

# Strand Lighting

## Palette Software Patch

March 2008

### Palette

### Series Consoles

Bulletin No: 2008032501

### **Introduction**

Palette consoles shipped between December 2007 and April 2008 may experience a problem with updating the operating console code. The symptom of the problem arises when attempting to copy new software files to the Public folder of the D drive. The extent of this problem is in regard to a permission to 'write'/record a file to the PUBLIC directory

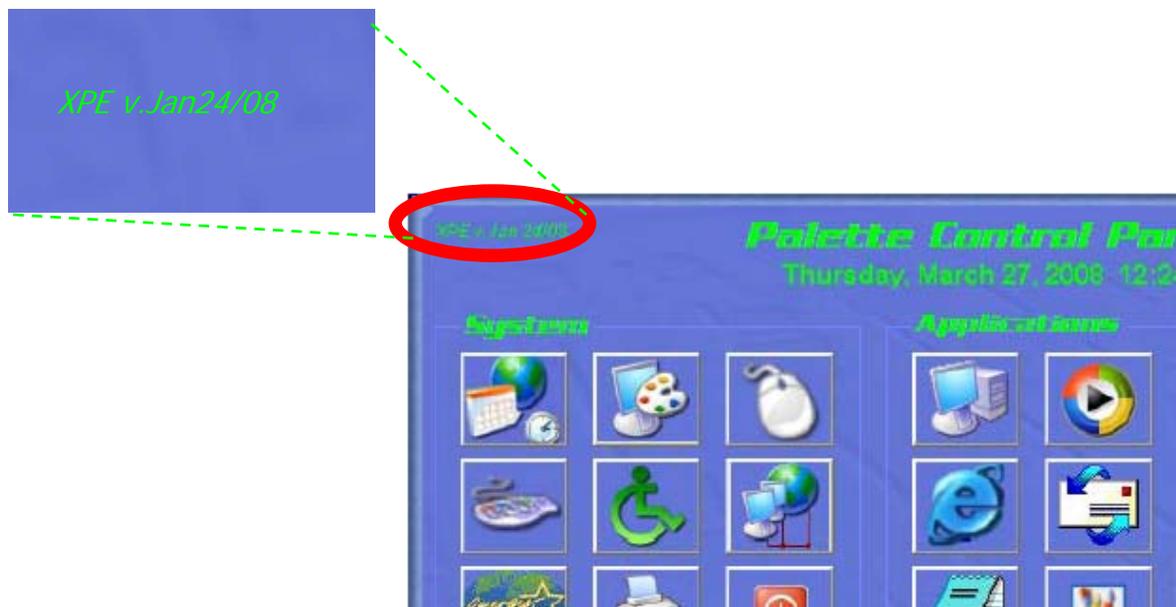
### **Consoles Affected**

All Palette consoles and processors running a Windows XP build of Jan08 XPE are affected. The following consoles may be affected by this issue and may require a patch to be installed:

91800	basicPalette
91801	presetPalette 32/64
91802	presetPalette 48/96
91803	classicPalette 150
91804	classicPalette 250
91805	classicPalette 500
91806	subPalette 250
91807	subPalette 500
2-258003-010	Palette Processor

### **Windows XPE build Identification.**

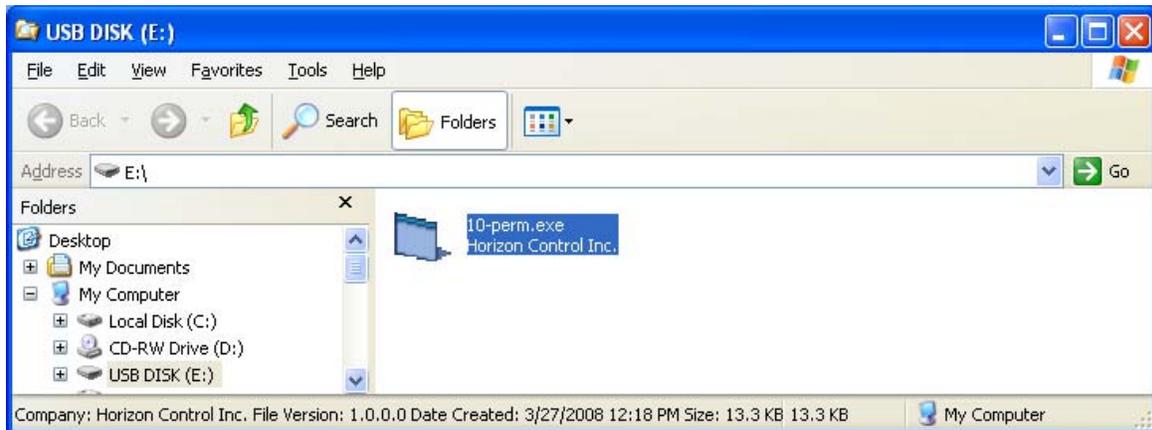
From LIVE display, press S4 - *Control Panel* – to verify if your Palette console is running Jan 08 XPE build, The software version of the control panel will display on the top left hand side of the control panel.



# Strand Lighting

## **Windows XPE Patch installation.**

- 1) Download the Palette Patch software 10-perm.exe software from the Strand Lighting web site and save onto a USB memory key, ensuring that the 10-perm.exe file is located at the root of the USB drive (a spare USB key is provided with the console for your convenience).



- 2) **Please Note: This stage is essential to ensure that console recognizes the USB drive correctly.**

Start up your Palette software and place the USB key containing the software into the front USB port.

- 3) Close the Console software and shutdown the console.
- 4) **DO NOT Remove the USB key from the front of the console** and power up the console again.

The console will power up and detect the Windows XPE patch on the USB key and will install it. Once the software has started, the key can be removed.