



Release Notes LookThru v1.4.1162

Audience:

- **Planar Internal Only**

Device Identification:

- LO55

Version Information:

Firmware Version: 1.3.1150 → 1.4.1162
SCP: 1.3.1150 → 1.4.1162
VP: 1.3.1061 → 1.4.1070

MD5 Checksum:

- Firmware.pkg: 0850d2d6cf9927bfa4bb6466981d93da

Firmware Upgrade Procedure:

Please see the included document titled “LookThru LO55 Firmware Upgrade.pdf” for detailed firmware update instructions.

Change Log

- See following pages for detailed change log

Zanzibar - Issues

#	Tracker	Status	Priority	Subject
New (4)				
13192	Bug	New	Unprioritized	4k60 Content Rotation Issues
13548	Bug	New	Unprioritized	OSD: Layout Discrepancy with Presets
13551	Bug	New	Unprioritized	Local Dimming Inconsistency After Factory Reset
13553	Bug	New	Unprioritized	Web UI: Additional Authentication Details Needed
Open (51)				
8452	Bug	Open	P1	Touch: Stylus is not compatible with touch frame
2170	Bug	Open	P3	REC709 content on DP is misdetected as REC601
2381	Bug	Open	P3	Touch Control AUTO setting corner case
2797	Bug	Open	P3	Incorrect color space detection on HDMI 1 with Datapath ImageDP4
3542	Bug	Open	P3	Display won't lock to Samsung Ultra HD Blu-ray player after power cycle
11597	Bug	Open	P3	CMS: Display Freeze on Manual Entry
1564	Bug	Open	P4	plnrProtocol ReverseSymbolTranslate can not print a string longer than 4k
2345	Bug	Open	P4	Zone selection should be greyed out in single window mode
2412	Bug	Open	P4	Multiple signal redraws with HDMI 4
2475	Bug	Open	P4	New line characters have "\"" before them in the help command
2482	Bug	Open	P4	Pop-up in bulk mode
2505	Bug	Open	P4	Parse errors at SCP when Set Event 1 menu is open
2488	Bug	Open	P4	Blue background color flashes in Zone 2 (PiP view)
2529	Bug	Open	P4	Audio plays from non-displayed zone
2550	Bug	Open	P4	OPS force shutdown timeout
2558	Bug	Open	P4	Audio plays in "Wake on Signal" power mode
2576	Bug	Open	P4	OSD power settings retain values (cosmetic)
2606	Bug	Open	P4	Blank screen color fills only half the image in PiP mode if input is 4k60
2624	Bug	Open	P4	Marketing request: Save Touch Control in the presets
2654	Bug	Open	P4	hostname is null after reset(factory1)
2704	Bug	Open	P4	Vertical frequency in Image Information menu doesn't match up properly with the other timing values
2705	Bug	Open	P4	Pressing the VGA key on the remote is toggling the source on the current zone
2711	Bug	Open	P4	HotPlug on DisplayPort Out causes temporary signal loss
2733	Bug	Open	P4	System Settings: LED Status Light on AC power cycle issue
2735	Bug	Open	P4	System time can not be set in the past
2788	Bug	Open	P4	OSD: Multi Zone window guide confusing in inverted mount
2830	Bug	Open	P4	Color Gamut in Image Information menu reads REC709 even though Color Gamut is set to DISABLE
3532	Bug	Open	P4	USB drive is not getting unmounted
3930	Bug	Open	P4	Web UI: System Info Summary Not Loading Info After Power On
3933	Bug	Open	P4	Web UI: "Display Not On" Message Missing in Standby
3936	Bug	Open	P4	Web UI: System Info Summary Data Shown in Standby
3946	Bug	Open	P4	Web UI: Display Name Wrapping Inconsistencies
4106	Bug	Open	P4	Web UI: IR Remote ID Code field allows more than five characters and permits letters
4651	Bug	Open	P4	Web UI: 2nd FW Update Specific Pop-ups
4937	Bug	Open	P4	Web UI: PiP Size Missing from Inputs and Views Page
4938	Bug	Open	P4	Web UI: Wait for system reboot after firmware update is too short
5551	Bug	Open	P4	Serial: Factory reset with shell open will stop USB serial communication

#	Tracker	Status	Priority	Subject
5554	Bug	Open	P4	Web UI: Firmware Update line should probably be at the bottom of the list for consistency
5559	Bug	Open	P4	OSD: Cursor and Entered Values Still show in disabled fields
5571	Bug	Open	P4	E-mail notifications: Model ID field doesn't change unless Hostname is changed
5580	Bug	Open	P4	Web UI: Audio Select Behavior
6075	Bug	Open	P4	OSD: Changing zones does not reset OSD timeout
7031	Bug	Open	P4	Won't setup static IP address if DHCP server is slow to respond
7329	Bug	Open	P4	Unable to set PANEL.SELECT after down reving firmware
8387	Bug	Open	P4	OSD: Power Menu Doesn't Update Automatically
8485	Bug	Open	P4	Help shows commands that are not supported in a particular product
11538	Bug	Open	P4	Web UI: Navigation interrupts FW update procedure
12712	Bug	Open	P4	Panning Can Cause Some Blurriness
13176	Bug	Open	Unprioritized	Horizontal pan is broken in quad view (4k30)
3568	Bug	Open	Investigate	Image: 5ish Pixel Split in Center of Display
11705	Bug	Open	Investigate	OSD: Menu Disappears During Lock
Closed (18)				
3918	Bug	Closed	P2	Web UI: If User password is set but not Admin, unable to log in as Admin
8760	Bug	Closed	P2	Panel Cycles through test patterns in standby
2522	Bug	Closed	P3	Color space changes not being automatically detected with Mac Mini
2607	Feature	Closed	P3	Power On Delay
5552	Bug	Closed	P3	OSD: Layout selector for inactive layouts fails to update
10631	Bug	Closed	P3	Web UI: Firmware update doesn't work if you cancel and re-load a file
11545	Bug	Closed	P3	Web UI: Diagnostics Package Generation Issues
11586	Bug	Closed	P3	"Unable to save diganostics file" is spelled wrong
11595	Bug	Closed	P3	Some Color Gamuts Missing in CMS
2655	Bug	Closed	P4	OPS.POWER=ON with no OPS module incorrectly reports success
3538	Bug	Closed	P4	Content Rotation: 4k not supported at rates >30hz
3934	Bug	Closed	P4	Web UI: Current Page Not Highlighted on Load
3943	Bug	Closed	P4	Web UI: Mute Should Toggle with Volume Change
4099	Bug	Closed	P4	Web UI: FW update reboot issued after local reboot
11575	Bug	Closed	P4	Web UI: PiP Should Come Last
11605	Feature	Closed	P4	System should log failed FW update
11706	Bug	Closed	P4	Web UI: Page Title Reads "ZanzibarWeb" on load
7327	Bug	Closed	Unprioritized	86" Panel "Break"
Can't or Won't Implement (3)				
1800	Bug	Can't or Won't Implement	P3	Response to "KEY=256" and "KEY=258" commands is very slow in standby
3942	Bug	Can't or Won't Implement	P4	Web UI: Audio Select Shows All Zones
8413	Bug	Can't or Won't Implement	P5	PiP Swap: Garbage on Swap
As Designed (1)				
2519	Bug	As Designed	P3	EDID pixel clock text entry method
Not Reproducible (2)				
4105	Bug	Not Reproducible	Investigate	HDMI 2 stopped working
10634	Bug	Not Reproducible	Investigate	Standby Entered with Signal
Customer Service Notes (11)				

#	Tracker	Status	Priority	Subject
1960	Bug	Customer Service Notes	P5	Deinterlacer struggles to stay locked to certain content
2485	Bug	Customer Service Notes	P5	Color Space recognition on HDMI 1 appears to be off
2640	Bug	Customer Service Notes	P5	Deinterlacing performance is poor on inverted image
2776	Bug	Customer Service Notes	P5	Fails to lock to Lindy HDMI-to-DP adapter
3530	Bug	Customer Service Notes	P5	Preset recall doesn't properly rotate interlaced sources
3537	Bug	Customer Service Notes	P5	Content Rotation: Interlaced timings don't always work
3939	Bug	Customer Service Notes	P5	Web UI: Empty Auth Submission Breaks Auth Popup
6067	Bug	Customer Service Notes	P5	FW Update: Some Settings Not Restored
8405	Bug	Customer Service Notes	P5	EDID: No HPD when programming HDMI 2
10620	Bug	Customer Service Notes	P5	BOEVT: Setting Treble to 100 causes noise on the speakers
11625	Bug	Customer Service Notes	P5	Analog Audio is noisy and weak

Zanzibar - Bug #13192

4k60 Content Rotation Issues

11/16/2016 04:44 PM - Bryan Button

Status: New	Start date: 11/16/2016
Priority: Unprioritized	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: 1.4.1160	Platform:
Severity:	Fixed in Build:
Impact:	Zan Subsystem:
Product:	Release Notes: Yes

Description

Overscan
With a 4k60 signal being displayed normally, overscan works just fine. If you rotate the content to 180 degrees, however, both halves of the image scale independently of each other.

Aspect Ratio + Overscan
When rotated to 90 or 270, overscanned, and set to letterbox, the image will have a seam in the middle (similar to the above issue).

History

#1 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

Zanzibar - Bug #13548

OSD: Layout Discrepancy with Presets

11/18/2016 01:00 PM - Bryan Button

Status:	New	Start date:	11/18/2016
Priority:	Unprioritized	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:		Fixed in Build:	
Impact:		Zan Subsystem:	
Product:		Release Notes:	Yes

Description

When going from one layout to another (in this case: PiP to Single) using presets, the layout image in the sources status popup will not update before going away if there are no sources present on the inputs. Cosmetic, likely due to the order in which settings are recalled when invoking a preset.

History

#1 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

Zanzibar - Bug #13551

Local Dimming Inconsistency After Factory Reset

11/21/2016 12:11 PM - Bryan Button

Status:	New	Start date:	11/21/2016
Priority:	Unprioritized	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:		Fixed in Build:	
Impact:		Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>After performing a factory reset, local dimming will be enabled (default behavior) but the actual backlight will still operate as if the feature is disabled (if disabled prior to the reset). This can be resolved by soft or hard power cycling the display.</p> <p>This is sort of a known issue as it is recommended that users power cycle after performing factory resets.</p>			

History

#1 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

Zanzibar - Bug #13553

Web UI: Additional Authentication Details Needed

11/22/2016 05:07 PM - Bryan Button

Status:	New	Start date:	11/22/2016
Priority:	Unprioritized	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.5 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1162	Platform:	
Severity:		Fixed in Build:	
Impact:		Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
A note should be added to the informational drop down for system access that mentions the fact that no admin password, even with a user password set, will elevate to admin by default and bypass the user password altogether.			
Related issues:			
Related to Zanzibar - Bug # 3918: Web UI: If User password is set but not Adm...			Closed 05/12/2016

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 11/22/2016 05:07 PM - Bryan Button

- Related to Bug #3918: Web UI: If User password is set but not Admin, unable to log in as Admin added

Tortuga - Bug #8452

Touch: Stylus is not compatible with touch frame

09/16/2016 01:29 PM - Bryan Button

Status: Open	Start date: 09/16/2016
Priority: P1	Due date:
Assignee: Bryan Button	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested:	Platform:
Severity: High	Fixed in Build:
Impact: Medium	Zan Subsystem:
Product:	Release Notes: Yes
Description	
This could be a symptom of other issues with touch, but the stylus does not work properly with the touch frame. Detection of the stylus is intermittent at best and is not reliable.	
Related issues:	
Related to Tortuga - Bug # 8451: Touch: No Calibration	Closed 09/16/2016

History

#8 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#7 - 11/22/2016 02:46 PM - Bryan Button

- Status changed from Resolved to Open

#6 - 11/22/2016 01:18 PM - Bryan Button

When checked on the QE7550, the stylus did not work very well at all despite working better with the QE9850 last I checked it. Will check with CVT to see if there is an adjustment that can be made in FW.

#5 - 10/05/2016 10:55 AM - Bryan Button

- Status changed from Open to Resolved

It appears that the stylus is working better with the touch frame now. There are some oddities, but I need to wait until the mechanicals get update before I can be sure it's not that.

#4 - 10/05/2016 10:53 AM - Bryan Button

- Related to Bug #8451: Touch: No Calibration added

#3 - 09/28/2016 04:13 PM - Bryan Button

- Impact changed from High to Medium

#2 - 09/28/2016 04:13 PM - Bryan Button

- Priority changed from Investigate to P1

- Severity set to High

- Impact set to High

#1 - 09/16/2016 02:20 PM - Bryan Button

- Status changed from New to Open

- Assignee set to *Bryan Button*
- Priority changed from *Unprioritized* to *Investigate*

Talk to Mike and Cindy about this.

Zanzibar - Bug #2170

REC709 content on DP is misdetected as REC601

07/29/2015 07:10 PM - Marques Girardelli

Status:	Open	Start date:	07/29/2015
Priority:	P3	Due date:	
Assignee:	Johann Ransay	% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	SCP 589, VP 642	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
DP, 1080p/60, QD 882-DP.			
When the generator is setup to output YUV color space (should be REC709), the display is misdetecting it as REC601.			
REC601 is for SD content only.			
Related issues:			
Related to Zanzibar - Bug # 2518: Mac Mini won't show image via DP		Customer Service 10/09/2015	

History

#9 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#7 - 05/11/2016 02:49 PM - Bryan Button

- Category set to Probably Won't Fix

#5 - 10/15/2015 09:27 AM - Nancy Goering

- Assignee changed from Nancy Goering to Johann Ransay

Johann will check if he can duplicate in Albi

#4 - 10/14/2015 02:23 PM - Bryan Button

- Related to Bug #2518: Mac Mini won't show image via DP added

#3 - 10/14/2015 02:18 PM - Bryan Button

- Status changed from New to Open

- Priority changed from P4 to P3

- Impact changed from Low to Medium

#2 - 10/09/2015 10:07 AM - Marques Girardelli

- Status changed from Open to New

- Last Version Tested changed from SCP #439, VP #458 to SCP 589, VP 642

Mac Mini is using REC709 color space (and it's getting misdetected as REC601), so the impact is probably higher than we previously thought. This is likely a P3 instead of P4. Discuss at the next bug scrub.

#1 - 08/07/2015 09:29 PM - Marques Girardelli

- Status changed from New to Open

11/29/2016

10/127

- Assignee set to Nancy Goering
- Priority changed from Unprioritized to P4
- Severity set to Medium
- Impact set to Low

Zanzibar - Bug #2381

Touch Control AUTO setting corner case

09/11/2015 11:21 PM - Matt Schuckmann

Status:	Open	Start date:	09/11/2015
Priority:	P3	Due date:	
Assignee:	Matt Schuckmann	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:		Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>The Touch Control AUTO setting is supposed to switch the USB port for touch devices routing to OPS if the OPS input is selected in Zone.1. It is also supposed to switch the USB port routing back to EXTERNAL if any other input is selected on ZONE.1.</p> <p>Most of the time it does this correctly. The only time it doesn't do this correctly is if you are switching ZONE.1 to and from inputs with no signal (i.e. HDMI1 to OPS with no signal on both or OPS to HDMI1 with no signal on both) To repeat:</p> <ol style="list-style-type: none">1. Install an OPS PC module. Set it up turn the display off after 1 min of inactivity. Set it to never go to sleep.2. Disconnect all other sources to the board.3. Turn off Auto Scan.4. Connect a touch module or other HID (e.g. a mouse) to the USB Touch port.5. Select HDMI1 in ZONE.16. Wait > 1 minute.7. Select OPS in ZONE.18. Move the mouse, the PC will not turn the display back on. <p>The reverse is also sort of possible, i.e.</p> <ol style="list-style-type: none">1. Keep OPS selected in ZONE.12. Let the PC turn the display off3. Switch ZONE.1 to HDMI1 (again with no source on HDMI1 or it could be a PC with the display turned off).4. It won't be as obvious but the USB Touch Port will still be routed to the OPS. As soon as an active source is connected to HDMI1 the routing should switch. <p>It turns out that due to some quirks with Auto Scan and the SOURCE.STATUS notification message we don't have a good notification system from the VP to the SCP to tell the SCP when the selected input has changed but there is no source on both the previous and new input. We think that part of the solution for this is to add some notification from the VP to the SCP when Auto Scan is entered and exited so that the SCP can ignore source selection changes during Auto Scan. However it is non-trivial to implement this so I suggest that we let this corner case go for now and possibly try to fix it in Phase 2.</p> <p>A suggested work arounds for this are:</p> <ol style="list-style-type: none">1. Configure the OPS PC, or the External PC to not turn the display off.2. If Touch Control is set to AUTO and you switch to OPS and it's not causing the display to turn try turning the display off and back on with the power button. Also check that the PC hasn't gone to sleep, a sleeping PC will never detect any HID device when the USB routing is switched.3. Don't use the Touch Control AUTO setting, instead manually switch from OPS to External.			
Related issues:			
Related to Zanzibar - Feature # 1256: Add a Touch Control setting		Closed	12/05/2014
Related to Tanzania - Bug # 2428: Sources Status pop-up during auto scan		Closed	09/24/2015

History

#7 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 05/10/2016 05:20 PM - Marques Girardelli

- *Target version deleted (Backlog)*

#3 - 10/08/2015 08:55 AM - Nancy Goering

- *Related to Bug #2428: Sources Status pop-up during auto scan added*

#2 - 10/01/2015 04:27 PM - Bryan Button

- *Related to Feature #1256: Add a Touch Control setting added*

#1 - 09/16/2015 09:28 PM - Bryan Button

- *Status changed from New to Open*

- *Assignee set to Matt Schuckmann*

- *Priority changed from Unprioritized to P3*

- *Target version set to Backlog*

- *Severity set to Medium*

- *Impact set to Low*

Zanzibar - Bug #2797

Incorrect color space detection on HDMI 1 with Datapath ImageDP4

03/11/2016 12:50 PM - Marques Girardelli

Status:	Open	Start date:	03/11/2016
Priority:	P3	Due date:	
Assignee:	Nancy Goering	% Done:	0%
Category:	Consider Fixing	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.0.599	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
Customer installation was using Datapath Image DP4 card with four outputs into HDMI 1-4. On HDMI 1, the color space was mis-detected as RGB-Video. Manually setting it to RGB fixed the problem.			
I can't say for sure if it was HDMI 1 that was mis-detected, or if it was actually HDMI 2-4 that were all mis-detected.			
Related issues:			
Related to Zanzibar - Bug # 2780: Colorspace Detection: Zone 1 switched to YU...		Duplicate	03/02/2016

History

#5 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 04/29/2016 11:08 AM - Marques Girardelli

- Category set to Consider Fixing

#3 - 03/16/2016 02:15 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Nancy Goering

- Priority changed from Unprioritized to P3

- Last Version Tested set to 1.0.599

- Severity changed from #599 to Medium

- Impact set to Low

#2 - 03/16/2016 02:06 PM - Bryan Button

- Related to Bug #2780: Colorspace Detection: Zone 1 switched to YUV (Quad 4k24) added

#1 - 03/11/2016 12:50 PM - Marques Girardelli

- File ImageDP4.jpg added

See attached photo.

Files

ImageDP4.jpg	74.1 KB	03/11/2016	Marques Girardelli
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Zanzibar - Bug #3542

Display won't lock to Samsung Ultra HD Blu-ray player after power cycle

04/27/2016 05:11 PM - Marques Girardelli

Status:	Open	Start date:	04/27/2016
Priority:	P3	Due date:	
Assignee:		% Done:	0%
Category:	Consider Fixing	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	Build #188	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>I just received the Samsung UBD-K8500 Ultra HD Blu-ray player, and unfortunately I'm running into an issue. After starting a movie, if I power cycle the display, it won't lock to the input. I can only get it to recover by power cycling the Blu-ray player.</p> <p>Display is outputting 4K/24Hz, 10-bit, on HDMI 1.</p>			

History

#3 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 04/28/2016 04:49 PM - Marques Girardelli

- Category set to Consider Fixing

#1 - 04/28/2016 02:40 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P3

- Severity set to Medium

- Impact set to Low

Zanzibar - Bug #11597

CMS: Display Freeze on Manual Entry

10/18/2016 02:27 PM - Bryan Button

Status:	Open	Start date:	10/18/2016
Priority:	P3	Due date:	
Assignee:	Nancy Goering	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.5 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.3.1150	Platform:	
Severity:	High	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>On my UR7551 (LG) I've found that the display will effectively lock up if I try to manually enter certain values for the various color settings in Advanced Color. As best I can tell, the freeze occurs when I enter a value that the display will not be able to closely hit (e.g. generate a '*'). I can increment/decrement to the value just fine, it's only manual entry using the number keys on the remote. Nothing works afterward except turning the display off, but that only happens after a delay. Turning the display on again fixes the issue.</p>			

History

#5 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 11/15/2016 03:10 PM - Bryan Button

- Target version changed from 1.4 Maintenance Release to 1.5 Maintenance Release

#3 - 11/15/2016 02:43 PM - Bryan Button

- Assignee changed from Bryan Button to Nancy Goering

- Priority changed from Investigate to P3

- Severity set to High

- Impact set to Low

Okay, I think that this can be reproduced by manually entering values on multiple fields on the CMS menu. The first few values I adjusted worked (magenta, cyan) but when adjusting more it froze again.

#2 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#1 - 10/26/2016 03:15 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Bryan Button

- Priority changed from Unprioritized to Investigate

Need to know what the values were for which settings that caused this.

Zanzibar - Bug #1564

plnrProtocol ReverseSymbolTranslate can not print a string longer than 4k

03/29/2015 08:26 PM - Matt Schuckmann

Status: Open	Start date: 03/29/2015
Priority: P4	Due date:
Assignee: Matt Schuckmann	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested:	Platform:
Severity: Low	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes
Description	
<p>The ReverseSymbolTranslate() function uses a static buffer to format data and this buffer is sized at 4k, this creates an artificial limit on how long string messages can be. This is most noticeable with the log.tail command, try to tail more 30 or so lines and the message will get truncated.</p> <p>Given how I re-factored the serialize() function to be aware of how long the output buffer is I don't think that there is any good reason to use this static buffer and this function could be fixed.</p>	
Related issues:	
Related to Zanzibar - Bug # 2106: Timezone symbol table does not work with pl...	Closed 07/16/2015

History

#5 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 07/16/2015 05:12 PM - Nancy Goering

- Related to Bug #2106: Timezone symbol table does not work with planar protocol added

#1 - 06/04/2015 05:13 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #2345

Zone selection should be greyed out in single window mode

09/03/2015 04:50 PM - Bryan Button

Status:	Open	Start date:	09/03/2015
Priority:	P4	Due date:	
Assignee:	Nancy Goering	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	SCP:531, VP:557, 9777:1.0.6	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

There have been a couple of times where I've tried changing the zone (e.g. audio zone) without realizing that Multi View was set to single window mode. Since other options are greyed out when they aren't available, I feel like zone selection should be greyed out as well when it is not a valid option.

History

#5 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 09/09/2015 09:26 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Nancy Goering

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Probably will be as designed.

#1 - 09/03/2015 06:09 PM - Marques Girardelli

See issue #2153. We already discussed this and decided to go with the method currently implemented.

Tanzania - Bug #2412

Multiple signal redraws with HDMI 4

09/22/2015 10:21 PM - Bryan Button

Status: Open	Start date: 09/22/2015
Priority: P4	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: SCP:565, VP:613, SII:1.0.6	Platform:
Severity: Low	Fixed in Build:
Impact: Medium	Zan Subsystem:
Product:	Release Notes: Yes
Description	
Setup:	
<ul style="list-style-type: none">• All zones set to HDMI 4• QD882 with 1080p60 SMPTE133 pattern on HDMI 4	
In single window mode and dual window mode, the signal from the QD882 drew and then re-drew itself when the layout was changed to the mentioned modes. This did not happen to any other input or any other mode with HDMI 4.	

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 09/23/2015 09:53 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Medium

Tanzania - Bug #2475

New line characters have "" before them in the help command

10/01/2015 08:19 PM - Bryan Button

Status: Open	Start date: 10/01/2015
Priority: P4	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: SCP:581, VP:635, SII:1.0.6, FRC: 0.1 837011	Platform:
Severity: Low	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes
Description [01/10/15 - 13:14:20] HELP:"CURRENT.ZONE\ [01/10/15 - 13:14:20] Numeric Value: 100\ [01/10/15 - 13:14:20] Operators: =?+-\ [01/10/15 - 13:14:20] No Modifiers\ [01/10/15 - 13:14:20] 1 Operand(s) \ [01/10/15 - 13:14:20] Operand #1: Unsigned Integer\ [01/10/15 - 13:14:20] ZONE.1 0\ [01/10/15 - 13:14:20] ZONE.2 1\ [01/10/15 - 13:14:20] ZONE.3 2\ [01/10/15 - 13:14:20] ZONE.4 3\ [01/10/15 - 13:14:20] "	
Related issues: Related to Zanzibar - Bug # 2219: Display stops responding to RS232 commands Closed 08/06/2015	

History

#7 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 10/07/2015 02:13 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Format help line to make it look prettier.

#3 - 10/01/2015 08:19 PM - Bryan Button

- Related to Bug #2219: Display stops responding to RS232 commands added

#2 - 10/01/2015 04:55 PM - Bryan Button

I figured that the escaping was the case, I was just under the impression that the escape character was not visible. We can close this as designed then if that's ok with everyone. My only concern would be that now it kind of looks like \" is a modifier character...

#1 - 10/01/2015 04:51 PM - Matt Schuckmann

This is by design if you want an error on a missing " then you have to deal with any command termination character having a backslash escape character in it.

Tanzania - Bug #2482

Pop-up in bulk mode

10/01/2015 07:20 PM - Bryan Button

Status:	Open	Start date:	10/01/2015
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	SCP:581, VP:635, SII:1.0.6, FRC: 0.1 837011	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
When bulk mode is set to 1, the spec says that all system actions which might cause a change on the display are disabled until bulk mode is set to 0 again. I noticed that the image details pop-up still appears during changes that would normally call it (such as multi.view or source.select).			

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 10/07/2015 02:16 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #2505

Parse errors at SCP when Set Event 1 menu is open

10/07/2015 11:28 AM - Nancy Goering

Status:	Open	Start date:	10/07/2015
Priority:	P4	Due date:	
Assignee:	Nancy Goering	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:		Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

This is (probably) not visible to a user, but we need to find the cause in case there are other ramifications. I've opened the issue so we can track it rather than sending emails. The email thread is below:

From: Francis Garcia
Sent: Wednesday, October 07, 2015 9:24 AM
To: Nancy Goering; Matt Schuckmann
Cc: Johann Ransay
Subject: RE: [Issue UART VP/SCP]jon

Yes, I have the same stream of bad characters, and always at the same location (see the file tp46_error.png)

Francis

From: Nancy Goering
Sent: mercredi 7 octobre 2015 18:12
To: Francis Garcia; Matt Schuckmann
Cc: Johann Ransay
Subject: RE: [Issue UART VP/SCP]

Have you captured the same stream of bad characters (8a 02 92 4a fa) more than once with the scope? Or are the bad characters different every time?

From: Francis Garcia
Sent: Wednesday, October 07, 2015 5:08 AM
To: Nancy Goering; Matt Schuckmann
Cc: Johann Ransay
Subject: RE: [Issue UART VP/SCP]

Nancy,

The 'R' character is not the good value : in the file "uart3_TP46_ko.xlsx" I don't see this character ('R' = 52h) and I send you the screen capture "Tp46_error.png" with the characteres : 8ah 02h 92h 4ah fah

The LOG console doesn't display all characters.

I agree with you : if log level is 7 , the issue disappears !

Regards

Francis

From: Nancy Goering
Sent: mercredi 7 octobre 2015 00:45
To: Francis Garcia; Matt Schuckmann
Cc: Johann Ransay
Subject: RE: [Issue UART VP/SCP]

This is very strange. Here is some more data

- Just having the Set Event 1 menu open is enough to get the issue. I tried with different values of Frequency, Action, Data etc. and the issue appears about once every minute.
- If I open the Set Event 2 menu the issue appears but it takes about an hour to show up
- Same with Set Event 3 menu, although it seems to take even longer to happen
- If I set log level to 7 in the SCP I never get the issue
- I tried several other menus that have SCP traffic (Network Settings, System Settings) and did not get the issue
- The error is always a 'R' character before the address bracket
- On Set Event 1 menu, it always occurs on [VP SCP]2100(1 1)?
- On Set Event 2 it always occurred on [VP SCP]2101(2)?
- On Set Event 3 it always occurred on [VP SCP]2101(3)?
- I put a log on the MStar board port which shows all traffic from the VP to the SCP. Although there are occasional data errors on this log (this is a known issue) they never occurred simultaneously with the issue and there was never a 'R' character as one of the errors

To me, this seems too consistent to be random hardware noise but I don't have a good explanation.

From: Francis Garcia
 Sent: Tuesday, October 06, 2015 1:26 AM
 To: Nancy Goering; Matt Schuckmann
 Cc: Johann Ransay
 Subject: RE: [Issue UART VP/SCP]

Hi Nancy,

I took some pictures :

- 1 – I send the command in a ssh display : `journalctl -f -u scp-daemon`
 - 2 – In "Set Event 1" , I change the data : 100 to 75 and after I observe only
 - 3 – in the ssh console, I read: (see the file error_msg.jpg)
-
 Oct 06 17:30:25 ... serial_server(VP):msg error

- 4 – I do nothing but the error messages are displayed : see the file screen.png

Nicolas and Johann have the same issue.

Tell me If you need more informations

Francis

From: Nancy Goering
 Sent: mardi 6 octobre 2015 02:24
 To: Matt Schuckmann; Francis Garcia
 Cc: Johann Ransay
 Subject: RE: [Issue UART VP/SCP]

I tried to duplicate what you were seeing and I didn't get the garbage at all.

From: Matt Schuckmann
 Sent: Monday, October 05, 2015 5:22 PM
 To: Francis Garcia
 Cc: Nancy Goering; Johann Ransay
 Subject: RE: [Issue UART VP/SCP]

Hi Francis,
 With the Sales kick off meeting today I didn't get a chance to look into this.
 I should be able to look into it tomorrow.

Matt S.

From: Francis Garcia
 Sent: Monday, October 05, 2015 3:59 AM
 To: Matt Schuckmann
 Cc: Nancy Goering; Johann Ransay
 Subject: RE: [Issue UART VP/SCP]

Hi Matt,

I see this issue with the OSD menu:

"Schedule" -> "Set Event 1" where action=BACKLIGHT and I change the value of Data then I observe :

With the command : journalctl -f , I read

```
....  
Oct 05 21:07:22 zanziboard scp-daemon[1266]: serial_server(VP):msg error:20 >R[VP SCP]2100(1 1)?  
<  
.....
```

And with a oscilloscope on TP46 (uart3 TP46(VP->SCP) / TP43 (SCP->VP)), I have the characters : 8ah 02h 92h 4ah fah (see the file uart3_tp46_ko)

Tell me if you need more tests or informations.

Regards

Francis

From: Matt Schuckmann
Sent: vendredi 2 octobre 2015 20:17
To: Francis Garcia
Cc: Nancy Goering
Subject: RE: [Issue UART VP/SCP]

I don't think this is normal, I actually just silenced those log messages because the OPS serial port can create some random noise on UART2 and cause the log to get flooded with similar log messages. I can turn it back on for UART3.

Are you seeing this randomly or only during specific times or operations. Can you give me some more details on when you are seeing this?

We have seen some corruption on UART3 from the VP but only during boot up, see redmine bug 2260

Matt S.

From: Francis Garcia
Sent: Friday, October 02, 2015 11:05 AM
To: Matt Schuckmann
Cc: Nancy Goering
Subject: [Issue UART VP/SCP]

Hi Matt,

In my board and in JRA's board, I see some messages with the command : journalctl -f

```
.....  
Parser error detected or message to big(14)  
Serial_server(VP) : parser error reported  
.....
```

Actually, with an oscillo on TP46 (RX uart3) , I see the characters :

02h 92h 4ah fah 0ah

It is normal ?

Francis

History

#8 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 10/21/2015 02:54 PM - Bryan Button

- Priority changed from Investigate to P4

- Severity set to Low

- Impact set to Low

#4 - 10/16/2015 11:16 AM - Nancy Goering

- File UART3_NO_PULSE.png added

- File UART3_PULSE.jpg added

#3 - 10/12/2015 01:26 PM - Nancy Goering

If we solve this with XON XOFF we will have to time it specific to the VP. We do not have source code or access to the UART ISR. The fastest we can get to an incoming character is with the registered callback function. With some scope work I have determined that the incoming characters are buffered before being presented to us. On a long message, we don't receive the first byte until 1200 microseconds later (about 14 character times). On messages shorter than 14 characters, we receive the characters about 250 microseconds from when the last character of the message was received. So, in order for XON XOFF to work, the SCP will have to pause for 250 microseconds after sending the XOFF before proceeding with the message.

#2 - 10/07/2015 02:52 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Nancy Goering

- Priority changed from Unprioritized to Investigate

#1 - 10/07/2015 11:28 AM - Nancy Goering

It gets weirder!

I started exploring the difference between opening the Set Event 1 menu, where you get errors multiple times per minute and the Set Event 2 menu, where the errors are once an hour or so.

By editing ZUI_SET_EVENT_2_tables.c.inl directly, I can fake the Set Event 2 menu into looking more like Set Event 1. If I change line 82 of this file so that it asks for day of week from event 1 instead of event 2, then we get the error frequently. A similar change to other items in that menu do not have the same effect.

```
PlnrZUICmdStruct cmdevent2_day = {  
op_SCHEDULE_DAY_OF_WEEK, // cmd_id  
MODS1(1), // modifiers  
OPUINT(0) // value  
};
```

It's interesting to note, that in the normal code, when I do get the occasional error from Set Event 2 menu, it is on the line [VP SCP]2101(2)? which is the day of week query

Files

uart3_TP46_hexa_ok.xlsx	12.3 KB	10/07/2015	Nancy Goering
uart3_TP46_ko.xlsx	13.5 KB	10/07/2015	Nancy Goering
uart3_TP46_ok.xlsx	11.3 KB	10/07/2015	Nancy Goering
event_data.jpg	356 KB	10/07/2015	Nancy Goering
error_msg.jpg	635 KB	10/07/2015	Nancy Goering
screen.png	178 KB	10/07/2015	Nancy Goering
version.jpg	615 KB	10/07/2015	Nancy Goering
tp46_error.png	115 KB	10/07/2015	Nancy Goering
tp46_ok.png	116 KB	10/07/2015	Nancy Goering
UART3_NO_PULSE.png	101 KB	10/16/2015	Nancy Goering

Tanzania - Bug #2488

Blue background color flashes in Zone 2 (PiP view)

10/01/2015 08:36 PM - Bryan Button

Status: Open	Start date: 10/01/2015
Priority: P4	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: SCP:581, VP:635, SII:1.0.6, FRC: 0.1 837011	Platform:
Severity: Low	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes
Description	
When changing inputs in Zone 2 in PiP view, Nancy's nightmare the blue background color appears to flash VERY briefly. This was with the blank screen color set to black (default).	
Related issues:	
Related to Tanzania - Bug # 2357: Blank screen color Inconsistency changing l...	Closed 09/04/2015
Related to Tanzania - Bug # 2556: Some issues still with blank screen color	Customer Service 10/15/2015

History

#10 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#8 - 06/22/2016 12:34 PM - Bryan Button

- Related to Bug #2556: Some issues still with blank screen color added

#6 - 10/07/2015 02:31 PM - Bryan Button

- Priority changed from Investigate to P4

#5 - 10/07/2015 02:30 PM - Bryan Button

- Severity set to Low

- Impact set to Low

#4 - 10/07/2015 02:30 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to Investigate

#3 - 10/07/2015 02:30 PM - Bryan Button

- Description updated

#2 - 10/01/2015 08:37 PM - Bryan Button

- Description updated

It's probably related to more than #2357 but there are so many of bugs related to this now...

#1 - 10/01/2015 08:36 PM - Bryan Button

- Related to Bug #2357: Blank screen color Inconsistency changing layout added

Tanzania - Bug #2529

Audio plays from non-displayed zone

10/12/2015 02:17 PM - Bryan Button

Status: Open	Start date: 10/12/2015
Priority: P4	Due date:
Assignee: Tris Shores	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: 1.1.847 (build 188)	Platform:
Severity:	Fixed in Build: 1.1.847 (build 189)
Impact:	Zan Subsystem:
Product:	Release Notes: Yes
Description	
Setup:	
<ul style="list-style-type: none">• Quad view• Source in HDMI 4 (Zone 4)• No source in HDMI 1 (Zone 1)• Currently selected zone = zone 4	
When switching from quad view to single view, the audio continues to play from zone 4 even though a different input is in zone 1. I also noticed that when switching between views, the audio zone is remembered for each view. Not sure if this is related or as designed, but it may be related either way?	
Steps to reproduce:	
<ul style="list-style-type: none">• See above for setup• Using the OSD or the PiP button on the remote, switch from quad view to another view• Audio from zone 4 continues to play• OSD shows that current audio zone is Zone 1	
Related issues:	
Related to Tanzania - Bug # 2069: Audio plays in zone with no source	Closed 07/13/2015
Related to Tanzania - Bug # 2060: Audio sticks to source	Closed 07/11/2015
Related to Zanzibar - Bug # 1997: Audio zone does not reset to 1 when previous...	Closed 06/19/2015

History

#9 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#8 - 05/11/2016 02:09 PM - Bryan Button

- Status changed from New to Open

#7 - 05/02/2016 11:54 AM - Tris Shores

- Priority changed from Unprioritized to P4

This bug was not present when tested. Please recheck and demonstrate issue on your setup.

#6 - 04/29/2016 01:23 PM - Bryan Button

- Fixed in Build set to 1.1.847 (build 189)

#5 - 04/29/2016 12:12 PM - Bryan Button

- Status changed from Resolved to New

- Assignee changed from Bryan Button to Tris Shores

- Last Version Tested changed from RC 1.0.589 to 1.1.847 (build 188)

Just checked this and audio is playing from HDMI 4 in PiP view. PiP inputs are HDMI 1 (no source) and HDMI 2 (Astro).

#4 - 10/13/2015 12:33 PM - Bryan Button

- Related to Bug #1997: Audio zone does not reset to 1 when previously set to a zone greater than 1 and layout is then changed to single. added

#3 - 10/12/2015 06:55 PM - Tris Shores

- Status changed from New to Resolved

- Assignee set to Bryan Button

Develop branch (build #643)

#2 - 10/12/2015 02:19 PM - Bryan Button

- Related to Bug #2060: Audio sticks to source added

#1 - 10/12/2015 02:19 PM - Bryan Button

- Related to Bug #2069: Audio plays in zone with no source added

Tanzania - Bug #2550

OPS force shutdown timeout

10/15/2015 02:39 PM - Bryan Button

Status: Open	Start date: 10/15/2015
Priority: P4	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: RC2 1.0.593	Platform:
Severity:	Fixed in Build:
Impact:	Zan Subsystem:
Product:	Release Notes: Yes
Description	
When the display auto-shuts down, we should probably include some sort of timeout for force shut-down. Otherwise auto shut-down won't really be effective with non-computer OPS modules, or PC modules that are configured improperly.	
Either just a default one or maybe a user option to turn the timeout on and/or set the length of the timeout.	

History

#6 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 02/03/2016 02:07 PM - Bryan Button

- Status changed from New to Open

#4 - 01/22/2016 05:36 PM - Bryan Button

- Status changed from Open to New

- Assignee deleted (Bryan Button)

Not sure why this was assigned to me. Can't remember. During some more testing I still feel that this should be included if and when possible.

#1 - 10/21/2015 02:27 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Bryan Button

- Priority changed from Unprioritized to P4

Change to timeout options with a "never" option.

Tanzania - Bug #2558

Audio plays in "Wake on Signal" power mode

10/16/2015 11:13 AM - Bryan Button

Status:	Open	Start date:	10/16/2015
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	RC 1.0.593	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

While it is highly unlikely that the display will go into power saving mode with a signal displays, audio continues to play when the display is in "wake on signal" mode. I noticed this thanks to bug #2557.

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 10/21/2015 02:31 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Tanzania - Bug #2576

OSD power settings retain values (cosmetic)

10/26/2015 12:08 PM - Bryan Button

Status:	Open	Start date:	10/26/2015
Priority:	P4	Due date:	
Assignee:	Johann Ransay	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	RC3 1.0.599	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
This is simply cosmetic. When issuing serial commands for the settings in the power menu, the settings will retain their values until that menu level is left and re-entered.			

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 11/11/2015 02:32 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Johann Ransay

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #2606

Blank screen color fills only half the image in PIP mode if input is 4k60

12/02/2015 02:49 PM - Nancy Goering

Status: Open	Start date: 12/02/2015
Priority: P4	Due date:
Assignee: Nancy Goering	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested:	Platform:
Severity: Low	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes
Description If the image is being blanked because we are in multi view and it's a 4k60 image, then the blank screen color sometimes works and sometimes doesn't. To reproduce Select PIP mode. Select a blank screen color other than black Input 4k60 on zone 1 If the blank screen color is OK now, it won't be if you change multi view mode and change back to PIP and/or power down and back up. The right half of the zone 1 window is black when it should be the blank screen color.	
Related issues: Related to Zanzibar - Bug # 2232: Change 4K/60 behavior in multi-window mode ... Closed 08/11/2015 Related to Tanzania - Bug # 2556: Some issues still with blank screen color Customer Service 10/15/2015	

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#3 - 06/22/2016 12:34 PM - Bryan Button

- Related to Bug #2556: Some issues still with blank screen color added

#2 - 12/09/2015 02:10 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Nancy Goering

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

#1 - 12/02/2015 02:49 PM - Nancy Goering

- Related to Bug #2232: Change 4K/60 behavior in multi-window mode for phase 2 added

Zanzibar - Bug #2624

Marketing request: Save Touch Control in the presets

12/09/2015 01:15 PM - Marques Girardelli

Status:	Open	Start date:	12/09/2015
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:		Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>We have a customer who wants to disable touch in certain layouts (i.e. in quad view). I don't think we currently have a means of doing so; instead, I've suggested that they switch Touch Control to OPS when they don't want touch to be active. This particular customer isn't using a control system, so marketing is requesting that we save Touch Control in the presets as a workaround.</p> <p>This comes back to the original question of whether we should save every setting in the presets. I still think the answer is no, but we may discover a few that need to be added.</p> <p>This isn't super critical.</p>			

History

#5 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 04/29/2016 09:06 AM - Marques Girardelli

- Category set to Probably Won't Fix

#3 - 12/18/2015 11:27 AM - Marques Girardelli

Unfortunately the USB switch is on the OPS board, so we can't disable touch USB on T-OLED. The touch USB connection goes directly into the Zanzibar board.

On Tanzania, the touch USB connection goes into the OPS board, and the USB switch determines whether to send the signal to the OPS module or to the Zanzibar board.

#2 - 12/18/2015 09:47 AM - Nancy Goering

Jeremy pointed out to me that with T-OLED, since there is no OPS we could actually have a feature that disabled the touch in T-OLED. That doesn't solve the problem for Tanzania.

#1 - 12/09/2015 02:26 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #2654

hostname is null after reset(factory1)

12/22/2015 11:47 AM - Nancy Goering

Status: Open	Start date: 12/22/2015
Priority: P4	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: 1.1.710 (Build 166)	Platform:
Severity: Low	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes
Description	
If I do a FACTORY(RESET1), the hostname is set to "" until I reset the SCP. It should default back to the model.id after a reset.	
Related issues:	
Related to Zanzibar - Feature # 2542: Customizable Hostname (Via Serial)	Closed 10/14/2015

History

#6 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 02/23/2016 04:00 PM - Matt Schuckmann

- Assignee deleted (Matt Schuckmann)

- Target version deleted (QA 1.1 - Sprint 3)

#4 - 01/12/2016 04:58 PM - Matt Schuckmann

- Target version set to QA 1.1 - Sprint 3

#3 - 01/12/2016 04:58 PM - Bryan Button

- Status changed from Resolved to Open

- Assignee changed from Bryan Button to Matt Schuckmann

- Last Version Tested set to 1.1.710 (Build 166)

As of the release build it is still set to null after a reset. If this was fixed after 1.1.710 (build 166) please indicate the build it was resolved in and mark as resolved.

#2 - 01/06/2016 02:17 PM - Bryan Button

- Status changed from New to Resolved

- Assignee set to Bryan Button

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

It appears to be, according to Matt, working fine with Factory2 resets.

#1 - 12/22/2015 11:47 AM - Nancy Goering

- Related to Feature #2542: Customizable Hostname (Via Serial) added

Zanzibar - Bug #2704

Vertical frequency in Image Information menu doesn't match up properly with the other timing values

01/19/2016 03:08 PM - Marques Girardelli

Status:	Open	Start date:	01/19/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	SCP 715, VP 805	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

$\text{PixelClock} = \text{HTotal} * \text{VTotal} * \text{FrameRate}$

$\text{PixelClock} = \text{HFreq} * \text{HTotal}$

Using the QD804A with 4K/30Hz timing on HDMI 1, it reports 30.23Hz, 67.338 kHz and 296.289 MHz for frame rate, horizontal frequency and pixel clock, respectively.

$4400 * 67338 = 296.287 \text{ MHz}$, which is very accurate.

$4400 * 2250 * 30.23 = 299.277 \text{ MHz}$, which is off by 3 MHz (a large amount).

In other words, the pixel clock and horizontal frequency values calculate properly, but the vertical frame rate doesn't.

History

#3 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 04/28/2016 04:47 PM - Marques Girardelli

- Category set to Probably Won't Fix

#1 - 01/20/2016 02:37 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #2705

Pressing the VGA key on the remote is toggling the source on the current zone

01/19/2016 03:13 PM - Marques Girardelli

Status:	Open	Start date:	01/19/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	SCP 715, VP 805	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
Not the biggest issue in the world, but it seems like strange behavior.			

History

#3 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 04/28/2016 04:47 PM - Marques Girardelli

- Category set to Probably Won't Fix

#1 - 01/20/2016 02:34 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #2711

HotPlug on DisplayPort Out causes temporary signal loss

01/20/2016 01:33 PM - Bryan Button

Status:	Open	Start date:	01/20/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.1.715 (Build 167)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

Not sure if this is a bug or expected, but when you hotplug the DP out cable the signal on the first display temporarily goes away (similar to what you might see when hotplugging with a computer). The source remains unaffected by this.

History

#3 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 04/29/2016 09:05 AM - Marques Girardelli

- Category set to Probably Won't Fix

#1 - 01/20/2016 02:26 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #2733

System Settings: LED Status Light on AC power cycle issue

02/09/2016 02:48 PM - Bryan Button

Status:	Open	Start date:	02/09/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.1.715 (Build 167)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
Per Marques' comments: the LED status light is still on after an AC power cycle. Regardless of previous power setting, the status LED should never be on when this feature is disabled.			
This is happening when the LED is set to be disabled in the menu.			
Related issues:			
Related to Zanzibar - Feature # 2091: Implement Enable Status LED setting		Closed	07/15/2015

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#3 - 04/29/2016 09:11 AM - Marques Girardelli

- Category set to Probably Won't Fix

#2 - 02/17/2016 02:17 PM - Bryan Button

- Subject changed from System Settings: LED Status Light is on after AC power cycle to System Settings: LED Status Light on AC power cycle issue

- Description updated

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

#1 - 02/09/2016 02:48 PM - Bryan Button

- Related to Feature #2091: Implement Enable Status LED setting added

Zanzibar - Bug #2735

System time can not be set in the past

02/16/2016 11:31 AM - Matt Schuckmann

Status:	Open	Start date:	02/16/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:		Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

With the new V1.1 firmware BOE reports that the RTC test is failing.

After investigation I've determined that systemd has some odd behavior.

1. On Startup it grabs the date time stamp of the file `/var/lib/systemd/clock`.
2. If that file doesn't exist it uses a compiled in date time stamp from the epoch.
3. It then uses that reference time and compares it to the RTC clock, if the RTC clock is behind this reference time stamp it issues a warning in the log and then uses the reference time stamp to set the system time, ignoring the RTC clock.
4. Whenever the system time is updated the file `/var/lib/systemd/clock` is supposed to be touched.

Since we have a read-only file system the date time stamp of `/var/lib/systemd/clock` will always be the date and time the file system was built, so we can never successfully set the time before this reference time (well you can set it and it will change the hwclock and the system clock but on the next AC power cycle the date and time will revert back to this reference time).

In the case of BOE the RTC test was setting the clock to 2015-08-25 10:00:00 which was fine for the V1.0 firmware that was created prior to this date but the V1.1 firmware was created after this date so the test would fail (I'm still not sure why I didn't see this during my testing, but I might have just short circuited this test expecting no problems, my bad).

I've fixed the RTC test to set the time to something the system thinks is in the future and to force the system to synch the system time to the RTC clock prior to completing the test.

To fix the greater problem we probably need to do a couple of things:

1. Make sure that `/var/lib/systemd/clock` is placed on a writable file system.
2. Start using the systemd utility `timedatectl` when setting the time/date and timezone instead of the older `date` command so that we get consistent results. This might require moving other files to the writable file system.

History

#3 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 04/28/2016 04:47 PM - Marques Girardelli

- Category set to Probably Won't Fix

#1 - 02/17/2016 02:19 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #2788

OSD: Multi Zone window guide confusing in inverted mount

03/09/2016 01:49 PM - Bryan Button

Status:	Open	Start date:	03/09/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.1.747 (Build 173)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>In Dual.L multiview, I had DP in zone 1 and HDMI 1 in zone 2. When I went to adjust the content rotation settings (for example) I relied on the placement of the windows in the OSD to help me determine which image would be affected. Since it was inverted mount, though, the opposite image rotated when I adjusted the setting.</p> <p>This might be a tech bulletin if it's not simple to fix (something tells me it's not).</p>			

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 03/16/2016 02:12 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #2830

Color Gamut in Image Information menu reads REC709 even though Color Gamut is set to DISABLE

04/19/2016 11:03 AM - Marques Girardelli

Status:	Open	Start date:	04/19/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	Build #186	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
I don't know what exactly to put in that situation (NATIVE?), and it's difficult to test with CMS not working properly.			

History

#3 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 04/29/2016 10:57 AM - Marques Girardelli

- Category set to Probably Won't Fix

#1 - 04/28/2016 03:04 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #3532

USB drive is not getting unmounted

04/22/2016 02:02 PM - Nancy Goering

Status:	Open	Start date:	04/22/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.1.847 (Build 188)	Platform:	
Severity:	Low	Fixed in Build:	1.1.847 (build 189)
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>Whenever you put a USB stick into our system and then into Windows, Windows complains that the system was not properly unmounted. There's a few different ways we could deal with this:</p> <ol style="list-style-type: none">1. Continue to auto mount like we do now, but unmount the drive after we finish an operation with it (firmware update, clone save, clone restore, or save diagnostics). This would not get rid of the problem if the user just sticks the drive in and takes it out again without doing anything to it. It would also cause an error if they try to do more than one operation without removing and inserting the drive.2. Don't auto mount, attempt to mount before any operation and unmount it afterwards.			

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#3 - 04/29/2016 01:41 PM - Marques Girardelli

- Category set to Probably Won't Fix

#2 - 04/29/2016 01:24 PM - Bryan Button

- Fixed in Build set to 1.1.847 (build 189)

#1 - 04/28/2016 02:55 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Last Version Tested set to 1.1.847 (Build 188)

- Severity set to Low

- Impact set to Medium

Zanzibar - Bug #3930

Web UI: System Info Summary Not Loading Info After Power On

05/18/2016 11:56 AM - Bryan Button

Status:	Open	Start date:	05/18/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.933 (Build 197)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

When opening the Web UI with the display off, I get all available info loaded with a message that the display is off. In the past I've seen it refresh the summary info under System Information after a power on, but just now I did not see the info populate. After a page refresh it populated just fine.

History

#3 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 05/18/2016 02:53 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

#1 - 05/18/2016 12:37 PM - Bryan Button

- File No sys summary info load.mp4 added

Files

No sys summary info load.mp4	389 KB	05/18/2016	Bryan Button
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Zanzibar - Bug #3933

Web UI: "Display Not On" Message Missing in Standby

05/18/2016 12:36 PM - Bryan Button

Status:	Open	Start date:	05/18/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.933 (Build 197)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

I had connected to the Web UI with a display that was on. After changing to the "Panel Brightness & Power" menu for a short time and performing some power save delay tests (multiple entries into standby), I navigated back to the "System Information" menu. Once there, the "Display is powered off" message was not present, and navigating to a different menu and back did not correct the issue. The page indicated that the UI knew that the panel was in standby.

See attached video for example.

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 05/18/2016 03:01 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Files

No_display off_message.mp4	330 KB	05/18/2016	Bryan Button
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Zanzibar - Bug #3936

Web UI: System Info Summary Data Shown in Standby

05/18/2016 01:01 PM - Bryan Button

Status:	Open	Start date:	05/18/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.933 (Build 197)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

Even though some data is unavailable when the Web UI loads when the display is in standby, if the display is powered off this info (in the Summary section of System Info) is still shown even when the page is loaded from a different page.

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 05/18/2016 03:07 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Files

Info Cached In Standby.mp4	123 KB	05/18/2016	Bryan Button
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Zanzibar - Bug #3946

Web UI: Display Name Wrapping Inconsistencies

05/18/2016 06:07 PM - Bryan Button

Status:	Open	Start date:	05/18/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.933 (Build 197)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
When entering text that hits the Planar logo into the Display Name field, two things happen:			
<ul style="list-style-type: none">• If the string entered is a-z only with no other characters (including spaces), the text shoots through the logo• If the string entered has other characters, even if it is one continuous string with no spaces, the text wraps properly			

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 05/25/2016 10:58 AM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #4106

Web UI: IR Remote ID Code field allows more than five characters and permits letters

05/24/2016 03:30 PM - Marques Girardelli

Status: Open	Start date: 05/24/2016
Priority: P4	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: Build #205 (RC2)	Platform:
Severity: Medium	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes
Description	
Ideally, the field should be five characters max and only allow the 0-9 characters.	
Tested with Edge 25.10586.0.0	
Related issues:	
Related to Zanzibar - Meta # 3910: Web UI: Internet Explorer browser bug summary	Open 05/12/2016

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#3 - 05/25/2016 03:48 PM - Marques Girardelli

Letters are only allowed with Edge. Seems to be fine in Chrome.

#2 - 05/25/2016 11:05 AM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Medium

- Impact set to Low

#1 - 05/25/2016 11:04 AM - Bryan Button

- Related to Meta #3910: Web UI: Internet Explorer browser bug summary added

Zanzibar - Bug #4651

Web UI: 2nd FW Update Specific Pop-ups

05/25/2016 04:19 PM - Bryan Button

Status:	Open	Start date:	05/25/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.974 (Build 215)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
When updating the FW on my displays, I have twice seen a second "Restart Display" message appear when switching from the System Settings page to the System Information page. This has not happened every time, but it is a little odd and could cause the display to restart a second time unless a user chooses to cancel.			

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#3 - 06/02/2016 03:56 PM - Bryan Button

- Assignee deleted (Bryan Button)

- Priority changed from Investigate to P4

- Last Version Tested changed from 1.2.959 (Build 206) to 1.2.974 (Build 215)

- Severity set to Low

- Impact set to Low

This is definitely an issue that is reproducible, but the new feature of the Web UI that reloads the page after a FW update will help mitigate the problem. Coupled with the fact that the user has to be antsy with clicking around and that FW updates will likely not be occurring very often (especially since the Web UI is in the "last" release) I am marking this as low priority.

#2 - 05/27/2016 10:48 AM - Bryan Button

- Status changed from New to Open

- Assignee set to Bryan Button

- Priority changed from Unprioritized to Investigate

- Last Version Tested changed from 1.2.953 (Build 206) to 1.2.959 (Build 206)

Need steps to reproduce.

#1 - 05/25/2016 05:57 PM - Bryan Button

- Subject changed from Web UI: 2nd "Restart Display" Pop-up After FW Update to Web UI: 2nd FW Update Specific Pop-ups

Title changed as I have now seen this once with the "Display is updating" pop-up after an update timed out (updating FRC which takes a while).

Zanzibar - Bug #4937

Web UI: PiP Size Missing from Inputs and Views Page

06/01/2016 03:22 PM - Bryan Button

Status:	Open	Start date:	06/01/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.974 (Build 215)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 06/06/2016 09:53 AM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #4938

Web UI: Wait for system reboot after firmware update is to short

06/01/2016 03:48 PM - Matt Schuckmann

Status:	Open	Start date:	06/01/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	SCP 1.2.974	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
It can take quite a long time for the network connection to the board to be re-established and this time is somewhat dependent on the network the user is using. The current timeout seems to be less than 1 minute, I'd recommend at least 2 minutes.			

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 06/06/2016 09:54 AM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #5551

Serial: Factory reset with shell open will stop USB serial communication

06/03/2016 02:52 PM - Bryan Button

Status:	Open	Start date:	06/03/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.974 (Build 215)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
With the shell open via USB, it is possible to break serial communication via the usb temporarily if a factory reset is issued and a reboot performed.			

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 06/06/2016 09:50 AM - Bryan Button

- Category set to Probably Won't Fix

- Status changed from New to Open

Zanzibar - Bug #5554

Web UI: Firmware Update line should probably be at the bottom of the list for consistency

06/06/2016 04:01 PM - Bryan Button

Status:	Open	Start date:	06/06/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.974 (Build 215) - RC5	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
Not that it matters since this is really not that big of a deal.			

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 09/06/2016 03:19 PM - Bryan Button

- Status changed from New to Open

Zanzibar - Bug #5559

OSD: Cursor and Entered Values Still show in disabled fields

06/07/2016 04:58 PM - Bryan Button

Status:	Open	Start date:	06/07/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.982 (Build 217) - RC6	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
If a value is being entered into a field (e.g. EDID or CMS), and the setting controlling that option is disabled, the cursor and the value entered will still show even though the field is now greyed out.			
This is unlikely to happen except due to issue #5558 where this can occur if a couple of buttons are pressed simultaneously.			

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 09/06/2016 03:31 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #5571

E-mail notifications: Model ID field doesn't change unless Hostname is changed

06/08/2016 03:21 PM - Marques Girardelli

Status: Open	Start date: 06/08/2016
Priority: P4	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: Build #219	Platform:
Severity: Low	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes

Description

For example, you might get something like this initially:

Display Name: Planar UltraRes
Model ID: UR9851
Serial #: ABCD1234
Hostname: UR9851
IP Address: 10.15.0.96
MAC Address: 20:CD:39:D9:02:A3
System Time: 2016-06-08 15:10:25
System State: On

Now send PANEL.SELECT=UR84.MX. The model ID will still read UR9851, even over power cycles.

Now send HOSTNAME="Test". Notice the Model ID field now gets updated.

Display Name: Planar UltraRes
Model ID: UR8451-MX
Serial #: ABCD1234
Hostname: Test
IP Address: 10.15.0.96
MAC Address: 20:CD:39:D9:02:A3
System Time: 2016-06-08 15:13:32
System State: On

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 09/06/2016 03:38 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #5580

Web UI: Audio Select Behavior

06/16/2016 03:39 PM - Bryan Button

Status:	Open	Start date:	06/16/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.998 (Build 222) - RC7	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

The behavior of the "Audio Select" menu is not consistent with other controls. If you use the on-page reload option, the value doesn't update if set to an invalid option (e.g. zone 2 in single view). I also might expect it to just jump back to the previously selected valid zone when the check happens.

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 09/06/2016 03:40 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Medium

- Impact set to Low

Zanzibar - Bug #6075

OSD: Changing zones does not reset OSD timeout

06/28/2016 08:33 AM - Bryan Button

Status:	Open	Start date:	06/28/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.2.1007 (Build 223) - RC8	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

With the OSD open, if I change the currently selected zone using the remote, the OSD will still timeout as if nothing was happening. This is rather bothersome when the OSD timeout is set low and I am going through zones to check settings for each zone.

History

#3 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#2 - 09/06/2016 03:29 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

#1 - 06/28/2016 08:33 AM - Bryan Button

- Subject changed from Power: Changing zones does not reset OSD timeout to OSD: Changing zones does not reset OSD timeout

Zanzibar - Bug #7031

Won't setup static IP address if DHCP server is slow to respond

07/26/2016 02:51 PM - Marques Girardelli

Status:	Open	Start date:	07/26/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	v1.2	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>Even with DHCP disabled, if you try to setup a static IP address on a unit that has a slow responding DHCP server (such as the connection at my desk), static IP won't work.</p> <p>It does eventually start working after a few minutes, but it fails again after an AC power cycle.</p> <p>Connecting the same unit to a more reliable network connection causes the issue to disappear.</p> <p>We have a customer in the field experiencing the same issue.</p>			

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#3 - 09/06/2016 03:24 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Medium

- Impact set to Low

#2 - 07/26/2016 05:02 PM - Marques Girardelli

The customer seems to be exhibiting different symptoms more consistent with a problem in older firmware that we've already fixed. This particular problem could be unique of what the customer is seeing.

#1 - 07/26/2016 03:34 PM - Matt Schuckmann

I'm wondering if the bad port at your desk is actually really really flaky and the network is going up and down several times before settling on up. This would explain the poor DHCP performance and the fact that the static IP setting is not working correctly immediately after an AC power cycle.

It also kind of explains why we see the menu settings changing so many times after disabling DHCP.

Zanzibar - Bug #7329

Unable to set PANEL.SELECT after down reving firmware

08/04/2016 02:39 PM - Matt Schuckmann

Status:	Open	Start date:	08/04/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:		Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

During the visit to BOE for Roatan DVT build support we ran a Roatan board through there factory test station with firmware build v1.3.1102 (build 227). The factory test script sets PANEL.SELECT to RT40.

After completing the test we next tried to run the Zanzibar factory test on a Zanzibar board with the released 1.1 firmware. The script was unable successfully write the Vx1.TEST.120Hz panel type to the EEPROM board. The set command returned success but a subsequent read of PANEL.SELECT after a software power cycle always returned UNKNOWN.

I ultimately upgraded the Zanzibar board FW to v1.3.1102 and ran a RESET(CAL) command, then downgraded back to the 1.1 release and then PANEL.SELECT was successful. I may have needed to upgrade to v1.3.1102.

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 09/06/2016 03:45 PM - Bryan Button

- Category set to Probably Won't Fix

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #8387

OSD: Power Menu Doesn't Update Automatically

08/29/2016 04:25 PM - Bryan Button

Status:	Open	Start date:	08/29/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.3.1118 (Build 238)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
The power menu in the OSD requires some sort of refresh (e.g. leaving the menu) in order for the values to update.			

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 09/08/2016 12:31 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Medium

Zanzibar - Bug #8485

Help shows commands that are not supported in a particular product

09/21/2016 04:07 PM - Nancy Goering

Status:	Open	Start date:	09/21/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:		Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>If you do a help? iteration, or ask for help on a command that is not in a particular version (such as WALL for QE Series), you get valid information, but if you actually try that command you get ERR!3 (Command not found). This could be potentially confusing. There are two ways to fix this. The easy way is to create a new error (error 8) (Command not supported) and return that instead. The hard way is to add FeatureSupported information into the command descriptions so the help engine can filter out commands at runtime.</p>			

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 09/28/2016 03:04 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #11538

Web UI: Navigation interrupts FW update procedure

10/06/2016 04:01 PM - Bryan Button

Status:	Open	Start date:	10/06/2016
Priority:	P4	Due date:	
Assignee:	Daren Keck	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.3.1150	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

When uploading a FW package via the web UI, navigating away from the page then back again will make the UI indicate that nothing is happening. I assume that an upload is still occurring in the background, though, as trying a second upload immediately after the first will show now loading bar. Pressing cancel, reset, then re-uploading will correct this, but it is confusing behavior.

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 10/12/2016 03:13 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Daren Keck

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #12712

Panning Can Cause Some Blurriness

11/02/2016 04:24 PM - Bryan Button

Status: Open	Start date: 11/02/2016
Priority: P4	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	Spent time: 0.00 hour
Last Version Tested: 1.4.1160	Platform:
Severity: Medium	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes
Description	
Certain values for panning that are non-zero can cause slight blurriness due to how the scalar handles the adjustment.	

History

#4 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#3 - 11/21/2016 12:22 PM - Bryan Button

- Assignee deleted (Bryan Button)

- Priority changed from Investigate to P4

- Last Version Tested changed from 1.3.1160 to 1.4.1160

The main time this issue occurs is for values of '1' when panning horizontally. This is a scalar issue that is causing the image to scale rather than pan pixel-for-pixel. Due to the nature of the issue we likely won't be able to correct this issue.

#2 - 11/09/2016 02:38 PM - Bryan Button

- Status changed from Customer Service Notes to Open

- Assignee set to Bryan Button

- Priority changed from P5 to Investigate

Show to Marques.

#1 - 11/09/2016 02:17 PM - Bryan Button

- Status changed from New to Customer Service Notes

- Last Version Tested changed from 1.3.1150 to 1.3.1160

- Severity set to Medium

- Impact set to Low

Zanzibar - Bug #13176

Horizontal pan is broken in quad view (4k30)

11/09/2016 05:08 PM - Bryan Button

Status:	Open	Start date:	11/09/2016
Priority:	Unprioritized	Due date:	
Assignee:	Nancy Goering	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.5 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	High	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

I know that 4k60 doesn't support horizontal panning (according to Nancy), but 4k30 should work just fine. I confirmed that it works ok with vertical panning as well as in single view. Other timings appear to be unaffected and work fine.

History

#2 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#1 - 11/15/2016 03:12 PM - Bryan Button

- Target version changed from 1.4 Maintenance Release to 1.5 Maintenance Release

Zanzibar - Bug #3568

Image: 5ish Pixel Split in Center of Display

05/09/2016 12:50 PM - Bryan Button

Status:	Open	Start date:	05/09/2016
Priority:	Investigate	Due date:	
Assignee:	Bryan Button	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.3.1150	Platform:	
Severity:	High	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
See picture for example.			
Under certain circumstances a split will appear on the screen. This split affects the OSD as well as any images that appear on the display. A soft power cycle corrects this issue. The cause is currently unknown.			

History

#6 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 11/09/2016 02:37 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Bryan Button

Nancy thinks that there could maybe possibly be something that's not getting reset properly in the FRC chip in WoS standby. Continue investigating.

#4 - 11/01/2016 10:55 AM - Bryan Button

When tried, changes to the following settings did not effect a change in the issue.

- Tiling
- MEMC
- Panning
- Multi-view
- Gamma
- Factory resets (user, 1, and 2)

Issues must be post scalar as implied by the split's presence in the OSD and multi-view.

#3 - 11/01/2016 10:06 AM - Bryan Button

- File *Planar-diagnostics.bin* added

- Status changed from Not Reproducible to New

- Last Version Tested changed from 1.1.747 to 1.3.1150

Once again I've seen this, but once again I don't know what happened. I left last night and everything was working fine, but this morning I came in and it was happening. So far I've noticed that local dimming has also been enabled (previously disabled). The one change I made yesterday was

changing power saving mode to WoS with a 1 minute delay. This means that the display would have gone into WoS state when my computer went to sleep after I left for the evening.

#2 - 09/16/2016 02:28 PM - Bryan Button

- Status changed from Open to Not Reproducible
- Assignee deleted (Bryan Button)

#1 - 05/11/2016 02:19 PM - Bryan Button

- Status changed from New to Open
- Assignee set to Bryan Button
- Priority changed from Unprioritized to Investigate
- Severity set to High
- Impact set to Low

Files

IMG_20160303_132248.jpg	2.3 MB	05/09/2016	Bryan Button
VID_20160303_132319.mp4	28.6 MB	05/09/2016	Bryan Button
Planar-diagnostics.bin	537 KB	11/01/2016	Bryan Button

Zanzibar - Bug #11705

OSD: Menu Disappears During Lock

10/31/2016 04:49 PM - Bryan Button

Status:	Open	Start date:	10/31/2016
Priority:	Investigate	Due date:	
Assignee:	Bryan Button	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.5 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.3.1150	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
Source: QD882E Timing: Multiple Input: HDMI 3			
Details: I was running through the timing compatibility list when I noticed that the first few (HDTV timings) caused the OSD to disappear when the timing was in the process of switching and the display was locking to the new one. I'll see if I can reproduce the issue as well as what timings it occurred on.			

History

#5 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 11/29/2016 01:14 PM - Bryan Button

- Project changed from Roatan to Zanzibar
- Assignee set to Bryan Button
- Priority changed from P4 to Investigate
- Target version set to 1.5 Maintenance Release

#3 - 11/09/2016 02:26 PM - Bryan Button

- Status changed from New to Open
- Priority changed from Unprioritized to P4
- Severity set to Medium
- Impact set to Low

#2 - 10/31/2016 05:05 PM - Bryan Button

Going back through and manually trying some of these, the 720P60 timing seems ok, but I've been able to definitely recreate the issue on the HDTV timings. Still it doesn't seem to be 100% of the time.

#1 - 10/31/2016 05:04 PM - Bryan Button

- 1080I25
- 1080I30
- 1080P24
- 1080P25
- 1080P30
- 1080P50
- 1080P60
- 576I2X25
- ~~720P60~~
- CVT1250E
- CVT1260E

11/29/2016

- CVT1450
- CVT1460
- CVT1650D
- CVT1660D
- CVT1950D
- DMT0659

Zanzibar - Bug #3918

Web UI: If User password is set but not Admin, unable to log in as Admin

05/12/2016 04:50 PM - Daren Keck

Status:	Closed	Start date:	05/12/2016
Priority:	P2	Due date:	
Assignee:		% Done:	100%
Category:	Need to Fix	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:		Platform:	
Severity:	High	Fixed in Build:	
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
When going from a system that has no passwords to one with, if only the user password is set it is impossible to log in as Admin.			
The expected behavior is that on a system that only has the User password set, you can log in as Admin by leaving the password field blank. However the blank password is being rejected.			
Related issues:			
Related to Zanzibar - Bug # 13553: Web UI: Additional Authentication Details ...			New 11/22/2016

History

#14 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#13 - 11/22/2016 05:07 PM - Bryan Button

- Related to Bug #13553: Web UI: Additional Authentication Details Needed added

#12 - 11/22/2016 05:05 PM - Bryan Button

- Status changed from Open to Closed

- Assignee deleted (Daren Keck)

This looks fine. I think I'll open an issue for the next release to add some explanation text to the info drop down, but otherwise this is acceptable.

#11 - 11/01/2016 02:23 PM - Daren Keck

I am only going to include the compromise suggested above, re-organizing the order of password entry on the access control page. I investigated the other suggestions, and they are a bit more involved on the backend. Logging in as 'User' and then elevating to 'Admin' is more complex than treating a system as being in a no password state. I think it is reasonable to treat the system this way when it does not have an Admin password.

#10 - 10/31/2016 02:41 PM - Daren Keck

Changed order of User and Admin password entry fields. Now Admin is listed first.

#9 - 10/26/2016 03:31 PM - Bryan Button

- Target version changed from 1.2 QA backlog to 1.4 Maintenance Release

#8 - 10/26/2016 03:07 PM - Bryan Button

- Status changed from New to Open

- Assignee changed from Dez Moleski to Daren Keck

#7 - 10/18/2016 12:27 PM - Bryan Button

- Status changed from Resolved to New

After talking to Mr. Keck, it appears that the feature is functioning as designed. That being said, this could cause some confusion possibly: if a customer sets the user password only and expects that to restrict access, they will find that all access is still available. I think that, if possible, the system should only elevate to admin AFTER the a user level authentication rather than bypassing the user authentication all together in the absence of an Admin login.

Also, and this might be a compromise, we could consider putting the Admin password entry first rather than the User password entry first.

#6 - 05/27/2016 10:07 AM - Dez Moleski

- Target version changed from 1.2 sprint 8 to 1.2 QA backlog

#5 - 05/20/2016 04:40 PM - Dez Moleski

Note: further work was in fact required, as the prior commit really only worked when using a private-mode browser session.

See: <http://gitlab.planar.net/zanzibar/web-ui/commit/8f8f61d992a3181d82269ab41c8f311eb70f208c>

#4 - 05/18/2016 04:50 PM - Dez Moleski

- Status changed from In Progress to Resolved

- % Done changed from 0 to 100

<http://gitlab.planar.net/zanzibar/web-ui/commit/bd44bf9b17c9c2117d36392d14a411ccb9e4c4b7>

Now independently escalates access to Admin even when only User password is set, and escalates to User when only Admin password is set. Each page/view now also has a login button that can be presented when the user may need to elevate from User to Admin (to avoid the toggle problem on the main Login/logout button).

For the pages which have mixed User/Admin functions (inputs&views, audio, presets) the Login button is presented in the Info area exposed by the circled-'i' button.

#3 - 05/18/2016 02:36 PM - Bryan Button

- Category set to Need to Fix

- Status changed from New to In Progress

- Priority changed from Unprioritized to P2

- Severity set to High

- Impact set to Medium

#2 - 05/18/2016 01:54 PM - Dez Moleski

- Assignee set to Dez Moleski

- Target version set to 1.2 sprint 8

The RESET(SEcurity) command should also be effective, but this is still a bug. My preferred fix is to correct the Auth.Admin check to ensure it returns True whenever the Admin password is not set, and without regard to whether the User password is set. This keeps everything simple, predictable, and independent between the basic Admin and User level access controls.

#1 - 05/17/2016 04:56 PM - Marques Girardelli

I haven't been able to find any way to work around this other than to use the FACTORY2 reset.

Tortuga - Bug #8760

Panel Cycles through test patterns in standby

09/22/2016 05:08 PM - Bryan Button

Status:	Closed	Start date:	09/22/2016
Priority:	P2	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	High	Fixed in Build:	1.4 RC 1
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

I've now seen an issue twice on the 98" touch unit: the screen will be "blinking" on and off, staying at each state for approximately 5 seconds. There is no backlight on during this, and the display appears to be blinking from black (pixels opaque) to white (pixels transparent).

The first time this happened I could not get any response from the display and did not see blinky (blinky was solid). The keyboard did not work either. An AC power cycle was required to correct the issue.

The second time this happened, the LED indicated that the display was off (green). I also had blinky, and the display was operating normally. The system was in "wake on signal" standby, so the best way to see this is likely to just go into this mode. It seems to be easily reproducible.

History

#9 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#8 - 11/16/2016 04:02 PM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

- Last Version Tested changed from 1.3.1128 to 1.4.1160

#7 - 10/27/2016 11:27 AM - Nancy Goering

- Status changed from Open to Resolved

- Assignee changed from Nancy Goering to Bryan Button

- Fixed in Build set to 1.4 RC 1

I've written the code to drive LR_SYNC2 low while power is "off". This is pin #23 on the 51 pin connector of the panel (see Table 4-2 of the panel spec). I have not yet tested in a Tortuga to be sure that this does what the spec says it will do.

#6 - 10/26/2016 03:31 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#5 - 10/17/2016 04:10 PM - Marques Girardelli

TCON power could potentially be driven from P119. We put it into the design for this reason but have never used it.

The wake on signal feature is pretty much essential for conference rooms and was one of the most requested improvements from the first generation UltraRes, so we can't really make it a premium feature. It needs to be standard across our product line.

If we get really desperate, we can create a small relay board, but that is a last resort measure. I think it would be better to leave Vx1 enabled and send black to the panel.

#4 - 10/17/2016 03:56 PM - Bryan Button

I think I've figured out why this is happening. Tortuga doesn't have a DC/DC board, just a power supply. Since Zanzibar expects to be able to turn the 12V off which would turn off the panel, that not happening means the panel has no signal but does have power which causes the test patterns to appear. This would explain why this hasn't appeared on UltraRes, and will likely be an issue on the 86" and 75" Tortuga units.

Possible Fixes:

- Turn backlight off, send a black pattern
- Wake on Signal standby becomes a premium feature

#3 - 09/28/2016 03:49 PM - Bryan Button

- Subject changed from *Panel Blinking?* to *Panel Cycles through test patterns in standby*
- Status changed from *New* to *Open*
- Assignee set to *Nancy Goering*
- Priority changed from *Unprioritized* to *P2*
- Severity set to *High*
- Impact set to *Medium*

#2 - 09/23/2016 03:26 PM - Nancy Goering

This is a puzzle. It appears that the panel is doing its test pattern cycling that it does when it has no valid signal.

The 75" and 98" LG panels should be wired the same and we use identical descriptors in the code to control them. Pin 23 of the 51 pin connector (pin 29 on P133) is driven to ground when the panel is on and tri-stated when the panel is off. According to the spec, this should force the panel to be "No Signal Black" when there is no Vby1 signal. I wasn't able to physically probe that pin to make sure because the chip (I176) is on the back side of the board

More to the point, the 12 volts to the the LCD module is off when the panel is off (I checked), so how is the LCD module doing anything at all??

#1 - 09/23/2016 11:33 AM - Bryan Button

This doesn't appear to be happening on the UR7551-T (LG panel) in my lab.

Files

Planar-settings.bin	20.5 KB	09/23/2016	Bryan Button
Planar-diagnostics.bin	530 KB	09/23/2016	Bryan Button

Zanzibar - Bug #2522

Color space changes not being automatically detected with Mac Mini

10/09/2015 12:19 PM - Marques Girardelli

Status:	Closed	Start date:	10/09/2015
Priority:	P3	Due date:	
Assignee:		% Done:	0%
Category:	Consider Fixing	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	Medium	Fixed in Build:	1.4 RC 1
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

HDMI 1, 4K/30Hz, Mac Mini (late 2014).

The Mac Mini will change its color space at startup, apparently without any disruption in the video signal. The display isn't detecting this.

The firmware should be interrupting on AVI InfoFrame changes and setting up color space again as needed (or simply relocking).

I tried manually adjusting color space to correct the issue, but the display stopped locking to the Mac Mini's video output. I had to power cycle the Mac Mini. This was during an upgrade of the Mac Mini, so it may not have been a display problem.

I've seen this happen three times at startup now. Simply connect the Mac Mini to the display via HDMI and turn on the Mac Mini's power. The image will go green. I saw this twice during an OS upgrade and once the very first time I connected to it.

History

#8 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#7 - 11/22/2016 01:24 PM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

- Last Version Tested changed from SCP 589, VP 642 to 1.4.1160

#6 - 10/28/2016 08:15 AM - Nancy Goering

- Status changed from Open to Resolved

- Assignee changed from Nancy Goering to Bryan Button

- Fixed in Build set to 1.4 RC 1

I was able to get this behavior consistently by setting the EDID to 1080p and using restart on the Mac to start again. For some reason it is not consistent at 4k30 or 4k60 EDID. The problem appears to be in the interface between the 9777 and the MStar (therefor you don't see the problem on HDMI 3 or 4). I was able to re-initialize the 9777 output after it detected a video format change and that seems to trigger the MStar to change the color space decoding.

#5 - 10/26/2016 03:47 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#3 - 04/29/2016 10:40 AM - Marques Girardelli

- Category set to Consider Fixing

#1 - 10/14/2015 02:38 PM - Bryan Button

- *Status changed from New to Open*
- *Assignee set to Nancy Goering*
- *Priority changed from Unprioritized to P3*
- *Severity set to Medium*
- *Impact set to Low*

Zanzibar - Feature #2607

Power On Delay

12/02/2015 03:13 PM - Nancy Goering

Status:	Closed	Start date:	12/02/2015
Priority:	P3	Due date:	
Assignee:		% Done:	100%
Category:	Consider Fixing	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	SCP 715, VP 805	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>This is to track the line item in the schedule for staggering the powering on of tiled displays to avoid putting a strain on power supplies. It is yet to be defined. We would need some way to designate which order the panels turn on. Should it be coupled with the Big Picture row and column settings? We would need to determine how long to wait in between turning on.</p>			
Related issues:			
Related to Zanzibar - Bug # 2629: Response timeout for LCD.POWER=ON		Not Reproducible 12/11/2015	

History

#21 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#20 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#19 - 10/26/2016 04:05 PM - Bryan Button

- Status changed from Open to Closed

- Assignee deleted (Matt Schuckmann)

#18 - 04/29/2016 10:42 AM - Marques Girardelli

- Category set to Consider Fixing

#17 - 01/20/2016 02:06 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P3

- Severity set to Medium

- Impact set to Low

#16 - 01/19/2016 04:59 PM - Marques Girardelli

- Status changed from Resolved to New

- Assignee changed from Bryan Button to Matt Schuckmann

- Target version deleted (QA 1.1 - Sprint 3)

- Last Version Tested set to SCP 715, VP 805

I don't understand why there needs to be an extra 11 seconds for AC power on if Power On Delay > 0. Discuss at the next bug scrub.

#15 - 01/06/2016 02:44 AM - Francis Garcia

11/29/2016

75/127

- Status changed from Open to Resolved
- Assignee changed from Francis Garcia to Bryan Button
- % Done changed from 50 to 100

In firmware 1.1.710

if POWER.ON.DELAY=0 => splash screen 14 seconds
 if POWER.ON.DELAY<>0 => splash screen = 25 + POWER.ON.DELAY seconds

#14 - 12/23/2015 10:59 AM - Matt Schuckmann

To be clear my e-mail had to do with the fact, if we don't put the power on delay logic in u-boot then Power On Delay will behave differently depending on if it's a AC power on or a soft power on.

I believe that the current plan is to not put the power on delay logic in u-boot.

#13 - 12/23/2015 06:31 AM - Francis Garcia

From Matt's email :

....
 if Power_on_delay == 0
 AC Power on time to splash screen is about 10 seconds.
 Exit standby time to splash screen is about 10 seconds

If Power_on_delay == 10
 AC Power on time to splash screen is about 30 seconds.
 Exit standby time to splash screen is about 20 seconds.
 ...

#12 - 12/21/2015 06:00 PM - Matt Schuckmann

- Status changed from Resolved to Open
- Assignee changed from Bryan Button to Francis Garcia

Power delay does not work with Auto On AC power feature.
 With Auto on AC enabled the main power supplies are turned on immediately and they should be delayed by however many seconds Power on Delay is set to.

This will require adding the delay in u-boot to get it working properly.

#11 - 12/18/2015 03:03 PM - Nancy Goering

- Status changed from Open to Resolved
- Assignee changed from Nancy Goering to Bryan Button

#10 - 12/18/2015 01:49 AM - Francis Garcia

- Status changed from Feedback to Open
- Assignee changed from Matt Schuckmann to Nancy Goering

I've pushed my modifications into develop branch, but now the OSD menu is missing.

#9 - 12/18/2015 01:30 AM - Francis Garcia

I've tested with the VP version : 1.0.773, and this issue has disappeared !
I'm testing with the new field POWER.ON.DELAY (0 to 10) and it does work

#8 - 12/17/2015 07:52 AM - Francis Garcia

- Related to Bug #2629: Response timeout for LCD.POWER=ON added

#7 - 12/17/2015 07:52 AM - Francis Garcia

I've pushed the plnrprotocol in develop branch, but I've the issue #RM2629 according to the value of POWER.ON.DELAY (=6.0 for example)

#6 - 12/15/2015 07:48 AM - Francis Garcia

- Assignee changed from Nancy Goering to Matt Schuckmann
- % Done changed from 20 to 50

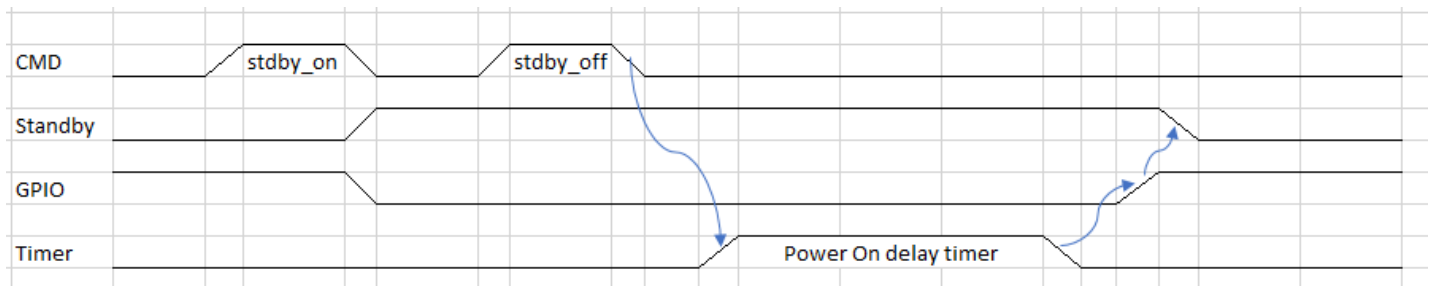
I've modified the script stdbym in branch feature/RM2607-Power_on_delay of meta-planar.

I think I should add POWER.ON.DELAY=0 before DISPLAY.POWER=0 in install_vp : What do you think ?

#5 - 12/14/2015 09:46 AM - Matt Schuckmann

- File power_on_delay.PNG added

That doesn't look quite right, the timer is supposed to delay the GPIO to turn on power after the stdbym_off command is received.
I think this is more correct.



#4 - 12/14/2015 05:03 AM - Francis Garcia

- File standby_off.gif added
- Status changed from Open to Feedback
- Assignee changed from Francis Garcia to Nancy Goering
- % Done changed from 0 to 20

Hi Nancy,

I've added a timing diagrams (file:standby_off.gif)
Can you tell me if it sounds good ?
Thanks

#3 - 12/08/2015 03:41 PM - Nancy Goering

- *Project changed from Transparent OLED to Zanzibar*
- *Status changed from Feedback to Open*
- *Assignee changed from Nancy Goering to Francis Garcia*

After discussing with Marques, here's what we want:

An API called POWER.ON.DELAY which takes one fixed point operand in the range of 0 to 10.0 in increments of .1. It is the number of seconds to wait from the time we are commanded to come out of standby until the time we actually set the GPIO to come out of standby. The default is 0.

This delay takes effect any time the VP is commanded to turn on, be it IR, keypad, serial, auto power on, or a scheduled event. This is implemented in the SCP. The setting gets stored in the database and applied before turning standby off.

The VP must add this to the Power menu with the wording "Power On Delay 0.1 SECONDS" (capitalize seconds to match the capitalized "MINUTES" in the Power Saving Delay choice on the line above).

#2 - 12/03/2015 09:02 AM - Matt Schuckmann

- *Status changed from New to Feedback*
- *Assignee set to Nancy Goering*

Nancy to figure out if this is a real feature, and what the api looks like.

#1 - 12/02/2015 03:33 PM - Matt Schuckmann

- *Target version set to QA 1.1 - Sprint 3*

Files

standby_off.gif	3.7 KB	12/14/2015	Francis Garcia
power_on_delay.PNG	12 KB	12/14/2015	Matt Schuckmann

Zanzibar - Bug #5552

OSD: Layout selector for inactive layouts fails to update

06/03/2016 04:02 PM - Bryan Button

Status:	Closed	Start date:	06/03/2016
Priority:	P3	Due date:	
Assignee:		% Done:	0%
Category:	Consider Fixing	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

When selecting the layout for an inactive view (e.g. selecting dual layout when triple is active), the options for the inactive layout will not update properly. In some cases it will not highlight, in others it is possible to have them all highlighted (see attachment). This is purely cosmetic as the layout itself is changed.

History

#6 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 11/16/2016 04:13 PM - Bryan Button

- Last Version Tested changed from 1.2.974 (build 215) to 1.4.1160

#4 - 11/16/2016 04:13 PM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

#3 - 10/27/2016 11:27 AM - Nancy Goering

- Status changed from Open to Resolved

- Assignee changed from Nancy Goering to Bryan Button

#2 - 10/26/2016 03:59 PM - Bryan Button

- Assignee set to Nancy Goering

- Target version set to 1.4 Maintenance Release

#1 - 06/06/2016 10:01 AM - Bryan Button

- Category set to Consider Fixing

- Status changed from New to Open

- Priority changed from Unprioritized to P3

- Severity set to Medium

- Impact set to Low

Zanzibar - Bug #10631

Web UI: Firmware update doesn't work if you cancel and re-load a file

10/04/2016 09:18 AM - Nancy Goering

Status:	Closed	Start date:	10/04/2016
Priority:	P3	Due date:	
Assignee:		% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
<p>I browsed to a firmware.pkg and uploaded it. I then realized that I wanted a newer version and copied a different firmware.pkg into the same place, so I clicked cancel on the dialog box to apply and clicked remove under actions. I then browsed to the same file location and uploaded it again. The dialog box to start download never appeared. Browser was firefox in a Linux VM.</p>			

History

#6 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 11/16/2016 04:22 PM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

- Last Version Tested set to 1.4.1160

#4 - 10/31/2016 02:42 PM - Daren Keck

- Status changed from Open to Resolved

- Assignee changed from Daren Keck to Bryan Button

#3 - 10/31/2016 02:42 PM - Daren Keck

- % Done changed from 0 to 100

This was occurring because ng2-file-upload was relying on an event that is not fired if you select the same file path twice in a row. Now when a file is removed, I clear out the previous entry so the file path is not saved, and the event required by ng2-file-upload always fires.

#2 - 10/26/2016 04:02 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#1 - 10/12/2016 03:03 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Daren Keck

- Priority changed from Unprioritized to P3

- Severity set to Medium

- Impact set to Low

Zanzibar - Bug #11545

Web UI: Diagnostics Package Generation Issues

10/07/2016 02:57 PM - Bryan Button

Status:	Closed	Start date:	10/07/2016
Priority:	P3	Due date:	
Assignee:		% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	High	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
I've found that in some, possibly many, cases, the package generated from the display is not ready when the button appears on the Web UI; sometimes taking >15s to generate. What happens then is one of two things:			
<ul style="list-style-type: none">• The user is told that the package doesn't exist then must re-submit a request for a package or• The user is given a package that might, if one was previously generated, but an old package that is no desirable			

History

#5 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 11/16/2016 04:26 PM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

- Last Version Tested changed from 1.3.1150 to 1.4.1160

This implementation is much improved.

#3 - 10/31/2016 10:32 AM - Daren Keck

- Status changed from Open to Resolved

- Assignee changed from Daren Keck to Bryan Button

- % Done changed from 0 to 100

Increased delay form .5 to 5 seconds. Added 'disabled' behavior on 'generate' buttons to indicate the button was pressed and something is happening during longer delay.

#2 - 10/26/2016 04:02 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#1 - 10/12/2016 03:16 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Daren Keck

- Priority changed from Unprioritized to P3

- Severity set to High

- Impact set to Low

Zanzibar - Bug #11586

"Unable to save diganostics file" is spelled wrong

10/17/2016 10:18 AM - Marques Girardelli

Status:	Closed	Start date:	10/17/2016
Priority:	P3	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	Medium	Fixed in Build:	1.4 RC 1
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
It should say "diagnostics", not "diganostics".			

History

#9 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#8 - 11/16/2016 04:48 PM - Bryan Button

- Status changed from Open to Closed

- Assignee deleted (Bryan Button)

Clicked the wrong status...

#7 - 11/16/2016 04:37 PM - Marques Girardelli

- Assignee set to Bryan Button

Is this fixed? It was reopened but there are no comments.

#6 - 11/16/2016 04:25 PM - Bryan Button

- Status changed from Resolved to Open

- Assignee deleted (Bryan Button)

#5 - 11/16/2016 04:25 PM - Bryan Button

- Last Version Tested changed from 1.3.1128 to 1.4.1160

#4 - 10/27/2016 10:33 AM - Nancy Goering

- Status changed from Open to Resolved

- Assignee changed from Nancy Goering to Bryan Button

- Fixed in Build set to 1.4 RC 1

#3 - 10/26/2016 04:02 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#2 - 10/26/2016 03:10 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Nancy Goering

- Priority changed from Unprioritized to P3

11/29/2016

82/127

- *Severity set to Medium*

- *Impact set to Low*

#1 - 10/20/2016 09:57 AM - Marques Girardelli

You can test this by using a USB flash drive formatted as NTFS.

Zanzibar - Bug #11595

Some Color Gamuts Missing in CMS

10/18/2016 11:50 AM - Bryan Button

Status:	Closed	Start date:	10/18/2016
Priority:	P3	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1162	Platform:	
Severity:	High	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

On my UR7551-T (LG Panel), I noticed that Rec2020 was missing from the CMS gamut options. There may be others missing as well. Regardless, the way CMS works I would expect that the gamut would still be available but have the "off target" indicators for most or all of the settings.

History

#6 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 11/23/2016 09:22 AM - Bryan Button

- Status changed from Open to Closed

- Assignee deleted (Daren Keck)

- Last Version Tested changed from 1.3.1150 to 1.4.1162

#4 - 11/01/2016 02:42 PM - Bryan Button

REC 2020 is present on the following displays:

- QE4050
- LO55

#3 - 10/26/2016 04:07 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#2 - 10/26/2016 03:12 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Daren Keck

- Priority changed from Unprioritized to P3

- Severity set to High

- Impact set to Low

#1 - 10/18/2016 01:41 PM - Marques Girardelli

Rec.2020 gamut shouldn't be included on any of our products, since we can't come anywhere close to hitting it.

Zanzibar - Bug #2655

OPS.POWER=ON with no OPS module incorrectly reports success

12/22/2015 04:36 PM - Matt Schuckmann

Status:	Closed	Start date:	12/22/2015
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
Issue OPS.POWER=ON with no OPS docking board or OPS module and the system will respond with OPS.POWER:ON but then query the OPS.POWER state and it will report OPS.POWER:OFF			
It should probably NAK if there is no module or no docking board.			
Related issues:			
Related to Tanzania - Bug # 10606: 3G-SDI OPS module not working with Tanzania		Closed	09/28/2016

History

#7 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#6 - 11/16/2016 05:02 PM - Bryan Button

- Status changed from Resolved to Closed
- Assignee deleted (Bryan Button)
- Last Version Tested set to 1.4.1160

#5 - 10/27/2016 10:19 AM - Nancy Goering

- Status changed from Open to Resolved
- Assignee changed from Matt Schuckmann to Bryan Button

The OPS.POWER command has been revamped to reflect reality. OPS.POWER=ON is no longer a valid command so this issue is now irrelevant.

#4 - 10/27/2016 10:18 AM - Nancy Goering

- Related to Bug #10606: 3G-SDI OPS module not working with Tanzania added

#3 - 10/26/2016 04:07 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#2 - 04/28/2016 04:47 PM - Marques Girardelli

- Category set to Probably Won't Fix

#1 - 01/06/2016 02:18 PM - Bryan Button

- Status changed from New to Open
- Assignee set to Matt Schuckmann
- Priority changed from Unprioritized to P4
- Severity set to Low
- Impact set to Low

11/29/2016

Zanzibar - Bug #3538

Content Rotation: 4k not supported at rates >30hz

04/26/2016 05:22 PM - Bryan Button

Status:	Closed	Start date:	04/26/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	High	Fixed in Build:	1.4 RC 1
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
When rotating 600MHz content (timings >4k30), the rotated image appears split with the top half squished to the right and the bottom half squished to the left. See image for example.			

History

#6 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 11/16/2016 04:44 PM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

- Last Version Tested changed from 1.1.830 (build 188) to 1.4.1160

#4 - 10/31/2016 03:01 PM - Nancy Goering

- Status changed from Open to Resolved

- Assignee set to Bryan Button

- Fixed in Build set to 1.4 RC 1

Had to write special cases for rotated split content. UGLY!

#3 - 10/26/2016 04:11 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#2 - 04/29/2016 10:26 AM - Marques Girardelli

Is this only on HDMI, or does it occur on DP also?

DP support for 4K/60 content rotation is more important, since that's the input used for looping.

#1 - 04/28/2016 02:42 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to High

- Impact set to Low

Zanzibar - Bug #3934

Web UI: Current Page Not Highlighted on Load

05/18/2016 12:44 PM - Bryan Button

Status:	Closed	Start date:	05/18/2016
Priority:	P4	Due date:	
Assignee:		% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1162	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
When loading the UI fresh or reloading a page, the currently selected page is not highlighted in the list. This appears to be browser independent.			

History

#5 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 11/22/2016 05:08 PM - Bryan Button

- Status changed from Resolved to Closed

- Last Version Tested changed from 1.2.933 (Build 197) to 1.4.1162

#3 - 10/31/2016 09:38 AM - Daren Keck

- Status changed from Open to Resolved

- % Done changed from 0 to 100

This item was resolved in a previous release. Appears to be fine now.

#2 - 10/26/2016 04:14 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#1 - 05/18/2016 03:02 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #3943

Web UI: Mute Should Toggle with Volume Change

05/18/2016 05:50 PM - Bryan Button

Status:	Closed	Start date:	05/18/2016
Priority:	P4	Due date:	
Assignee:		% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
On the display if the volume is changed the mute automatically turns of. With the Web UI, if the display is muted and the volume is changed, mute turns off but the Web UI does not update accordingly.			

History

#6 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 11/16/2016 04:46 PM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

- Last Version Tested set to 1.4.1160

#4 - 10/31/2016 11:10 AM - Daren Keck

- Status changed from Open to Resolved

- Assignee set to Bryan Button

- % Done changed from 0 to 100

- Last Version Tested deleted (1.2.933 (Build 197))

Pattern for updating the mute toggle on the audio page has been updated and doesn't seem to have the same problem. Previous pattern would occasionally fail because of the timing of the request.

#3 - 10/26/2016 04:14 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#2 - 05/25/2016 10:55 AM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

#1 - 05/24/2016 03:11 PM - Dez Moleski

Just to note: mute is NOT affected by changing AUDIO.ZONE, so all we need is to update the mute checkbox when the volume slider causes a change in the volume setting.

Zanzibar - Bug #4099

Web UI: FW update reboot issued after local reboot

05/24/2016 12:23 PM - Bryan Button

Status:	Closed	Start date:	05/24/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.2.953	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

When updating the firmware via the Web UI, the pop-up message allows the user to reboot the display as required after a FW update. If the display has already been rebooted locally (via the OSD popup message), though, then the display will reboot a second time if "OK" is pressed.

Maybe when clicking "OK" on the Web UI it could perform a sanity check of the FW update status and not issue a second reboot if it has already been performed? It seems like this would be possible with the new FW update query value.

History

#4 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#3 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#2 - 10/26/2016 04:14 PM - Bryan Button

- Status changed from Open to Closed

The page now reloads after a FW update to keep the reboot window from popping up multiple times after the update is complete.

#1 - 05/25/2016 11:02 AM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #11575

Web UI: PiP Should Come Last

10/13/2016 04:02 PM - Bryan Button

Status:	Closed	Start date:	10/13/2016
Priority:	P4	Due date:	
Assignee:		% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
Semantics, but if want to be consistent the PiP item in the dropdown menu on the Inputs And Views page should be at the bottom.			

History

#5 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 11/16/2016 04:50 PM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

- Last Version Tested changed from 1.3.1150 to 1.4.1160

#3 - 10/31/2016 09:34 AM - Daren Keck

- Status changed from Open to Resolved

- Assignee changed from Daren Keck to Bryan Button

- % Done changed from 0 to 100

#2 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#1 - 10/26/2016 03:08 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Daren Keck

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Files

Multi View List.JPG	29.4 KB	10/13/2016	Bryan Button
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Zanzibar - Feature #11605

System should log failed FW update

10/24/2016 12:05 PM - Bryan Button

Status:	Closed	Start date:	10/24/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.3.1150	Platform:	
Severity:	Low	Fixed in Build:	1.4 RC 1
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

When a FW update fails for some reason, there is no error generated in the log that could help determine what is the problem. In some cases I've seen the checksum portion fail due to improperly set clock or other things and a log entry would have been helpful.

History

#5 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 11/23/2016 09:26 AM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

#3 - 10/31/2016 04:31 PM - Nancy Goering

- Status changed from Open to Resolved

- Assignee changed from Nancy Goering to Bryan Button

- Fixed in Build set to 1.4 RC 1

Any firmware update failures that cause the script to end and reboot are now logged into the Error Log. Ones that allow the user to just OK out of them (e.g. package not found, unable to validate) are not logged in order to avoid cluttering up the log

#2 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#1 - 10/26/2016 03:16 PM - Bryan Button

- Tracker changed from Bug to Feature

- Status changed from New to Open

- Assignee set to Nancy Goering

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

Zanzibar - Bug #11706

Web UI: Page Title Reads "ZanzibarWeb" on load

11/01/2016 10:01 AM - Bryan Button

Status:	Closed	Start date:	11/01/2016
Priority:	P4	Due date:	
Assignee:		% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1162	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
When loading the Web UI, the page title in the browser tab/window/etc. reads "ZanzibarWeb" for a short period until the display name loads. We should probably figure out something else to use a filler instead.			

History

#7 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#6 - 11/22/2016 02:46 PM - Bryan Button

- Status changed from Resolved to Closed

- Assignee deleted (Bryan Button)

- Last Version Tested changed from 1.3.1157 to 1.4.1162

#5 - 11/10/2016 02:18 PM - Daren Keck

- Status changed from Open to Resolved

- Assignee changed from Daren Keck to Bryan Button

- % Done changed from 0 to 100

Changed default text to 'Planar Display'. Changes are checked into the release branch, and have been merged into develop as well.

#4 - 11/09/2016 02:21 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Daren Keck

- Priority changed from Unprioritized to P4

- Target version set to 1.4 Maintenance Release

- Severity set to Low

- Impact set to Low

#3 - 11/09/2016 02:17 PM - Bryan Button

- Subject changed from Web UI: Page Title Reads "ZanzibarWeb" on load to Web UI: Page Title Reads "ZanzibarWeb" on load

- Description updated

#2 - 11/09/2016 11:05 AM - Bryan Button

- Last Version Tested changed from 1.3.1150 to 1.3.1157

It appears that the page title stays "ZanzibarWeb" when the display is off. I loaded up the page for my TOLED which was in LP standby and, even though the main page header read "Planar LookThru", the page title text in the browser tab (Chrome) read "ZanzibarWeb" until I turned the display on

AND refreshed the page.

#1 - 11/09/2016 10:19 AM - Daren Keck

I introduced this problem when migrating to angular-cli and the fix is simple.

I'd recommend 'Planar Display' as that is what is in place when a response for MODEL.SERIES is not received.

75"/86" Panel Change - Bug #7327

86" Panel "Break"

08/03/2016 09:42 AM - Bryan Button

Status:	Closed	Start date:	08/03/2016
Priority:	Unprioritized	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Last Version Tested:	1.3.1102	Sprint:	
Severity:		Fixed in Build:	
Impact:		Zan Subsystem:	
Product:		Release Notes:	Yes
Platform:			

Description

The 86" panel being used for thermal testing came in the same way as the 75" panel: configured as an "unknown" panel but working just fine. To get it set up for thermal testing I loaded v1.3.1102 (build 227) onto the display as that was the most recent build. Since the 86" panel parameters are an exact clone of the 84" parameters it was unlikely that we would experience the same issues as with the 75" panel. After updating the display I programmed the panel to be a UR86.MX and performed a cal reset. I also issued a few serial commands to verify that the VP was working.

The panel was working fine (as far as I could tell) after I left it. I had also checked the actual image briefly during the process and was able to see a menu and splash screen. The next morning Matt Smith started to get ready for his thermal tests and discovered that the panel was being driven improperly. The issues were similar to the unresolved issues with the previous 84" panel during initial Tanzania dev. The panel would not display an image properly (weird blurred columns, weird lines, high latency when changing what was being poorly displayed). The backlight appeared to be functional though.

After troubleshooting, I unplugged the Vx1 cables to force the panel to generate its test patterns and the issue was still present. This indicates that either the Tcon board or the column drivers are bad.

History

#6 - 11/29/2016 01:24 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 11/29/2016 01:23 PM - Bryan Button

- Status changed from In Progress to Closed

Issue turned out to be the TCON board which needed to be replaced. As far as we can tell there shouldn't have been any way for the Zanzibar FW to break the TCON board so this is likely just bad luck?

#4 - 08/15/2016 09:59 AM - Bryan Button

- File deleted (LG Panel Example Videos.zip)

#3 - 08/15/2016 09:57 AM - Bryan Button

- File LG Panel Example Videos.zip added

- Status changed from New to In Progress

Attached video files showing example of panel working and a panel exhibiting the issue described. Jeff showed these to LG who suggested swapping the T-con and "Set" board with boards from a working panel. Decision was to take boards from a Tortuga panel which won't be needed for a while once thermals are complete on the 86".

#2 - 08/09/2016 02:58 PM - Bryan Button

- File *Bad Panel.mp4* added
- File *Good Panel.mp4* added

Sent the attached video files to Jeff to take to LG. Will update when I hear back from him.

#1 - 08/03/2016 09:44 AM - Bryan Button

It is unclear what caused this. It is unlikely to be firmware, but the timing is also very odd. No other changes were made to the panel, besides what I did, between when I observed it to be working and when Matt found it broken. Next course of action will be to talk to Jeff Muchow about this. We'd like to find out from LG if they've seen this before, what could cause it and, if they think it's a Tcon board, get a replacement Tcon board.

Files

Good Panel.mp4	2.28 MB	08/09/2016	Bryan Button
Bad Panel.mp4	6.77 MB	08/09/2016	Bryan Button

Zanzibar - Bug #1800

Response to "KEY=256" and "KEY=258" commands is very slow in standby

05/06/2015 11:37 PM - Marques Girardelli

Status:	Can't or Won't Implement	Start date:	05/06/2015
Priority:	P3	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	jenkins-2015-04-29_14-25-24-#230	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
It takes over a second to send a response to the "KEY=256" (power toggle) and "KEY=258" (ON) commands. Might be related to the LED being so slow to change state.			

History

#9 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#8 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#7 - 10/26/2016 03:34 PM - Bryan Button

- Status changed from Open to Can't or Won't Implement

- Assignee deleted (Matt Schuckmann)

#5 - 06/07/2016 05:31 PM - Bryan Button

- Category changed from Consider Fixing to Probably Won't Fix

#4 - 05/11/2016 02:44 PM - Bryan Button

- Category set to Consider Fixing

#2 - 06/04/2015 05:23 PM - Bryan Button

- Status changed from New to Open

- Assignee set to Matt Schuckmann

- Priority changed from Unprioritized to P3

- Severity set to Medium

- Impact set to Medium

#1 - 05/12/2015 10:20 PM - Matt Schuckmann

Dennis had me put in a 1 second delay during the power on sequence for the MST9U02. I could probably turn on the LED prior to the delay. Sending the response quicker might be possible but doesn't seem worth the extra trouble.

Zanzibar - Bug #3942

Web UI: Audio Select Shows All Zones

05/18/2016 05:48 PM - Bryan Button

Status:	Can't or Won't Implement	Start date:	05/18/2016
Priority:	P4	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.2.933 (Build 197)	Platform:	
Severity:	Low	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
The audio select dropdown should only include the zones which are enabled rather than a static list of all four zones.			

History

#5 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#3 - 10/26/2016 04:12 PM - Bryan Button

- Status changed from Open to Can't or Won't Implement

#2 - 05/25/2016 10:54 AM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P4

- Severity set to Low

- Impact set to Low

#1 - 05/24/2016 03:14 PM - Dez Moleski

system NAKs and leaves AUDIO.ZONE unchanged when attempting to set AUDIO.ZONE to a zone which is not currently mapped on screen, i.e. zones 2-4 when in SINGLE multi.view and so on.

75"/86" Panel Change - Bug #8413

PiP Swap: Garbage on Swap

09/06/2016 04:28 PM - Bryan Button

Status:	Can't or Won't Implement	Start date:	09/06/2016
Priority:	P5	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.3.1128	Sprint:	
Severity:	High	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Platform:			
Description			
When swapping between DisplayPort (1080p60) and HDMI 3 (4k24), there was some slight garbage on the screen during the switch. Continued testing did not recreate the issue.			

History

#4 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#3 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#2 - 10/26/2016 04:04 PM - Bryan Button

- Status changed from Open to Can't or Won't Implement

- Priority changed from P3 to P5

#1 - 09/08/2016 12:30 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P3

- Severity set to High

- Impact set to Low

Not sure if this could be fixed even if we could consistently reproduce. I think that this is in the same camp as the other issues that flash garbage briefly when adjustments are made (like changing aspect ratio).

Zanzibar - Bug #2519

EDID pixel clock text entry method

10/09/2015 10:38 AM - Marques Girardelli

Status:	As Designed	Start date:	10/09/2015
Priority:	P3	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	SCP 715, VP 805	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

If you try to adjust Pixel Clock in the EDID menu by pressing Enter and using the number keys, the digits aren't properly overwritten, so the display won't accept the value. For example, if the setting is currently 594.00 MHz and you want to type in 533.25 MHz, pressing [5, 5, 3, 2, 5] causes the value 533250 MHz is displayed.

Work around by pressing Enter, scrolling all the way to the right and then scrolling all the way back to the left, which erases all of the numbers.

History

#14 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#13 - 11/23/2016 09:30 AM - Bryan Button

- Subject changed from EDID pixel clock text entry doesn't work well to EDID pixel clock text entry method

#12 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#11 - 10/26/2016 03:45 PM - Bryan Button

- Status changed from Open to As Designed

#9 - 04/20/2016 11:09 AM - Marques Girardelli

- Status changed from Feedback to Open

- Assignee deleted (Marques Girardelli)

With build #186, using the suggestion in the previous comment (simply typing 5 3 3 2 5) will cause it to show 53325.00 MHz. This does not save.

You can work around by pressing [5 3 3 Right 2 5].

#8 - 02/02/2016 03:51 PM - Nancy Goering

- Status changed from Open to Feedback

- Assignee changed from Nancy Goering to Marques Girardelli

It appears that the fix involves using the left/right arrow to move over the decimal point. So, in the example above, to type in 533.25 over 594.00, press 5 3 3 2 5. I believe this is a viable fix.

#7 - 01/19/2016 04:08 PM - Marques Girardelli

- Status changed from Resolved to Open
- Assignee changed from Bryan Button to Nancy Goering
- Target version deleted (QA Phase 2 - Sprint 2)
- Last Version Tested changed from SCP 589, VP 642 to SCP 715, VP 805

This is not fixed in SCP 715, VP 805. No change from the previous behavior.

#6 - 11/13/2015 12:56 AM - Johann Ransay

- Status changed from Open to Resolved
- Assignee changed from Johann Ransay to Bryan Button

Fixed in Dev branch

#5 - 11/12/2015 08:40 AM - Nancy Goering

- Target version changed from Phase 2 - Sprint 1 to QA Phase 2 - Sprint 2

#3 - 10/16/2015 04:29 PM - Matt Schuckmann

- Target version set to Phase 2 - Sprint 1

#2 - 10/14/2015 02:31 PM - Bryan Button

- Status changed from New to Open
- Assignee set to Johann Ransay
- Priority changed from Unprioritized to P3
- Severity set to Medium
- Impact set to Low

#1 - 10/09/2015 12:22 PM - Marques Girardelli

- Subject changed from EDID pixel clock text entry doesn't work to EDID pixel clock text entry doesn't work well

Zanzibar - Bug #4105

HDMI 2 stopped working

05/24/2016 03:12 PM - Marques Girardelli

Status:	Not Reproducible	Start date:	05/24/2016
Priority:	Investigate	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	High	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
I couldn't get it to work in any multi-source view mode. Required an AC power cycle to fix (I did not try soft power cycle).			
Will try to reproduce and see what happened. This was after I thrashed it with my source switching script to test out the e-mail notifications.			

History

#11 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#10 - 11/18/2016 01:01 PM - Bryan Button

- Status changed from Open to Not Reproducible

- Assignee deleted (Bryan Button)

- Last Version Tested changed from 1.2.974 (Build 215) to 1.4.1160

#9 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#8 - 10/26/2016 03:57 PM - Bryan Button

- Priority changed from P3 to Investigate

#7 - 06/21/2016 01:16 PM - Tris Shores

Connecting HDMI2 EDID EEPROM (I121) directly to EE_SDA/EE_SCL I2C bus (bypassing I172 switch & DDC circuit) did not resolve issue. However, replacing HDMI2 EDID EEPROM fully resolved issue and HDMI 2 port is working normally. Cause of HDMI 2 EDID EEPROM failure is unknown.

#6 - 06/21/2016 10:14 AM - Bryan Button

- Priority changed from Investigate to P3

#5 - 06/21/2016 10:12 AM - Bryan Button

- Severity set to High

- Impact set to Low

#4 - 06/20/2016 09:57 AM - Tris Shores

Occurred on my Tanzania setup with v1.2 RC8 release firmware. Narrowed down issue on that board to failure of EDID read/write to I2C ROM (I121), which causes an invalid EDID to be issued. This occurs regardless of whether HDMI 2 is routed thru SI9777 or switches. Does not recover after soft power cycle. Also failed to recover after an AC power cycle. Will continue to chase this down.

#3 - 06/02/2016 04:11 PM - Marques Girardelli

- *File ZanzibarSourceSelectTest.ttl added*

It only happened once for me. I don't know that it was related to the script.

See attached file. It's just a simple script that randomly switches a source on a randomly selected zone. You will want to select quad view mode first.

#2 - 06/02/2016 03:59 PM - Bryan Button

- *Last Version Tested changed from Build #205 (RC2) to 1.2.974 (Build 215)*

I have not been able to get this to happen. Could you provide your script?

#1 - 05/25/2016 10:12 AM - Bryan Button

- *Status changed from New to Open*

- *Assignee set to Bryan Button*

- *Priority changed from Unprioritized to Investigate*

Files

ZanzibarSourceSelectTest.ttl	3.67 KB	06/02/2016	Marques Girardelli
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Zanzibar - Bug #10634

Standby Entered with Signal

10/04/2016 01:59 PM - Bryan Button

Status:	Not Reproducible	Start date:	10/04/2016
Priority:	Investigate	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:	High	Fixed in Build:	
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

I was working on troubleshooting the display responsiveness bug and changed the power save mode to Wake on Signal and the timeout to 1 minute. Despite having a signal to the display (from my PC) I turned around for about a minute then discovered that the backlight had been turned off. I confirmed this by checking the web UI which indicated that the backlight was off only (as opposed to DC power off). Pressing buttons on the remote control did nothing, and issuing a power on from the Web or RC did not work. To get the display to work again I reissued an lcd.power command.

So far I haven't been able to recreate the issue. The menu is responding normally again though, so I'm not sure if the issues are related or not.

History

#11 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#10 - 11/21/2016 05:09 PM - Bryan Button

- Status changed from Open to Not Reproducible

- Assignee deleted (Bryan Button)

- Last Version Tested changed from 1.3.1150 to 1.4.1160

I have tried multiple times to recreate this, but have been unsuccessful. Will reopen if I see it again.

#9 - 10/26/2016 05:25 PM - Bryan Button

- Last Version Tested changed from 1.3.1128 to 1.3.1150

Trying to recreate the issue that BOE mentioned I may have recreated this in 1.3.1150. From issue #76 on the BOE bug list:

After turning off Auto Power On, power will automatically shut down

I disabled "Auto Power On", set the power save mode to "low power" and went about my business. 5-10 minutes later the display entered standby despite the fact that I had a signal going into the display. I'm trying to recreate this now, but it's been ~15 minutes and I haven't seen it again. It could be that it only happens once after toggling the setting? I'll be investigating this further.

#8 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#7 - 10/26/2016 03:30 PM - Bryan Button

- Assignee changed from Nancy Goering to Bryan Button

- Priority changed from P1 to Investigate

Might have been a 1.3.1128 weird issue.

#6 - 10/12/2016 03:11 PM - Bryan Button

- Subject changed from WOS Standby Entered with Signal to Standby Entered with Signal

- Status changed from New to Open

- Assignee set to Nancy Goering

- Priority changed from Unprioritized to P1

- Severity set to High

- Impact set to Medium

#5 - 10/04/2016 04:35 PM - Bryan Button

After switching to a 5 minute timeout, it appears that the display is working properly now.

#4 - 10/04/2016 02:56 PM - Bryan Button

This appears to be happening for Low Power Standby as well. I'll switch to a different timing interval to see if that makes a difference.

#3 - 10/04/2016 02:05 PM - Bryan Button

- File *Planar-diagnostics(3).bin* added

Attached a diagnostics file.

#2 - 10/04/2016 02:05 PM - Bryan Button

And again, though this time the RC worked and was able to pull it out of standby. This is with a signal on DP in. It's like the display isn't seeing the source. I just timed it and it is definitely taking exactly a minute to turn off which is the timeout interval I set. Checking the Image Information, though, shows that the display knows that there's an image. I'm getting

Resolution: 3140x2160 30.26Hz
HFreq: 64.416 kHz
P Freq: 296.629
Htotal: 400
Vtotal: 2250
Colorspace: RGB
Color Depth: 8-bit
Subsampling: 4:4:4
Color Gamut: REC709

#1 - 10/04/2016 02:00 PM - Bryan Button

Just did it again.

Files

Zanzibar - Bug #1960

Deinterlacer struggles to stay locked to certain content

06/18/2015 03:26 PM - Marques Girardelli

Status:	Customer Service Notes	Start date:	06/18/2015
Priority:	P5	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	SCP 536, VP 569	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
HDMI 1, 1080i/60 from Popcorn Hour, using HQV Film Resolution Loss Test pattern.			
Notice the high frequency areas of the pattern start flashing on occasion. This is due to the deinterlacer losing lock.			

History

#12 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#11 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#10 - 10/26/2016 03:42 PM - Bryan Button

- Status changed from Open to Customer Service Notes

- Priority changed from P3 to P5

#8 - 05/10/2016 05:20 PM - Marques Girardelli

- Target version deleted (Backlog)

#7 - 04/28/2016 04:48 PM - Marques Girardelli

- Category set to Probably Won't Fix

#5 - 09/17/2015 01:30 PM - Johann Ransay

A quick look at [the code](#) suggests that 1080i content gets deinterlaced only @50Hz.

#4 - 09/16/2015 09:06 PM - Bryan Button

- Status changed from New to Open

- Priority changed from Unprioritized to P3

- Target version set to Backlog

- Severity set to Medium

- Impact set to Medium

#3 - 09/11/2015 08:34 PM - Marques Girardelli

EP4K behaves a bit differently. It seems to stay locked properly, but it has problems interpolating the moving edges of the high frequency areas. Not the worst thing in the world.

I did some further analysis on Tanzania and found that Single View and Quad View behave differently in deinterlacing performance. In Quad View, the deinterlacing isn't working correctly at all. You get all sorts of jaggies in motion. In Single View, it looks fine in real content and struggles to interpolate properly in the moving SMPTE 133 pattern (HQV Film Resolution Loss Test clip). Using the Quantum Data 881 with the SMPTE133

pattern and motion turned on also shows the problem quite well.

#2 - 09/11/2015 05:39 PM - Marques Girardelli

- *Status changed from Open to New*
- *Assignee deleted (Marques Girardelli)*
- *Priority changed from Investigate to Unprioritized*
- *Last Version Tested changed from 15:39:26-Jun 16 2015 to SCP 536, VP 569*

Confirmed that this is occurring with other Blu-Ray players as well, specifically the Sony BDP-S790.

Prioritize at the next bug scrub. Will check on EP4K also.

#1 - 06/18/2015 05:13 PM - Bryan Button

- *Status changed from New to Open*
- *Assignee set to Marques Girardelli*
- *Priority changed from Unprioritized to Investigate*

Tanzania - Bug #2485

Color Space recognition on HDMI 1 appears to be off

10/01/2015 08:18 PM - Bryan Button

Status:	Customer Service Notes	Start date:	10/01/2015
Priority:	P5	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	SCP:581, VP:635, SII:1.0.6, FRC: 0.1 837011	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
This is one part of a bug that should have really been two bugs. #2446 was the original entry.			
With the Astro set to color bars on HDMI 1 (zone 1) and HDMI 3 (zone 3), there is an obvious difference between the coloring. It appears that the color space is being incorrectly detected on HDMI 1, as the difference is noticeable on the other inputs as well.			
Related issues:			
Related to Zanzibar - Bug # 2446: Contrast value on Factory2 reset		Closed	09/29/2015

History

#13 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#12 - 11/23/2016 09:28 AM - Bryan Button

- Status changed from Can't or Won't Implement to Customer Service Notes

- Priority changed from P3 to P5

#11 - 11/23/2016 09:28 AM - Bryan Button

- Assignee deleted (Bryan Button)

#10 - 10/31/2016 04:25 PM - Nancy Goering

- Status changed from Open to Can't or Won't Implement

- Assignee changed from Nancy Goering to Bryan Button

I'm giving up. There is no difference in any of the 9777 parameters (color depth, color format ...) between a working mode (e.g. Astro 1705 and one that has the wrong colors (e.g. 1389) so I can't figure out how to detect when the 9777 has gone bad and correct it. Silicon Image is no help because their most recent updates to the firmware have a worse problem (channel 2 doesn't show any output on our board) so we will be at version 1.06 forever.

#9 - 10/26/2016 04:07 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#7 - 10/29/2015 03:01 PM - Nancy Goering

The issue appears to be limited only to certain Astro modes. 1389-1392 show this effect, but 1331-1361 do not, nor does 1393. The common thread appears to be 4k. I can see that the 9777 is the one at fault, because black is too light and 100% colors are too dull when shown next to the corresponding blank screen color.

#5 - 10/07/2015 02:04 PM - Bryan Button

- Status changed from New to Open

#4 - 10/02/2015 10:07 AM - Bryan Button

Setup:

- Astro inputs 1-4 into HDMI 1-4
- Quad view: HDMI 1 = Zone 1, HDMI 2 = Zone 2, HDMI 3 = Zone 3, HDMI 4 = Zone 4,
- Pattern 1003 ((75/75 Color Bars)
- Timing 1389 (4K60)

Details:

Color space is REC709 on all inputs. The image information menu correctly shows this as being the same for all inputs. The only way to get HDMI 1 to match the other inputs, however, is to manually set the color space to REC709. The weird thing is that the incorrect color doesn't match REC601 either, so I'm not sure what is being done to HDMI1...

#3 - 10/02/2015 09:35 AM - Marques Girardelli

What color space is being used for the input signal?

#2 - 10/01/2015 08:20 PM - Bryan Button

- Assignee set to Nancy Goering
- Priority changed from Unprioritized to P3
- Severity set to Medium
- Impact set to Low

#1 - 10/01/2015 08:18 PM - Bryan Button

- Related to Bug #2446: Contrast value on Factory2 reset added

Zanzibar - Bug #2640

Deinterlacing performance is poor on inverted image

12/15/2015 10:26 AM - Nancy Goering

Status:	Customer Service Notes	Start date:	12/15/2015
Priority:	P5	Due date:	
Assignee:		% Done:	0%
Category:	Probably Won't Fix	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:		Platform:	
Severity:	High	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
1080i images with single horizontal lines are jumpy when the image is inverted. Johann also reports a failure in the aspect ratio on 1080i inverted.			

History

#7 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#6 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#5 - 10/26/2016 03:48 PM - Bryan Button

- Status changed from Open to Customer Service Notes

- Assignee deleted (Nancy Goering)

- Priority changed from P3 to P5

Unfortunately this is as good as it's going to get due to limitations with the scaler.

#4 - 04/29/2016 09:09 AM - Marques Girardelli

- Category set to Probably Won't Fix

#3 - 12/21/2015 01:26 PM - Nancy Goering

Not all 1080i images show a bad aspect ratio but I was able to duplicate it using the AccuPel (a DVI source).

#2 - 12/16/2015 03:01 PM - Bryan Button

- Status changed from New to Open

#1 - 12/16/2015 02:34 PM - Bryan Button

- Assignee set to Nancy Goering

- Priority changed from Unprioritized to P3

- Severity set to High

- Impact set to Low

Zanzibar - Bug #2776

Fails to lock to Lindy HDMI-to-DP adapter

03/01/2016 10:43 AM - Marques Girardelli

Status:	Customer Service Notes	Start date:	03/01/2016
Priority:	P5	Due date:	
Assignee:		% Done:	0%
Category:	Consider Fixing	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.1.715	Platform:	
Severity:	High	Fixed in Build:	
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
Planar recently qualified an HDMI-to-DP adapter from Lindy, part number 38146. This is now located on the company's price list.			
However, the Zanzibar board doesn't seem to be able to lock to it. It works fine with EP4K and other displays (old UltraRes, Matrix, Mosaic among others).			

History

#8 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#7 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#6 - 10/26/2016 03:53 PM - Bryan Button

- Status changed from Open to Customer Service Notes

- Assignee deleted (Nancy Goering)

- Priority changed from P3 to P5

While this adapter has issues, others (like the Star Tech active adapter) seem to work fine. This will be added to the equipment compatibility matrix for future reference for customers who need similar solutions.

#5 - 05/16/2016 09:36 AM - Nancy Goering

- Status changed from Feedback to Open

Notes so far:

Results are intermittent. Occasionally a configuration will work fine but usually it won't. The Image Information menu often flashes correct information briefly and then goes back to searching.

It is not EDID related -- I get the same issues with the Accupel which does not read the EDID

It is not resolution related -- most of my testing has been at 1080p but lower resolutions also have the same results

I've tried hotplugging at the DP connection and at the HDMI connect, power on and off the source and the VP -- no consistent results although it seems more likely to work after a power cycle.

I get similar results with a ContentSmart, Accupel and Quantum 804B. I'm working with 3 different HDMI cables.

#4 - 05/13/2016 11:33 AM - Marques Girardelli

- Assignee changed from Marques Girardelli to Nancy Goering

Try with one of the Quantum Data generators, maybe the 804B.

If it's still working, maybe play around with the EDID Type to see if that has any effect.

If no issues are found, maybe we should try my unit again, or perhaps the phase of the moon has shifted enough.

#3 - 05/13/2016 11:07 AM - Nancy Goering

- *Status changed from Open to Feedback*

- *Assignee changed from Nancy Goering to Marques Girardelli*

What are the circumstances of it not locking? I've got it running with a 1080p signage source that Bryan gave me and it's fine. This setup was running on the Lookthru as well.

#2 - 04/29/2016 11:07 AM - Marques Girardelli

- *Category set to Consider Fixing*

#1 - 03/16/2016 02:14 PM - Bryan Button

- *Status changed from New to Open*

- *Assignee set to Nancy Goering*

- *Priority changed from Unprioritized to P3*

- *Severity set to High*

- *Impact set to Low*

Zanzibar - Bug #3530

Preset recall doesn't properly rotate interlaced sources

04/21/2016 03:02 PM - Marques Girardelli

Status: Customer Service Notes	Start date: 04/21/2016
Priority: P5	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version: 1.4 Maintenance Release	Spent time: 0.00 hour
Last Version Tested: 1.2.974 (Build 215)	Platform:
Severity: High	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes
Description	
Using 1080i/60 on HDMI 4 in Zone 4, rotated 270 degrees, do the following: 1. Save this configuration to a preset. 2. Change Content Rotation to NONE for Zone 4. 3. Apply the preset that was just saved. Notice that the image is displayed as 1920x540 and the other 540 lines are flashing garbage data.	
Related issues:	
Related to Zanzibar - Bug # 3537: Content Rotation: Interlaced timings don't ...	Customer Service 04/26/2016
Related to Zanzibar - Bug # 3536: Content Rotation: Rotation affects non-rot...	Closed 04/26/2016

History

#9 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#8 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#7 - 10/26/2016 03:54 PM - Bryan Button

- Status changed from Open to Customer Service Notes

- Priority changed from P3 to P5

It's as good as it's going to get due to scaler limitations.

#6 - 06/06/2016 09:47 AM - Bryan Button

- Status changed from New to Open

#5 - 06/02/2016 02:21 PM - Bryan Button

- Status changed from Resolved to New

- Last Version Tested changed from Build #188 to 1.2.974 (Build 215)

It's improved, but this is the same issue affecting locking to an interlaced source in general with content rotation. Nancy and I have run tests and have seen the garbage being flashed but not every time. It's possible that this is going to be as good as it gets? It sounds like there likely won't be a way to ever fully resolve this unless something were to change on Mstar's end.

#4 - 05/10/2016 09:54 AM - Nancy Goering

- Status changed from Open to Resolved

The fix for #3536 was the same as this one -- added a final window setup after window is acquired after preset recall.

#3 - 04/28/2016 02:55 PM - Bryan Button

- *Status changed from New to Open*
- *Priority changed from Unprioritized to P3*
- *Severity set to High*
- *Impact set to Low*

#2 - 04/28/2016 02:51 PM - Bryan Button

- *Related to Bug #3536: Content Rotation: Rotation affects non-rotated inputs added*

#1 - 04/27/2016 08:28 AM - Nancy Goering

- *Related to Bug #3537: Content Rotation: Interlaced timings don't always work added*

Zanzibar - Bug #3537

Content Rotation: Interlaced timings don't always work

04/26/2016 05:12 PM - Bryan Button

Status:	Customer Service Notes	Start date:	04/26/2016
Priority:	P5	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.2.959 (Build 206)	Platform:	
Severity:	High	Fixed in Build:	1.1.847 (build 189)
Impact:	Low	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
Current implementation of content rotation doesn't handle interlaced sources well. I've checked the more standard interlaced timings (720i, 1080i, interlaced 4k) and can say that it consistently does not work properly. Talking to Nancy, this sounds like it might be more of a tech bulletin rather than something we're able to end up fixing.			
Issues include: affecting other non-rotated inputs, flashing content, retained garbage from previous images, etc.			
Related issues:			
Related to Zanzibar - Bug # 3530: Preset recall doesn't properly rotate inter...		Customer Service Notes	

History

#9 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#8 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#7 - 10/26/2016 03:55 PM - Bryan Button

- Status changed from Open to Customer Service Notes

- Assignee deleted (Nancy Goering)

- Priority changed from P3 to P5

As good as it's going to get due to scaler limitations.

#6 - 05/26/2016 01:58 PM - Bryan Button

On further review, I couldn't get it to happen again even flipping inverted mount on and off. I think that we could call this "good enough"?

#5 - 05/26/2016 01:55 PM - Bryan Button

- File Planar-settings.bin added

- File Planar-diagnostics.bin added

- Status changed from Resolved to Open

- Assignee changed from Bryan Button to Nancy Goering

- Last Version Tested changed from 1.1.830 (build 188) to 1.2.959 (Build 206)

Much better, but I still got a flashing image when: 1080i content was rotated 90, aspect was 4:3, inverted mount was enabled. It was after inverted mount was enabled that the problem occurred; in this case the same issue were it flashes between the current content and the frame of a previous image. Settings and diagnostics from the setup attached if that's helpful.

Considering it generally seems to be much improved though, as I was unable to get it to do anything weird at first whereas before it would occur with most changes.

#4 - 05/10/2016 09:57 AM - Nancy Goering

- Status changed from Open to Resolved
- Assignee set to Bryan Button

I think I've got this one nailed. Rotated content is not de-interlaced the same as non-rotated content and this affects the number of lines reported to the scaler. The issue was that the rotation was being applied after the de-interlacing so the vertical line reporting to the scaler was messed up if there had been a change. I believe I have the order of things right now.

#3 - 04/29/2016 01:24 PM - Bryan Button

- Fixed in Build set to 1.1.847 (build 189)

#2 - 04/28/2016 02:49 PM - Bryan Button

- Subject changed from Content Rotation: Interlaced timings not supported to Content Rotation: Interlaced timings don't always work
- Status changed from New to Open
- Priority changed from Unprioritized to P3
- Severity set to High
- Impact set to Low

#1 - 04/27/2016 08:28 AM - Nancy Goering

- Related to Bug #3530: Preset recall doesn't properly rotate interlaced sources added

Files

Planar-settings.bin	121 KB	05/26/2016	Bryan Button
Planar-diagnostics.bin	20.8 KB	05/26/2016	Bryan Button

Zanzibar - Bug #3939

Web UI: Empty Auth Submission Breaks Auth Popup

05/18/2016 01:56 PM - Bryan Button

Status:	Customer Service Notes	Start date:	05/18/2016
Priority:	P5	Due date:	
Assignee:		% Done:	50%
Category:	Consider Fixing	Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.2.933 (Build 197)	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes
Description			
If you submit a blank username and password, the pop-up box for login won't reappear unless you close the browser.			

History

#5 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#4 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#3 - 10/26/2016 03:56 PM - Bryan Button

- Status changed from Open to Customer Service Notes

- Assignee deleted (Daren Keck)

- Priority changed from P3 to P5

#2 - 05/25/2016 03:55 PM - Daren Keck

- % Done changed from 0 to 50

I do not know why the digest login window is closing with empty fields, as handling digest verification is handled by built-in processes in the browser and with CherryPy.

The process for logging in has changed slight, so now after submitting an empty auth submission, the pop-up dialogue will show up but requires two clicks. Not fixed, but definitely better than requiring the browser to be closed.

#1 - 05/18/2016 03:18 PM - Bryan Button

- Category set to Consider Fixing

- Status changed from New to Open

- Assignee set to Daren Keck

- Priority changed from Unprioritized to P3

- Severity set to Medium

- Impact set to Medium

Zanzibar - Bug #6067

FW Update: Some Settings Not Restored

06/22/2016 12:30 PM - Bryan Button

Status:	Customer Service Notes	Start date:	06/22/2016
Priority:	P5	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4	Platform:	
Severity:	Medium	Fixed in Build:	
Impact:	Medium	Zan Subsystem:	
Product:		Release Notes:	Yes

Description

After performing some FW updates down/up between 1.1 and 1.2 I noticed that there were some issues with the following settings not being restored properly to their pre-update values:

- Gains
- Panel Brightness
- EDID settings
- Tiling

Gains

I set Red and Green to >100 and Blue to 100 and they all went back to 100.

EDID Settings

All EDIDs were set to 4k30. HDMI 4 was set to "Fully specified". After updating, the EDID menu showed that all EDID types were back to defaults (1080p, TOLED) but the H and V active settings where set to 3840 and 2160. Windows was seeing the preferred timing as 4k still as well, which implies that the menu was somehow out of sync with the values. HDMI 4 custom timing settings were cleared from the menu too, but I was not able to confirm if the custom timing info was deprogrammed or if this was just another de-synced issue.

Tiling

I set tiling to settings Width/Height/Column/Row to 3/3/3/3 and set frame comp to 0/0. Tiling was enabled pre-update, but appeared to be disabled post-update both in the menu and the fact that the image was not cropped anymore. All settings (greyed out) were reset to default values. The frame compensation numbers were different after the update compared to my settings and the original 1.1 settings though, so maybe some of the defaults changed and that's taking priority over the restored settings?

Panel Brightness

Simply reverted to it's default value. Matt showed me where the script was located and it appears that Panel Brightness is not even in the list. EDID timings, gains, and wall settings are though.

Related issues:

Related to Zanzibar - Bug # 6071: Gain settings greater than 100 are not bein...	Closed	06/24/2016
Related to Zanzibar - Feature # 6072: Firmware update uses old version of sav...	Open	06/24/2016

History

#13 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#12 - 11/22/2016 04:23 PM - Bryan Button

- Last Version Tested changed from 1.2.1007 (Build 223) - RC8 to 1.4

#11 - 11/22/2016 04:23 PM - Bryan Button

- Status changed from Resolved to Customer Service Notes
- Assignee deleted (Bryan Button)

#10 - 10/26/2016 04:22 PM - Bryan Button

- Target version changed from 1.3 Sprint RC 2 to 1.4 Maintenance Release

#9 - 10/26/2016 04:01 PM - Bryan Button

- Status changed from Customer Service Notes to Resolved
- Assignee set to Bryan Button

#8 - 10/26/2016 04:01 PM - Bryan Button

- Status changed from Open to Customer Service Notes
- Assignee deleted (Nancy Goering)
- Priority changed from P3 to P5

This has been fixed, but won't be fully obvious until v1.5 (if that happens) due to how update scripts are run.

#7 - 09/14/2016 03:04 PM - Nancy Goering

- Target version set to 1.3 Sprint RC 2

#6 - 09/06/2016 03:46 PM - Bryan Button

- Related to Feature #6072: Firmware update uses old version of save-settings script added

#5 - 09/06/2016 03:44 PM - Bryan Button

- Status changed from New to Open
- Assignee set to Nancy Goering
- Priority changed from Unprioritized to P3
- Severity set to Medium
- Impact set to Medium

#4 - 06/24/2016 10:19 AM - Nancy Goering

- Related to Bug #6071: Gain settings greater than 100 are not being saved through power down added

#3 - 06/23/2016 01:27 PM - Tris Shores

Panel Brightness:

The save-settings script in v1.1 firmware did not include BACKLIGHT.INTENSITY cmd, however the v1.2 version of that script does. Therefore updating from v1.1 will not save that setting, but upgrading from v1.2 will.

Tiling:

The save-settings script in v1.1 firmware did not include the WALL cmd, however the v1.2 version of that script does. Therefore updating from v1.1 will not save that setting, but upgrading from v1.2 will.

EDID:

The save-settings script in v1.1/v1.2 firmware includes the EDID.TIMING cmd, however that cmd does not save all EDID values (EDID type, vrefresh, fully-spec are not saved). Therefore upgrading from v1.1/v1.2 may not restore all EDID settings correctly. Our current develop branch has the fix applied, so upgrading from v1.3 will restore all EDID settings.

Gain:

The save-settings script in v1.1/v1.2 firmware includes the GAIN cmd, so upgrade from v1.1/v1.2 occurs correctly. However, on 9U02 boot a CheckMonitorSettingRange() function is called which resets invalid gain values. RGB gain values above 100 appear to be reset by that function. There may need to be a bug filed around this, but I'll defer to Nancy on this.

#2 - 06/22/2016 02:22 PM - Bryan Button

I just ran a FW update again on my UR7551 with Tiling enabled. It appears that a preset won't fix the Tiling as the menu and system think that it IS enabled. The settings weren't lost in this case, but tiling did have to be re-toggled.

#1 - 06/22/2016 02:04 PM - Bryan Button

Presets are saved across the update, so a workaround could be to save a preset, update, then restore the preset.

Zanzibar - Bug #8405

EDID: No HPD when programming HDMI 2

09/02/2016 01:32 PM - Bryan Button

Status:	Customer Service Notes	Start date:	09/02/2016
Priority:	P5	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:	1.4 Maintenance Release	Spent time:	0.00 hour
Last Version Tested:	1.4.1160	Platform:	
Severity:		Fixed in Build:	
Impact:		Zan Subsystem:	
Product:		Release Notes:	Yes

Description

When adjusting the EDID from 1080p to 4k60, Windows did not detect a hot plug event. Because of this, timings greater than 1080 were not available in Windows. The only way I was able to correct this was to manually hot plug the cable attached to my computer.

History

#9 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#8 - 11/18/2016 01:03 PM - Bryan Button

- Last Version Tested changed from 1.3.1128 to 1.4.1160

#7 - 11/18/2016 01:03 PM - Bryan Button

- Status changed from Open to Customer Service Notes

- Assignee deleted (Bryan Button)

- Priority changed from Investigate to P5

This appears to be specific to my computer/dock. It worked fine when I tried it with other computers. Could possibly happen in other cases, but I doubt many customers are using these for their desktop monitors...

#6 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#5 - 10/26/2016 03:25 PM - Bryan Button

- Status changed from New to Open

- Assignee changed from Nancy Goering to Bryan Button

#4 - 10/14/2016 07:43 AM - Bryan Button

- Project changed from Roatan to Zanzibar

Moving to Zanzibar as this is not product specific.

#3 - 10/14/2016 07:43 AM - Bryan Button

- Status changed from Open to New

- Assignee changed from Bryan Button to Nancy Goering

So Windows detects hot plug events on HDMI 1 but not 2-4. This is odd behavior unless hot plugs are handled differently on the other inputs. Keeping as new to prioritize later.

#2 - 09/06/2016 03:57 PM - Bryan Button

- *Status changed from New to Open*
- *Assignee set to Bryan Button*
- *Priority changed from Unprioritized to Investigate*

#1 - 09/02/2016 01:33 PM - Bryan Button

I haven't yet tried this with the other inputs but will do so shortly.

Roatan - Bug #10620

BOEVT: Setting Treble to 100 causes noise on the speakers

10/03/2016 12:53 PM - Marques Girardelli

Status: Customer Service Notes	Start date: 10/03/2016
Priority: P5	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version: 1.4 Maintenance Release	Spent time: 0.00 hour
Last Version Tested:	Platform:
Severity: Low	Fixed in Build:
Impact: Low	Zan Subsystem:
Product:	Release Notes: Yes
Description	
Need to check if this is accurate.	
Related issues:	
Related to Zanzibar - Bug # 11625: Analog Audio is noisy and weak	Customer Service Impact: High
Related to Roatan - Bug # 12715: Volume curve adjustment request from BOEVT	Can't or Won't Implement: High

History

#10 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#9 - 11/23/2016 09:31 AM - Bryan Button

- Assignee deleted (Nancy Goering)

#8 - 11/07/2016 11:09 AM - Marques Girardelli

- Related to Bug #12715: Volume curve adjustment request from BOEVT added

#7 - 10/26/2016 05:06 PM - Bryan Button

Treble can be decreased to avoid the noise if necessary on either the speakers or the line out.

#6 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#5 - 10/26/2016 03:38 PM - Bryan Button

- Status changed from Open to Customer Service Notes

- Priority changed from P4 to P5

#4 - 10/26/2016 11:19 AM - Nancy Goering

- Related to Bug #11625: Analog Audio is noisy and weak added

#3 - 10/26/2016 10:44 AM - Nancy Goering

I can see distortion of a 0dB signal starting at about 91. However, our line out output is so weak that we've got it cranked up as high as it will go just to get some volume out of the thing. I recommend that we keep this as is and don't change anything in firmware.

#2 - 10/25/2016 08:27 AM - Nancy Goering

From: tony.chang [mailto:tony.chang@boe.com.cn]

Sent: Monday, October 24, 2016 5:55 PM

To: 'Peter Li'

Subject: Volume curve

11/29/2016

124/127

Dear peter,

□□□□□□

Earphone:
<250mV (add load 32Ω)

VGA

Volume Setp Output (Vrms)

0	0
5	22.000
10	23.000
15	23.600
20	24.450
25	25.100
30	25.600
35	26.000
40	27.000
45	28.400
50	30.200
55	34.000
60	38.700
65	45.600
70	55.300
75	68.300
80	87.600
85	112.400
90	144.000
95	186.300
100	245.000

Speaker:
.Audio linearity (Volume and distortion).....Input signal source:

VGA

Volume Setp Left Output (Vrms) Left Output (W) Left Distortion (%)

0	0	0.00	0.000%
5	0.698	0.0812	0.580%
10	0.781	0.1017	0.550%
15	0.875	0.1276	0.487%
20	0.982	0.1607	0.445%
25	1.102	0.2024	0.411%
30	1.238	0.2554	0.391%
35	1.391	0.32	0.355%
40	1.562	0.41	0.340%

45 1.751 0.51 0.312%
50 1.966 0.64 0.291%
55 2.205 0.81 0.268%
60 2.474 1.02 0.246%
65 2.781 1.29 0.229%
70 3.122 1.62 0.208%
75 3.501 2.04 0.192%
80 3.927 2.57 0.183%
85 4.406 3.24 0.170%
90 4.943 4.07 0.158%
95 5.558 5.15 0.146%
100 6.237 6.48 0.136%

Best Regards,

Tony Chang

.....

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#1 - 10/12/2016 03:23 PM - Bryan Button

- Status changed from New to Open
- Assignee set to Nancy Goering
- Priority changed from Unprioritized to P4
- Severity set to Low
- Impact set to Low

Zanzibar - Bug #11625

Analog Audio is noisy and weak

10/26/2016 11:18 AM - Nancy Goering

Status: Customer Service Notes	Start date: 10/26/2016
Priority: P5	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version: 1.4 Maintenance Release	Spent time: 0.00 hour
Last Version Tested:	Platform:
Severity:	Fixed in Build:
Impact:	Zan Subsystem:
Product:	Release Notes: Yes
Description	
<p>A -8dB test signal at max volume measures only about 80mVrms when it should be 245mVrms. We've got the MStar register at maximum -- it's a 10 bit signed value where positive numbers are lower volume (decreasing dB). The original MStar code did not go below 0 (above 0dB) but Tris added values below 0 (above 0dB) just to get more volume out of it.</p> <p>Also, my measurement shows >500mV p-p of noise so the signal gets lost in the noise at low volumes. There is nothing more firmware can do to get any more gain out of this signal.</p>	
Related issues:	
Related to Roatan - Bug # 10620: BOEVT: Setting Treble to 100 causes noise o...	Customer Service Notes

History

#6 - 11/29/2016 01:34 PM - Bryan Button

- Release Notes changed from No to Yes

#5 - 10/26/2016 04:22 PM - Bryan Button

- Target version set to 1.4 Maintenance Release

#4 - 10/26/2016 03:24 PM - Bryan Button

- Status changed from New to Customer Service Notes

- Priority changed from Unprioritized to P5

Since there's not a ton we can do, I am marking it as P5 right now. If this gets fixed in hardware by BOE then I will update it.

#3 - 10/26/2016 03:17 PM - Bryan Button

Clipping occurs at ~91 volume setting.

#2 - 10/26/2016 11:20 AM - Nancy Goering

We've had at least one customer complaint about the non compliance of our line out. (per Eric S.)

https://en.wikipedia.org/wiki/Line_level

#1 - 10/26/2016 11:19 AM - Nancy Goering

- Related to Bug #10620: BOEVT: Setting Treble to 100 causes noise on the speakers added