**Christie IMB Logs Cheat Sheet 0.16**

**SMS** (SMS.log)

[localtime] up to v1.6.0

[GMT/UTC time] v1.7.0 and later

Boot up:

\*\* Starting SMS Server \*\*

SMS Startup complete:

SMS is now fully ready to play Content

Start of Ingest:

IngestThread: Starting Ingest of BOURNE-LEGACY-71-CCAP\_FTR-2\_S\_EN-XX\_US-13\_71-HI-VIN\_2K\_UP\_20120725\_DLA\_VF size: 14161051373

End of Ingest:

IngestManager: finished ingest of 0

Start of Remote Ingest from a TMS:

RemoteIngestAAM: Start Ingest of =&gt; /769dc91c-3e89-42d6-ae3f-c2cc09a12485/9d8e2526-c3e7-4249-8242-7f047c631dcf/9d8e2526-c3e7-4249-8242-7f047c631dcf.xml

RemoteIngestTMS: Start Ingest of =&gt; /769dc91c-3e89-42d6-ae3f-c2cc09a12485/9d8e2526-c3e7-4249-8242-7f047c631dcf/9d8e2526-c3e7-4249-8242-7f047c631dcf.xml

Start of Remote Ingest from a Christie IMB (v1.2.0 and later):

RemoteIngestChristie: Start Ingest of =&gt; /769dc91c-3e89-42d6-ae3f-c2cc09a12485/9d8e2526-c3e7-4249-8242-7f047c631dcf/9d8e2526-c3e7-4249-8242-7f047c631dcf.xml

End of Remote Ingest from a TMS:

RemoteIngestAAM: Successful

RemoteIngestTMS: Successful

End of Remote Ingest from a Christie IMB (v1.2.0 and later):

RemoteIngestChristie: Successful

Playlist Name

Finished loading playlist "Les Miserables 2D FLAT-FLAT Format"

Playback Start – playlist

PlaybackProcess - Starting Prep : /opt/christie/bin/cds\_playback playlist\_657943c3-5b39-4deb-a186-b71d4a0511bb -i 10.9.16.202 -p</message><origin>SMSServer

--- Playback Started ---

Playback End – playlist

PlaybackProcess - Stopping Playback

Playing Composition

Playing Composition [MAN-IRON-FIST\_TLR-1\_S\_EN-XX\_US-GB\_51\_2K\_UP\_20120628\_UDS]

Playing Composition – start of playback (v1.4.0 and later):

CPL Playback START - CPL name: GIRL-DRAGON-TATTOO\_TLR-3\_F\_EN-XX\_US-GB\_51\_4K\_SPE\_20110919\_DLA\_OV, UUID: 29611b1e-e865-4108-ab63-26146d0005f3, ContentKind: trailer, offset: 0

Playing Composition – end of playback (v1.4.0 and later):

CPL Playback END - CPL name: GIRL-DRAGON-TATTOO\_TLR-3\_F\_EN-XX\_US-GB\_51\_4K\_SPE\_20110919\_DLA\_OV, UUID: 29611b1e-e865-4108-ab63-26146d0005f3

Playing Composition – jog during playback (v1.4.0 and later):

CPL Playback JOG - CPL name: YCHK-PART-ENC\_TST\_C\_XX-XX\_INT\_51\_2K\_YMA\_20140423\_YMA\_OV, UUID: e546c115-5537-4d05-8f7d-3f2c8f904cc3, old offset: 0, new offset: 9166

Connection to Atmos Server:

Dolby Atmos connection successful.

Automation macros

Wait for playback to be paused.

Executing macro: START\_SCOPE

Finished executing macro: START\_SCOPE

--- Playback Started ---

Delete – playlist

API - DeleteContent id: playlist\_ea6156e7-4556-4a7b-8a3a-8fa81a8f6fc7

Delete – content

API - DeleteContent id: urn:uuid:1cd382d2-ddb4-475b-bd5b-8b0a4459b8fc

User initiated actions – start with API:

API - DeleteContent id: playlist\_ea6156e7-4556-4a7b-8a3a-8fa81a8f6fc7

API - DeleteContent id: urn:uuid:1cd382d2-ddb4-475b-bd5b-8b0a4459b8fc

API - IngestContent: Name urn:uuid:08ce43e9-60a9-4e47-9e41-a55608bd14f8

IMB Package version (v1.1 and later)

Christie IMB Version : 1.1.0(44)

Projector IP Address

NETWORK: projectors IP is: /10.9.16.202

IMB Subject/DNQ/Certificate Thumbprint

Using SM Subject: DNQ="uVsmQHJDH+I7IMJKAReySEG7nC4=", CN=SM.Christie.IMB-S2.0000000D07F6, OU=Christie Digital Systems, O=ca.christiedigital.com

Local Timezone

Local Time: 1373069261392 - **2013-07-05 19:07:41Central Standard Time** - 2013-07-06 00:07:41 UTC

IMB Electronic Serial Number eSN:

Using SM Subject: DNQ="l2OAA+3/tLOUDtk1g8KPcyMUyDc=", CN=SM.Christie.IMB-S2.**0000001AFEDF**, OU=Christie Digital Systems, O=ca.christiedigital.com

Note: in v1.5.0 and later, it is easier to find the serial number at the top of the SM.log file

Multi-projector Playback

Master:

Slaves reported ready.

Slave:

Slave is ready to play.

Closed Caption (ACS) Device Playback

ACS connection established from address 192.168.230.78

ACS connected device [Doremi S430]

*Common SMS Errors*

SODIMM Failure

Timeout sending the video/audio frames to FPGA, skip this content.

The IMB was unable to start playback of the content, so it is skipping it and moving on to the next piece of content.  The error message appears on each DCP that you attempt to play.  If you see these errors on each DCP playback attempt, and the problem continues to happen even after a IMB power-cycle, then the IMB will need to be RMAed.

CPL Validation Error

SecurityService: PlayOK() Error: CPL failed in the validation. Schema validation fails on the CPL.

Missing Assets:

SecurityService: PlayOK() Error: One or more of the assets referenced in a CPL was not available. urn:uuid:a230aa07-f333-47ce-9457-9b4bd6af3c99 null

ICP Subtitle Error

Corrupt Log Entry : {time}2013-04-20 19:14:31.798{-time}{severity}2{-severity}{message}ICP: Subtitle Status&amp;#10;ICP: ---------------&amp;#10;ICP: Subtitles are currently enabled&amp;#10;ICP: There is {log}{time}%s.%03d{-time}{severity}%d{-severity}{message}%s{-message}{origin}%s:%d{-origin}{-log}an error&amp;#10;ICP: Collected errors: &amp;#10;ICP: File Not Found Error&amp;#10;ICP: First error: &amp;#10;ICP: File Not Found Error&amp;#10;ICP: Time of First Error (timeline): 0:0:0:0&amp;#10;ICP: Time of First Error (XML time): 0:0:0:0&amp;#10;ICP: UUID of First Error: &apos;&apos;&amp;#10;ICP: URI of First Error: &apos;http:--192.168.254.246-subtitles-trackfiles-5dedfdea-b1df-41ee-8b11-e2a3e4588259-MS\_1AB\_BH\_ANG-dci\_AAM\_v1.ttf&apos;&amp;#10;{-message}{origin}getSubtitleExtendedStatus:798{-origin}

Too Many Playlists (bug #2075) [fixed in v1.3.0]

The number of WaitHandles must be less than or equal to 64

Explanation:

There are too many playlists in the system for the user interface to handle. Because this error is affecting the user interface, you can’t use the user interface to delete the playlists. You must go directly to the /cinemalib/playlists directory on the NAS, and delete old playlists there. After you have deleted a few, you should be able to start deleting them using the TPC or Web UI. This is fixed in v1.3.

Scheduled show not starting

At the time that a scheduled show should have started, you see the following error:

Scheduler: Content is already loaded current: Next: playlist\_0a1b5195-56d6-46d2-b7bf-ef64caa9ec88

Explanation:

If you check back in the logs (likely 30 minutes earlier, when the scheduler was trying to load the playlist) you will likely see an error, often a PlayOK error, indicating that some content in the playlist is corrupt and therefore the playlist can’t be loaded/played. The blank entry after “current:” in the above error message indicates that the “current” playlist was not successfully loaded.

Frame rate that is not supported

LPC: Unable to determine video timing using the following parameters 1920x1080 @ 24000/1001

Unknown Frame rate detected: 23.976024

Explanation:

The clip has a frame rate of 23.976, which in this case was being played in a playlist with 3D content, which wasn’t supported. When the IMB sees a frame rate it does not support/recognize it tries to play the content at 24 fps, this is why you are getting a buffer underrun. Support for 23.976 frame rate in 3D playlists will be added in v1.8.

Multi-Projector - Remote Playback errors

If there is a playback error during multi-projector playback, you will see an error code similar to the following:

Remote SMS reported play failured with ID code of 3

Here is a legend to the ID codes:

|  |  |
| --- | --- |
| 1 | Invalid Offset |
| 2 | Playback Error |
| 3 | Content not Loaded |
| 4 | Is already Playing |
| 5 | Buffer under run |

**SM** (InterrogatorSM.txt)

[GMT/UTC time]

Boot up:

syslog.info syslogd started: BusyBox v1.18.5

SM Version:

SM: Version: 1.2.0-3400

IMB Electronic Serial Number eSN:

In V1.5.0 and later, the serial number information is conveniently located at the top of the SM.log file:

->Serial Number: 0000000CFE9E

For older versions, you need to look in the body of the SM.log file:

s6\_security\_manager uucp.info sm: [INFO] SM: Serial number: 0000000CFEA0

IMB Board Serial Number (v1.5.0 and later):

->EPM Serial Number: E1249000234

*Common SM Errors*

TLS session from SMS dropped (could indicate CF Card failure):

s6\_security\_manager uucp.warn sm: [WARN] Connection Lost SSL\_read: 0, Success !

s6\_security\_manager uucp.info sm: [INFO] Bad Request!

s6\_security\_manager uucp.warn sm: [WARN] Connection Lost SSL\_read: 0, Success !

s6\_security\_manager uucp.info sm: [INFO] Bad Request!

s6\_security\_manager uucp.err sm: [ERR ] Failed to send the response.[50000025]

s6\_security\_manager uucp.err sm: [ERR ] CloseClient-> SSL\_shutdown: 0, SSL\_get\_error: 1, ERR\_get\_error: 336195711, error:1409F07F:SSL routines:SSL3\_WRITE\_PENDING:bad write retry !

s6\_security\_manager uucp.info sm: [INFO] Waiting for ITM client...

**/var/log/messages** (Interrogator.txt)

[localtime]

Boot up:

Jun 18 19:09:44 cdssms kernel: imklog 5.4.0, log source = /proc/kmsg started.

Playback:

The STOPPED message indicates that the FPGA has finished playing back a particular clip

Sep 4 18:02:44 cdssms kernel: [15686.378971] Disabling Monitor Threads

Sep 4 18:02:44 cdssms kernel: [15686.378983] CMB LPC: FPGA Engine Start Operation

Sep 4 18:02:44 cdssms kernel: [15686.396553] CMB LPC: FPGA Engine Completed Operation

Sep 4 18:02:45 cdssms kernel: [15686.660705] CMB LPC: Video Mode Using 2048x1080x24

Sep 4 18:02:45 cdssms kernel: [15686.660713] CMB LPC: Dropping 4k down to 2k

Sep 4 18:02:45 cdssms kernel: [15686.680035] CMB LPC: Configuring Color Correction for Bypass mode

Sep 4 18:02:45 cdssms kernel: [15687.324871] CMB LPC: FPGA Engine Start Operation

Sep 4 18:02:45 cdssms kernel: [15687.476239] CMB LPC: FPGA Engine Completed Operation

Sep 4 18:02:46 cdssms kernel: [15687.605642] Enabling Monitor Threads

Sep 4 18:05:14 cdssms kernel: [15836.252026] CMB LPC: Detected Engine Stop. Setting state to STOPPED.

IMB Electronic Serial Number eSN:

Look under cat /proc/cmb\_lpc :

Serial := **0000001AFEDF**

Note: in v1.5.0 and later, it is easier to find the serial number at the top of the SM.log file

*Common /var/log/messages Errors*

NFS server failure (typical of a Netgear NAS failure when running Netgear firmware older than 4.2.26-T1):

Aug 23 12:10:09 cdssms kernel: [12563.581562] CMB LPC: Detected Engine Stop. Setting state to STOPPED.

Aug 23 12:12:03 cdssms kernel: [12676.972533] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12676.972559] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12676.972570] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12676.972579] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004097] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004122] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004133] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004142] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004151] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004160] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004169] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004178] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004187] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004196] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004204] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:12:03 cdssms kernel: [12677.004213] nfs: server 192.168.1.24 not responding, still trying

Aug 23 12:26:59 cdssms kernel: imklog 5.4.0, log source = /proc/kmsg started.

**Avias** (/aam\_lms/log/cinema\_services.log)

Boot up:

2013-07-23 15:54:04,710::INFO::[cinemaservices:308]::[MainThread] Mounting Core

**Netgear** (system.log)

Boot up:

Sep 28 16:46:21 nas-26-C8-6A syslogd 1.4.1#18: restart.

Sep 28 16:46:21 nas-26-C8-6A kernel: klogd 1.4.1#18, log source = /proc/kmsg started.

*Common Netgear errors*

Kernel Crash:

Sep 28 15:46:52 nas-26-C8-6A kernel: Call Trace:

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff884fb15e>] ? tcp\_recvmsg+0x88e/0xb50

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8803432b>] warn\_slowpath\_common+0x8b/0xc0

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff88034459>] warn\_slowpath\_fmt+0x69/0x70

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8850abbf>] ? tcp\_v4\_do\_rcv+0x10f/0x290

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8802cbdb>] ? load\_balance+0x22b/0x1540

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff885b4531>] ? \_raw\_spin\_lock\_bh+0x11/0x30

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff884bb253>] ? lock\_sock\_nested+0x33/0x40

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff884fb15e>] tcp\_recvmsg+0x88e/0xb50

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff88518ae3>] inet\_recvmsg+0x73/0x90

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff884b83a7>] sock\_recvmsg+0xf7/0x120

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff885b24e9>] ? schedule+0x279/0x800

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff884ba26f>] kernel\_recvmsg+0x3f/0x60

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8857cf30>] svc\_recvfrom+0x60/0xa0

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8857e61d>] svc\_tcp\_recvfrom+0x8d/0x5e0

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff885889a4>] ? svc\_xprt\_put+0x14/0x20

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8858991f>] svc\_recv+0x6cf/0x850

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8857ba3b>] ? svc\_process+0x29b/0x780

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8802c470>] ? default\_wake\_function+0x0/0x10

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff881b9cc0>] ? nfsd+0x0/0x130

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff881b9d51>] nfsd+0x91/0x130

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8804d056>] kthread+0x96/0xa0

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff88003014>] kernel\_thread\_helper+0x4/0x10

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff8804cfc0>] ? kthread+0x0/0xa0

Sep 28 15:46:52 nas-26-C8-6A kernel: [<ffffffff88003010>] ? kernel\_thread\_helper+0x0/0x10

Sep 28 15:46:52 nas-26-C8-6A kernel: ---[ end trace 389ba12aa3bb36fb ]---

**ICP** (TISystemLogTemp.txt – from Solaria Enhanced Interrogator)

[GMT/UTC time]

Boot up:

2013/11/28 13:12:39.164818 - Info ICP application 4.1(432) init

Time Synchronization with TPC:

2013/11/28 13:12:59.67196 - Christie TPC Local Time: 2013-11-28:21:12:50