



Technical Support Bulletin

Independence 2500

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Tech Support Bulletin

4/13/2006

TSB Description		TSB Number	
IDX2500 IGR3's do not detect a disk drive when powered on.		TSB20060406001	
Product	Module	Model	
Independence 2500	IGR3	ALL	
Operating Systems	BIOS	Driver	
Windows XP	Versions 1.06 – 1.08	N/A	
Symptoms			
<p>The IGR3 rendering systems in an IDX2500 IG with BIOS versions 1.06 – 1.08 do not detect a hard drive and will not boot into Windows XP. This occurs after the IG has been shutdown and powered back on. The IGR3 will produce the following error message during booting: "DISK BOOT FAILURE PLEASE INSERT SYSTEM DISK". The IGC in 2500 systems is not affected.</p>			
Fixes		Scheduled Date Available	
1. BIOS version 1.11 is required to correct the boot problem. Follow the steps below to flash the system BIOS.		4/7/2006	
Work-A-Rounds			
None			



Creating a 1.11 Version BIOS floppy

1. Unzip the contents of the WinZip file sent with this Technical Support Bulletin into a directory under Windows on any PC.
2. Insert a formatted floppy into the PC's floppy disk drive.
3. Double click on the '**Install.bat**' program in the directory where the BIOS files were unzipped. This will create a bootable BIOS floppy to be used for flashing each IGR3 in the IDX2500 IG.
4. Label the diskette as '**IDX 2500 IGR BIOS Version 1.11.**'

Flashing the IGR3 BIOS

1. Locate the external USB floppy drive that was delivered with the IG.
2. Insert the newly created 1.11 version BIOS floppy into the USB drive.
3. Connect the external USB drive to the front of the first IGR3 in the first channel of the IG.
4. Turn on the power to the first IGR3 by manually pressing the power switch. The power switch for each IGR3 is located in the center of the IGR3 and is the button at the top.
5. Allow the IGR3 to boot from the floppy. The BIOS will automatically load and then flash the system BIOS. This will take several minutes and during this time nothing should be done to the IGR3. Once the BIOS flash is complete the IGR3 will power off automatically and the external USB floppy can be removed and moved to the next IGR3 to be flashed. **Note: The system will restart once prior to turning off.**
6. Perform the above steps, 3 through 5, on each of the remaining IGR3s in the IG.
7. Once all of the IGR3's have been flashed with the new BIOS, the USB floppy can be put away and will not be needed anymore.

Preparing the IG for booting

1. Power on the IGC and allow it to boot but **DO NOT** log in to the IGC.

Preparing the IGR3's for booting

1. Power on the first IGR3 in the first channel.
2. When the Quantum3D splash screen is displayed press the "Del" key on the keyboard to enter the system's BIOS screen.
3. Once the BIOS screen is displayed, press F7 to Load Optimized Defaults.
4. Press F10 to Save and Exit the BIOS.
5. The IGR3 will reboot into Windows XP.
6. Power on each remaining IGR3 one at a time, performing steps 2 through 4 above, to setup each IGR3's BIOS before booting into Windows XP.



Technical issues

It has been reported that after a BIOS update the primary video sometimes gets redirected to the wrong video port. This would cause the desktop of the IGR to be seen on the channel output instead of through the console KVM. The normal display of primary video should be output from the on-board video controller in the IGR. If this rare occurrence is seen after flashing the BIOS, use the Console KVM to navigate to each IGR and perform the following steps.

1. Open the Display Properties window by right-clicking on the desktop and selecting "Properties".
2. Press **<Alt Space M>** and then the down arrow key to lock the mouse pointer to the Display Properties window.
3. Move the mouse from right to left until you can see the Display Properties window in the display.
4. Click the left mouse button to detach the Display Properties window from the mouse pointer in the visible display.
5. In the Display Properties window, open the "**Settings**" tab.
6. Right click on display "1" and select it to be the Primary monitor by using the check box located at the lower left of the screen.
7. Reboot the IGR.

Contacting Quantum3D

If there any problems associated with this TSB please contact Quantum3D by filing an incident in our Right Now support system.