

ALEXA Mini LF - The 10 Second Rule for Removing Drives

TECHNICAL INFORMATION

Date: September 14, 2020

Introduction

Production is ramping up in most parts of the world and demand for the ALEXA Mini LF is increasing. We are working hard at getting more ALEXA Mini LF cameras out to you as soon as possible.

As part of our regular camera testing, we have discovered a potential issue that can occur when removing the Codex Compact Drive too quickly from the camera after a recording stop. While this would not lead to any data loss - even if the recording stopped unexpectedly, the take recorded up to this point will be safely stored on the drive - it would disrupt production and cost time.

This issue can be avoided by either installing Mini LF SUP 6.0.22 on your camera or by following the 10 Second Rule as described below.

Therefore, we are working on a Software Update Package (SUP) to address this issue and are projecting the release in Q4 2020. Until then you can avoid this issue by following the 10 second rule detailed below. This pertains to the ALEXA Mini LF running the current Mini LF SUP 6.0.21.

ALEXA Mini LF Software Update Package SUP 6.0.22

As of ALEXA Mini LF SUP 6.0.22, the Compact Drive status indicator LED will now accurately indicate when the drive can be safely removed. Removing the drive too early can in some instances cause errors once the drive is re-inserted into a camera, including errors #97, #100, #175 or #200. You can download Mini LF SUP 6.0.22 [here](#).

The 10 Second Rule for Removing Compact Drives

If you are running an ALEXA Mini LF with Mini LF SUP 6.0.21 or earlier, you can also avoid these error messages by following the 10 Second Rule: After pushing the REC button to stop recording, wait for 10 seconds before removing the Compact Drive. This should eliminate most error messages #97 and #175.

Resetting Errors Messages #97, #100, #175 or #200

If you encounter the following error messages:

- Recording stopped due to FPGA failure (error #97)
- Recording stopped due to FPGA failure (error #175)
- Connection to recording media is not working properly, please try re-inserting (error #100)
- Camera has restarted due to a technical problem (error #200)

Reboot the camera with the drive inside. This will clear up the issue in most cases. If you permanently encounter these error messages, please contact ARRI Service.

Other Drive Handling Notes

- Make sure that all cameras on set are running the same and the latest version of the camera's Software Update Package (SUP). The latest ALEXA Mini LF SUP is 6.0.21.
- If a Compact Drive is not recognized or only recognized after a very long time, this can be fixed by having ARRI or Codex service update the Compact Drive with new software according to our Email Newsletter "Update Information: Codex Compact Drive 1TB" that was sent out on August 5. For your convenience we have appended the Email Newsletter to this document.

Contact

In case you have questions or recommendations, please contact ARRI Service:

Email: service@arri.de

Online service request form: www.arri.com/en/technical-service/technical-support/service-requests

Local service hotline: www.arri.com/en/technical-service/technical-support/service-locations