

Subject: Blank Monitor Output on IRIS ATM SiteWatch

Hardware: IRIS ATM SiteWatch

Software: IRIS ATM SiteWatch Video Driver

Release Date: 10/28/10

SUMMARY

A problem has been reported where under certain configurations or settings the video graphics driver may become corrupted and change the resolution of the default monitor or cause the output to be blank. Typically this problem is exhibited in the following way:

1. On power-up the ATM SiteWatch shows the "IRIS Checking System" splash screen.
2. After completing the boot process the SiteWatch unit normally displays the IRIS Menu Screen; but, when the problem occurs the screen goes blank although the system continues to operate normally and take pictures.

There are two way to correct this problem.

CORRECTIVE PROCEDURE #1

This method resets the screen resolution for the default monitor.

1. If the SiteWatch is currently running, shut-down the system by pressing and holding in the power button on the front of the unit. After the button is held down for approximately 5 seconds the system will do an orderly shutdown. Wait until all activity stops as evidenced by the red LED showing drive activity.
2. Press the power button to restart the SiteWatch unit. While the unit is starting press F8 to enter an alternate Windows boot sequence. Note: You may need to press F8 several times. If you do not get the alternate Windows boot screen repeat steps 1 and 2.
3. On the alternate Windows boot screen select the "Enable VGA Mode" and press enter.
4. The SiteWatch should start normally with the default monitor in VGA mode.
5. From the IRIS Menu Screen select "Maintenance" and enter the Maintenance password to go to the Windows desktop.

6. Select "Start->Control Panel" and then select the Display.
7. From the Display Properties box select "Settings".
8. Select the Screen Resolution and Color Quality to match the display you have connected.
9. Select OK. If the screen is still visible, close the Windows Control Panel and Select the IRIS "ShutDown" ICON to reboot the system.
10. When the system restarts check the display. If the display is operation then OK, if not try to correct the problem using corrective procedure 2.

CORRECTIVE PROCEDURE #2

This method reinstalls the video graphics drive to correct the problem.

1. If the SiteWatch is currently running, shutdown the system by pressing and holding in the power button on the front of the unit. After the button is held down for approximately 5 seconds the system will do an orderly shutdown. Wait until all activity stops as evidenced by the red LED showing drive activity.
2. Press the power button to restart the SiteWatch unit. While the unit is starting press F8 to enter an alternate Windows boot sequence. Note: You may need to press F8 several times. If you do not get the alternate Windows boot screen repeat steps 1 and 2.
3. On the alternate Windows boot screen select the "Enable VGA Mode" and press enter.
4. The SiteWatch should start normally with the default monitor in VGA mode.
5. From the IRIS Menu Screen select "Maintenance" and enter the Maintenance password to go to the Windows desktop.
6. Start Windows Explorer and open the folder "C:\Extra Files\ARK-338X Serial\2_VGA".
7. In that folder double-click on the Win2k_xp141950.exe file to run the program.
8. Follow the instructions on the screen to reinstall the driver.
9. When the program is finished, reboot the system.
10. When the system restarts check the display.