

## Autorun Diagnostic System Instructions

This document describes how to use an autorun package file to generate a detailed diagnostic report with data gathered from either all VCs and RPS units that are networked together into a single Matrix G3 or DLX video wall system, or from a single targeted VC or RPS unit.

**IMPORTANT: which diagnostic autorun to use depends on the installed firmware version. Whenever possible, the WallDirector web app is the preferred method to retrieve system diagnostics.**

**For systems with firmware version:**

- **less than 7.0:** use the autorun packages in the folder “Autorun Diagnostics Pre-v7” which do not have any “-vX.X” in the file name.
- **equal 7.0.xxx:** use the autorun packages in the folder “Autorun Diagnostics v7.0” with “-v7.0” in the file name.
- **7.1 and higher:** use the autorun packages with “-v7.1” in the file name.

To use an autorun package file to collect diagnostics:

1. Format a USB drive with the FAT32 file system.
2. Copy the selected autorun package file to the top level of the USB drive.
3. Rename the autorun package file to just **autorun.pkg** on the USB drive.
4. Insert the USB into the AUX USB port of the target unit, depending on whether the selected autorun is for “-system” or a “-one-unit” diagnostics.  
You should see indications of the diagnostic capture process starting within 30 seconds of when you insert the USB drive.
  - a. For “-system” diagnostics which collect information from every VC and RPS in the system, insert the USB drive into the AUX USB port of the system master RPS or VC.
  - b. For “-one-unit” diagnostics, insert the USB drive into the AUX USB port of the one target RPS or VC from which diagnostic information is to be collected.
5. Leave the USB drive inserted until you observe the diagnostics run is complete for the entire video wall or the target unit using the method described below.
  - a. Note: The diagnostics run does not change any system settings, but it does change the blink pattern of indicator LEDs. To return the LEDs to their normal runtime status indication, you can reboot the system, but this is not required.
6. When the diagnostics run is complete for all VCs and RPS in the video wall, or for the single target unit, remove the USB drive.
7. On the USB drive there will be a new file with a name like Video\_Wall-diagnostics00.bin. The digits at the end will be different if a file with that name already existed on the USB drive before the most recent diagnostic run. Return this file to your Planar / Leyard support contact for analysis.
8. Observe the following to monitor progress of the diagnostic run:
  - a. On the an RPS where the USB drive is inserted, the green LED above the CNTRL switch will blink rapidly as long as the system diagnostics run is in progress. For a VC the status LED is the blue LED on the front panel of the VC.
  - b. When this LED changes to a slow blink, the diagnostics run is complete and you can remove the USB drive.
  - c. For a system-wide diagnostics capture you can also observe the blue LED on the front of each VC, or the green LED above the CNTRL switch of each RPS in the system, to see the progress of the diagnostic run:
    - i. Fast blink: capturing diagnostics for this unit.
    - ii. Slow blink: capture is complete for this unit.

- iii. Note: the master diagnostic autorun invokes only one diagnostic capture at a time on each RPS and VC in the system, so at any given moment there should be only one unit showing the fast blink pattern (capture in progress).
- iv. Note: the diagnostic capture normally requires up to two minutes per RPS or VC in the system, but there are some cases where it can take up to five minutes or more per RPS or VC included in the system.
- v. Note: if you need to abort the diagnostic capture, you can just remove the USB drive and reboot the video wall system.