

Autorun Diagnostic System Instructions

This document describes how to use the autorun-diagnostic-system.pkg, which generates a detailed diagnostic report with data gathered from all VCs and RPS units that are networked together into a single Matrix G3 video wall system.

IMPORTANT: for systems with firmware version less than 7.0 you must use the older autorun diagnostic packages which do not have 'v7' in the file name. For systems with firmware version 7.0 and higher you must use the autorun diagnostic packages which DO have 'v7' in the file name.

To use the autorun-diagnostic-v7-system.pkg on a system with at least version 7.0 firmware:

1. Format a USB drive with the FAT32 file system.
2. Copy the autorun-diagnostic- v7-system.pkg file to the top level of the USB drive.
3. Rename autorun-diagnostic- v7-system.pkg to just **autorun.pkg** on the USB drive.
4. On the system master RPS, insert the USB drive into the AUX USB port. You should see indications of the diagnostic capture process starting within 30 seconds of when you insert the USB drive.
5. Leave the USB drive inserted until you observe the diagnostics run is complete for the entire video wall 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, 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 system master 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.
 - b. When this LED changes to a slow blink on the system master RPS, the diagnostics run is complete and you can remove the USB drive.
 - c. 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.