 - d) Navigate to the **Settings** page (select the gear icon ).
 - e) Select the **Controller** tab, and then select the **Software** button below it.
 - f) Select **Tools** in the EC-200 web page.
 - g) Select **Manage Software**.
 - h) Double-click the **ec_update_os.1.2.17.tar.gz** file, and follow the prompts.

The new version of the operating system overwrites the previous version. After the system reboots, go to the **Manage Software** page to confirm that the OS version has been upgraded.

1.3 Barco technical support

Contact Barco

If you have further questions about updating either the GUI firmware or the operating system, please visit the Barco Support web page at <https://www.barco.com/en/support>, or contact Barco technical support by phone.

- **USA:** +1 (866) 374-7878
- **EMEA:** 0800 90 0410
- **CHINA:** 40088 22726
- **APAC:** +603-78803362