

Brio Clear System Status

In the event that a Brio console displays “stuck” System Status Messages (ie: erroneous messages that are confirmed to be invalid), we can use the Brio Atomic Updater to upload a software package that will clear all system status messages (including the cleared message history).

This will not affect the Brio’s console software or customer data in any way, however the Brio will be automatically rebooted as part of this procedure.

The `BrioClearSystemStatus.calrec` software package will be supplied alongside this document.

N.B. *For internal use only, this software package can be found [here](#)*

UPLOADING THE SOFTWARE PACKAGE

The method for uploading the `BrioClearSystemStatus.calrec` software package is identical to performing any other Brio software upgrade.

1. Refer to the Brio console’s UI touch display `System Settings` -> `Software` page.
2. Connect a laptop or PC to one of the Brio’s two Ethernet adapters on the rear of the console.



Fig 1: Location of rear Ethernet

3. Configure a static IP address for the chosen Ethernet adapter via the `System Settings` -> `LAN Configuration` page.
4. Configure the laptop or PC’s LAN adapter with a unique IP address in the same range as that of the Brio’s Ethernet adapter.
5. On the laptop or PC, open the Google Chrome web browser (other web browsers are not currently supported).
6. Access the Brio Atomic Updater by entering the address of the relevant Brio Ethernet adapter, followed by `:8090` For example, if the Brio’s Ethernet adapter is set to `11.22.111.222`, enter the address `11.22.111.222:8090`

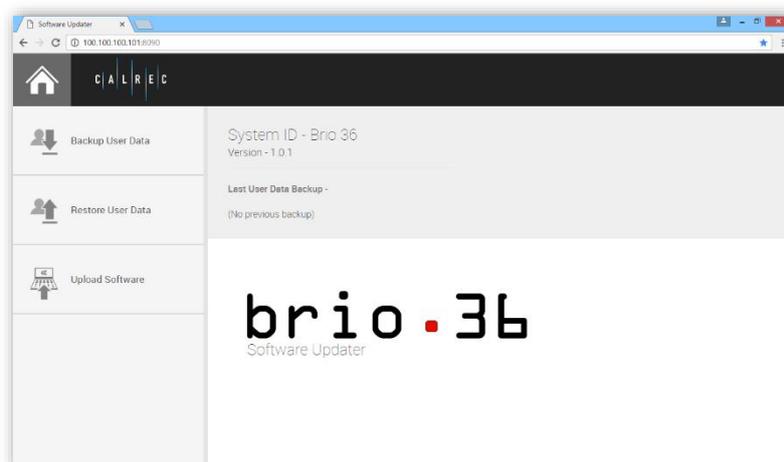


Fig 2: Atomic Updater

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7. On the left hand side, select the “Upload Software” tab.
8. In the main area, click on the “Choose File” button and navigate to the `BrioClearSystemStatus.calrec` software package.

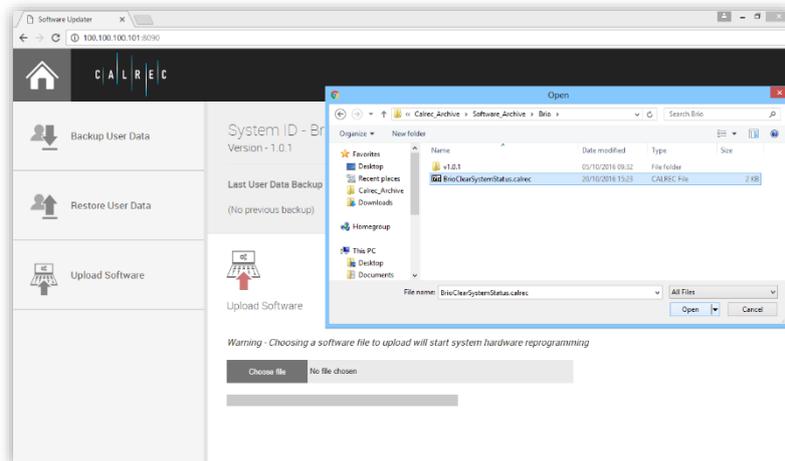


Fig 3: Upload Software -> Choose File -> Open

9. Click “Open” to begin the Clear System Status process.
10. A blue bar will notify you of the progress as the software package is being uploaded to the Brio.
11. Once complete, the Brio will automatically reboot before booting into standard operation. During the reboot cycle, the Atomic Updater may show the text “Connection lost, system may be rebooting”. This is normal. A connection will be re-established once the Brio has completed booting.
12. The Google Chrome browser can now be closed and the laptop or PC can be disconnected from the Brio’s Ethernet port.
13. Any System Status Messages that are present following the completion of this procedure should be investigated as they have been newly generated, suggesting that they are in fact true.