

# Dolby IMS3000 Software Bundle Release Notes

**Version 3.1.7**

**Release Date: July 2017**

This document provides information regarding the Dolby® IMS3000 (Integrated Media Server) v3.1.7 release, including installation instructions, improvements, and known issues.

## Questions or feedback

If you have questions or comments about this document, please contact [Technical Publications](#).

For questions about product functionality, contact Dolby Cinema Technical Support at [cinemasupport@dolby.com](mailto:cinemasupport@dolby.com).

Use these regional telephone numbers to contact Dolby Cinema Technical Support.

- Americas: +1-415-645-4900
- Europe/Middle East/Africa (EMEA): +44-179-384-2130
- Asia-Pacific (APAC): +86-105-910-3066
- Japan: +81-3-3524-7350

The customer portal contains software and documentation for the Dolby IMS3000. To access the Dolby customer portal, use [www.dolbycustomer.com](http://www.dolbycustomer.com).

## 1.1 Supporting documentation

Dolby provides a full set of documentation to support setting up and configuring the Dolby IMS3000 with Dolby Atmos® audio.

- The *Dolby Atmos Designer User's Manual* provides instructions for configuring the theatre auditorium audio parameters and for generating a Dolby Atmos Designer (.dad) file.
- The *Dolby Multichannel Amplifier Manual* provides instructions for setting up the Dolby IMS3000 with a Dolby Multichannel Amplifier.
- The *Dolby IMS3000 User's Manual* provides instructions for operating the Dolby IMS3000.
- The *Dolby IMS3000 Installation Manual* provides instructions for performing the initial hardware setup and configuration for the Dolby IMS3000.

## 2 Dolby IMS3000 software installation

Before you use the Dolby IMS3000, we recommend that you update the Dolby IMS3000 with the latest software package. Note that with previous products, you were updating several different components. The Dolby IMS3000 update procedure allows you to update the firmware, software, web UI, and SM all together in a bundle.

### 2.1 Updating the Dolby IMS3000 software

The latest Dolby IMS3000 update package is available from the Dolby customer portal, located at [www.dolbycustomer.com](http://www.dolbycustomer.com). If you do not have access, sign up on the site or contact your dealer. If needed, you can contact Dolby Cinema Technical Support.

To update the Dolby IMS3000 software package using the Ingest Manager **Upload**:

1. From the Dolby IMS3000 web UI menu, click **Ingest**.
2. Click **Upload**.
3. Click **Choose Files**.
4. In the window that appears, find and then select the update software bundle to upload.
5. Click **Upload**.

If the file was uploaded successfully, this message appears: **Files uploaded successfully. Click here to reboot**.

The Dolby IMS3000 reboots and then applies the update.

To update the Dolby IMS3000 software package using a USB flash drive:

1. Insert the USB flash drive containing the update bundle into a USB port on the Dolby IMS3000.
2. From the Dolby IMS3000 web UI menu, click **Ingest**.
3. In the **Ingest Scan** window, from the **Select a Location** list, select **Local Storage**.
4. Select the update bundle package.
5. Click **Ingest**.
6. Reboot the Dolby IMS3000 to apply the update.

To update the Dolby IMS3000 software package remotely using File Transfer Protocol (FTP):

1. After you receive the software package, open an FTP client from your computer.
2. Enter the Dolby IMS3000 IP address. Then log in as **admin**.
3. Select the software package, and upload it to the `/etc/rc.once` directory.
4. Reboot the Dolby IMS3000 to apply the update.

## 3 Dolby IMS3000 v3.1.7 release notes

### 3.1 Dolby IMS3000 component versions

Component	Version
Software bundle	3.1.7
Software	3.1.7-0
Web UI	2.2.1
Firmware	1.4.2.0
Security Manager (SM)	3.1.5



**Note:** Dolby TMS v4.2.1 and greater supports the Dolby IMS3000.

### 3.2 Dolby IMS3000 v3.1.7 information and improvements

#### 3.2.1 Dolby IMS3000 v3.1.7 information

This list provides the Dolby IMS3000 initial release information and improvements.

- Support for the current versions of Google™ Chrome™ and Mozilla® Firefox® when using the Dolby IMS3000 web UI.
- Support for High-Definition Multimedia Interface™ (HDMI™) 1.4b.
- CAT868 External Fader support has been added.
- Center Channel Bypass function has been added
- The IMS3000 now has a configurable mute fade in/fade out duration.

#### 3.2.2 Dolby IMS3000 v3.1.7 bug fixes and improvements

This list provides the Dolby IMS3000 bug fixes and improvements.

- Fixed an error that would cause a purple tinted image when attempting to calibrate Dolby 3D. [DCPLYR-3096]
- Fixed an issue that prevented use of the IMS3000 with a QSC Q-sys Core and improved AES67 transport. [DCPLYR-2652, DCPLYR-3003]
- Fixed a problem that stopped the output of channels 9-16 when using AES67. [DCPLYR-3106]
- Fixed an issue where the AES67 setting “Unique RTP Destination UDP Port” had incorrect defaults. [DCPLYR-3027]
- General improvements and fixes.

## 3.3 Known issues and workarounds

### 3.3.1 Audio issues

This list provides the audio issues with Dolby IMS3000 software v3.1.7.

1. When the system is configured for a high number of speaker feeds in a Dolby Atmos room (at or near 64), the default mix LCR booth monitor configuration may cause some audio/video sync issues. This is due to an overflow problem. [DCPLYR-2451]

Workaround: Set the booth monitor output to **Center**.

2. Intermittent audio drop outs may occur when using two Dolby DAC3202 units that are connected by Ethernet cable in a loop. This is due to an issue in Dolby DAC3202 v1.0.0.0.

Fix: Upgrade the DAC3202 to v1.0.1.0.

3. There is a condition where the Dolby IMS3000 may lose the Center channel when upmixing Pulse Code Modulation (PCM) audio from an HDMI source.

Workaround: Change the audio settings to select Dolby® Digital or other coded audio on the HDMI source. [DCPLYR-2486]

### 3.3.2 Playback issues

This list provides the playback issues with Dolby IMS3000 software v3.1.7.

- When using the HDMI input, the Dolby IMS3000 may lose synchronization between the video and audio if too many frame rate changes are made.

Workarounds: Connect to another input, and then reconnect to the HDMI input. Or unplug and then replug the HDMI cable. [DCPLYR-2841]

### 3.3.3 Other known issues

This list provides the other known issues with Dolby IMS3000 software v3.1.7.

1. Barco® projectors include a **Standby** button. Some projectors, especially the Barco model 10S, shut down the Dolby IMS3000 too quickly for a proper shutdown to complete. When powered back up, the Dolby IMS3000 may boot into **Rescue** mode.

Workaround: Do not use the **Standby** button on the Barco projector.

Workaround: Shut down the Dolby IMS3000 before placing the projector in Standby.

Recovery: Power down the Dolby IMS3000, and then power down the Barco projector.

Restart to exit **Rescue** mode.

2. Infrequently, the web browser may not display some status information or fail to load all elements.

Workaround: Refresh the page in the web browser.

Workaround: Clear the cache by entering the following commands:

Apple® Macintosh®

<Command> + <Shift> + <r>

Microsoft® Windows® or Linux®

<Ctrl> + <Shift> + <r>

3. If you are deleting a device in the **Device Manager**, the deletion may not be completed until the system is rebooted.

Workaround: Reboot the Dolby IMS3000 after deleting devices.

## 4 Dolby IMS3000 v3.0.1 release notes

### 4.1 Dolby IMS3000 component versions

Component	Version
Software bundle	3.0.1
Software	3.0.1
Web UI	2.1.5
Firmware	1.3.1
Security Manager (SM)	3.0.1



**Note:** Dolby TMS v4.2.1 and greater supports the Dolby IMS3000.

### 4.2 Dolby IMS3000 v3.0.1 information and improvements

This list provides the Dolby IMS3000 initial release information and improvements.

- First release of Dolby IMS3000.
- Support for the current versions of Google Chrome and Mozilla Firefox when using the Dolby IMS3000 web UI.
- Support for HDMI 1.4b.

### 4.3 Known issues and workarounds

#### 4.3.1 Audio issues

This list provides the audio issues with Dolby IMS3000 software v3.0.1.

1. When the system is configured for a high number of speaker feeds in a Dolby Atmos room (at or near 64), the default mix LCR booth monitor configuration may cause some audio/video sync issues. This is due to an overflow problem.

Workaround: Set the booth monitor output to **Center**.

2. Intermittent audio drop outs may occur when using two Dolby DAC3202 units that are connected by Ethernet cable in a loop. This is due to an issue in Dolby DAC3202 v1.0.0.0.

Workaround: Route both Dolby DAC3202 units through a network switch. The **Dolby Atmos Connect OUT** port from the Dolby IMS3000 connects to the switch, and both Dolby DAC3202 **Dolby Atmos Connect IN** ports connect to the same switch. No loopback cabling is required.

3. There is a condition where the Dolby IMS3000 may lose the Center channel when upmixing PCM audio from an HDMI source.

Workaround: Change the audio settings to select Dolby Digital or other coded audio on the HDMI source.

### 4.3.2 Playback issues

This list provides the playback issues with Dolby IMS3000 software v3.0.1.

1. When used with NEC® projectors, the projector may issue an alert (red tail lights) indicating that communication to the IMB (Dolby IMS3000) is not good.

Information: This error is false, and playback continues. No action is needed by the user.

2. If a show playlist (SPL) is created with an intermission, any macros that are located at the end of the feature, without any trailing composition playlists (CPLs), are executed at the beginning of intermission.

Workaround: Do not allow the feature or the CPL with the intermission as the last CPL in the SPL. Add a small black clip and attach the end of show macros to this black clip.

3. When using the HDMI input, the Dolby IMS3000 may lose synchronization between the video and audio if too many frame rate changes are made.

Workarounds: Connect to another input, and then reconnect to the HDMI input. Or unplug and then replug the HDMI cable.

4. When an HDMI source is playing in **RGB** mode, the Dolby IMS3000 color space may not switch out of YCbCr. As a result, the colors are improperly displayed.

Workaround: Configure the HDMI input manually to **RGB** mode.

### 4.3.3 Other known issues

This list provides the other known issues with Dolby IMS3000 software v3.0.1.

1. Barco® projectors include a **Standby** button. Some projectors, especially the Barco model 10S, shut down the Dolby IMS3000 too quickly for a proper shutdown to complete. When powered back up, the Dolby IMS3000 may boot into **Rescue** mode.

Workaround: Do not use the **Standby** button on the Barco projector.

Workaround: Shut down the Dolby IMS3000 before placing the projector in Standby.

Recovery: Power down the Dolby IMS3000, and then power down the Barco projector. Restart to exit **Rescue** mode.

2. In some situations, the Dolby IMS3000 web UI may display duplicate macros on an SPL with an intermission. This is a display issue only.

Workaround: Move the macros from the CPL with the intermission and place them on other CPLs in the show.

3. Infrequently, the web browser may not display some status information or fail to load all elements.

Workaround: Refresh the page in the web browser.

Workaround: Clear the cache by entering the following commands:

Apple Macintosh

<Command> + <Shift> + <r>

Microsoft Windows or Linux

<Ctrl> + <Shift> + <r>

4. If you are deleting a device in the **Device Manager**, the deletion may not be completed until the system is rebooted.

Workaround: Reboot the Dolby IMS3000 after deleting devices.

## 5 Documentation revision history

This table provides the documentation revision history.

Date	Issue	Description
21 March 2017	1	Initial release
28 July 2017	2	Release notes added for system v3.1.7