Axia Studio Engine Compact Flash Replacement

24 July 2007, Cleveland Ohio, USA

Dear Axia client,

We have discovered a rare but potentially serious problem with some of the Compact Flash (CF) memory cards used to hold the software for Axia Studio Engines. Chances are you won't experience this problem; but to make sure you don't, Axia is providing you with new Compact Flash cards containing updated Engine software Version 2.4.7G. Please perform the following steps at your earliest opportunity to change out your Compact Flash card(s) with the new card(s) provided with this service bulletin.

*CRITICAL NOTE! Log into your Studio Engine's HTTP page and go to the System page. Look under the "Hardware and Firmware" heading and verify what is in the Hardware Field. If it DOES NOT SAY "Core Solo" (maybe it says "Pentium 4" or there is NO Hardware Field), **stop** and **go no further!** Contact Axia Support for further information. Do not perform the following steps if your Hardware is not CORE SOLO!*

Upgrade Procedure

1) Log into the Engine's web pages, and capture screen shots of the following pages as shown in the screen capture below. The best way to capture these screen shots is to use the save the viewed page as an HTML file. This is a standard feature in most web browsers.

    a)   Program and Monitor Outputs

    b)   V-Mixer and GPO

    c)   Engine ID

    d)   Console ID
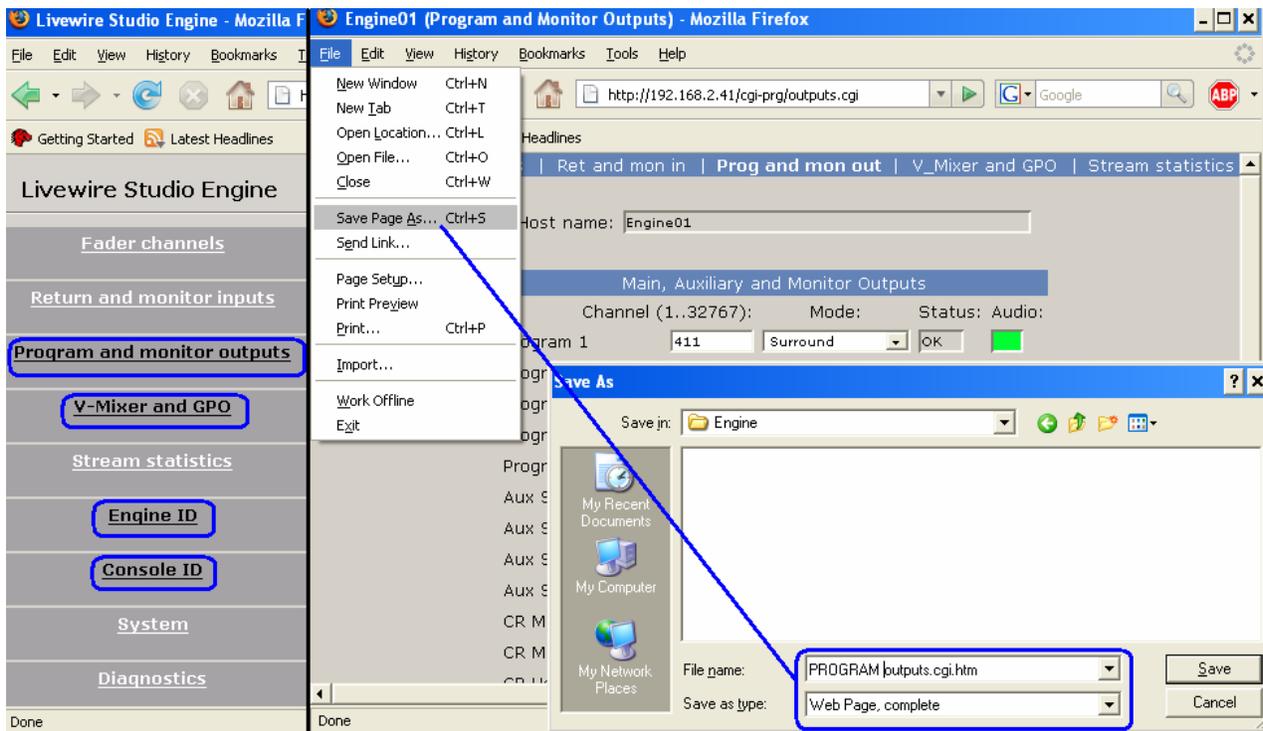
IF YOU ARE NOT ABLE TO LOG INTO THE ENGINE'S WEB PAGES, <u>STOP NOW</u>. DO NOT PROCEED WITH STEP 2. CONTACT AXIA SUPPORT.

If the Engine is handling Active audio channels for your facility, be sure to create alternative audio signal flow so that the following steps do not interrupt your current programming.

2) Upgrade the Element Software to 1.1.13.13a. (NOTE: versions prior to 1.1.13.7 need to follow the steps to upgrade to 1.1.13.7 first)

a) Create backup profiles in a version specific directory for the current running version of Element before doing any upgrades.
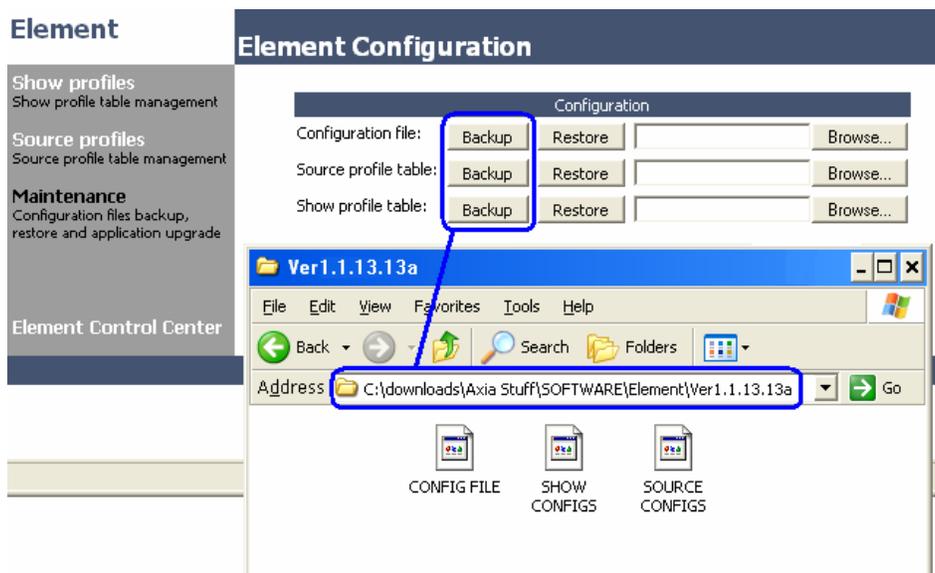
b) If you need to upgrade the Element software revisions they can be downloaded from the following links:

Current release v.1.1.13.13a: http://www.axiaaudio.com/downloads/default.htm
Link to v.1.1.13.7: http://www.axiaaudio.com/downloads/dload_element.htm

c) Upload new Element software, set it as the current image, and reboot.
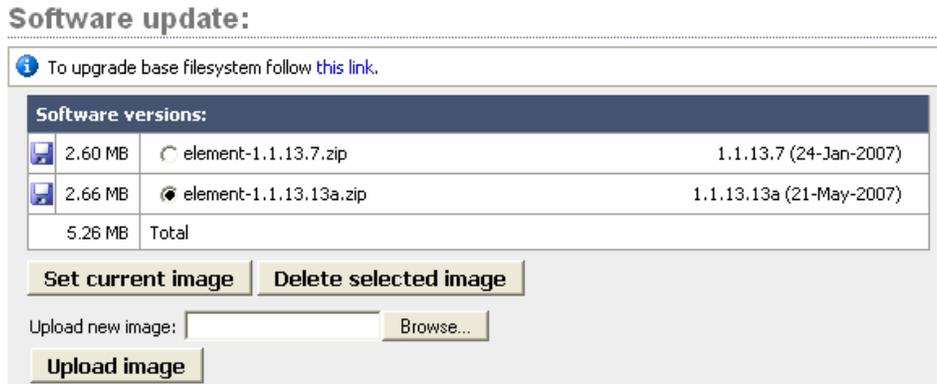
d) If you had to upgrade to ver 1.1.13.13a, re-save your configuration settings as noted in step "a" to a new directory.

3) Compact Card Replacement

a) Shut down the StudioEngine.
b) Disconnect all cables and remove Engine unit from your rack.
c) Place Engine on good, flat work surface. Take all precautions for controlling static discharge. Ground yourself and the unit to insure you are at the same electrical potential as the engine before removing the lid.
d) Open chassis.
e) Remove Compact Flash card and replace with the Compact Flash you received with this letter.
f) Close chassis.
g) Reconnect cables*, apply power.
h) Set IP address via front panel display.

i) Log into the Engine's HTTP pages and re-create the settings from the capture screen shots you made in step 2, starting with step 'd' and moving in reverse order.

IMPORTANT NOTE: The compact flash will have a default production image with certain set channel numbers and engine streams turned ON. These defaults are:

- IP ADDRESS/SUBNET set to 0.0.0.0
- Program Monitor Output CHANNELS set to 141 thru 158. All Program Output Streams are ENABLED and set to FAST STEREO.
- VMIX outputs Streams are all DISABLED.

If you have any other Axia device programmed to use any channels in the range of 141 thru 158 then do not connect the engine to your Axia Network until you manually change these channel numbers to their correct settings per your saved web pages. You will need to directly connect the engine to your PC using a crossover cable in order to access the engine web pages first.

4) Verify Engine and ELEMENT surface are able to connect with one another after changing all the settings to match your screen shots and test your studio that all is working as expected.

Success! You're done.

If you wish you can return the old compact flash cards to us at your convenience as we can properly reformat the cards and reuse them or you may keep them and reformat them for use in your digital camera.

If you have any further questions about this upgrade please contact Axia support. Our phone number is 216-241-7225 Monday-Friday 9am-6pm EST or by email at support@AxiaAudio.com.

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