



Technical Bulletin

Updating Custom Views and Matrix Views when replacing ARC Solo Hardware

Scope

This document outlines the steps necessary to successfully replace an ARC Solo remote control unit while properly maintaining channel links in AutoPilot® Custom Views and Arcadia Matrix Views.

Summary

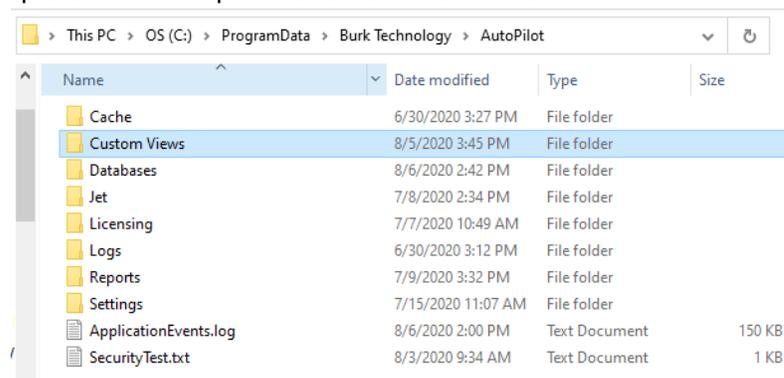
A unit number or alias is assigned to each Burk remote control system to insure that Custom Views and Matrix Views will continue to function normally if remote-control hardware needs to be replaced. In ARC Solo systems, the unit's serial number is used as the system alias. If the ARC Solo hardware is replaced, it is necessary to edit the unit number / alias in Custom Views and Matrix Views that link to ARC Solo channels.

The following sections will guide you through the process of changing the unit number references in your Custom View and Matrix View files.

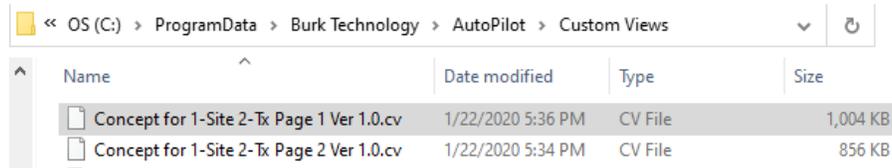
Editing Unit Numbers in Custom View Files

Custom View files are text-based JSON files that can be easily manipulated in Windows Notepad or another text editor.

1. From AutoPilot go to **Help->About**
2. Click on the **Files...** button to access the AutoPilot files
3. From the File Explorer window open the Folder called Custom Views

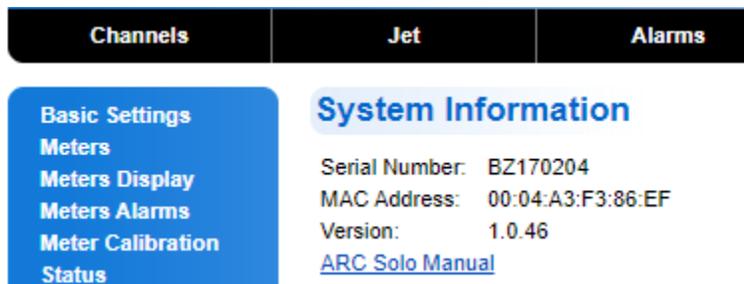


4. Locate the custom view file with a .cv extension that you want to update. It is recommended that you backup the custom view file before editing with a text editor.

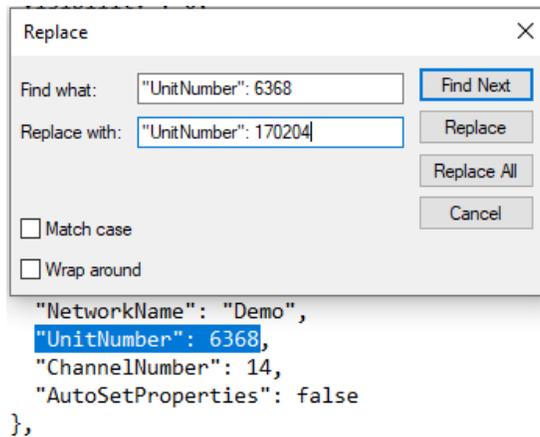


5. Search for a field called **“Unit Number”** and make note of the number listed there. That is the old alias or serial number the customer view is bound to.
6. Locate the serial number for the replacement ARC Solo either on the side of the unit or by logging into the webpage of the ARC Solo and navigating to **System->System Information**.

`"UnitNumber": 6368,`



7. In the example above the new serial number is 170204. Simply find and replace: **“Unit Number”: [Old Unit Number]** with **“Unit Number”: [New Unit Number]**. The example below shows the Replace window in Notepad:

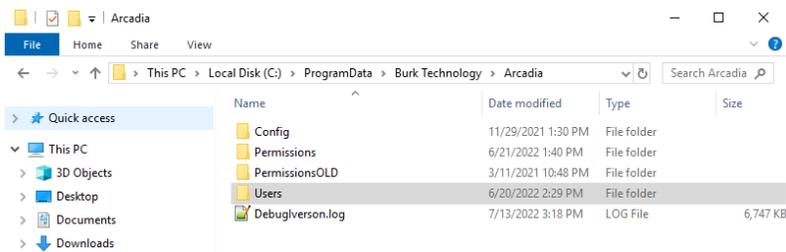


8. After updating all instances of the old unit number, save the Custom View file. The updated file will link to the new ARC Solo unit when the Custom View is opened in AutoPilot.

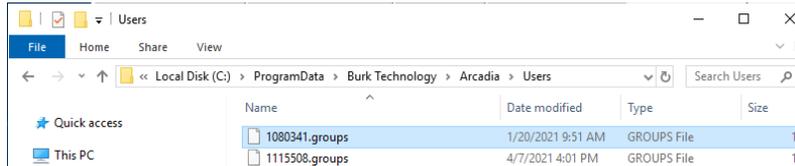
Editing Site Numbers in Matrix View Files

Matrix view files are also text-based JSON files that can be easily manipulated in Windows Notepad or another text editor.

1. On the Arcadia Server go to C:\ProgramData\Arcadia
2. From the File Explorer window open the folder called Users



3. Locate the user file with a .group extension that you want to update. This file stores the Matrix views for that user account. It is recommended that you back up the custom view file before editing with a text editor.



4. Search for a field called “site” and make note of the number listed there. That is the old alias or serial number the customer view is bound to.

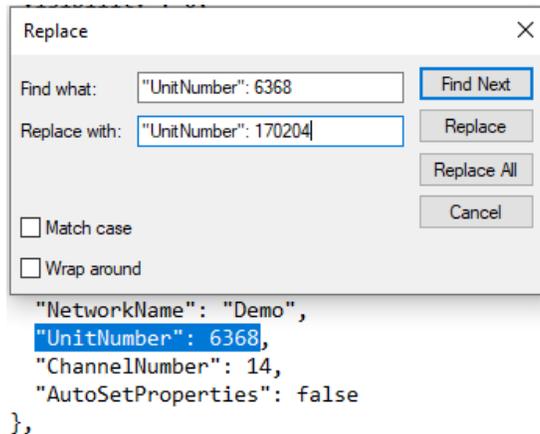
```
"site": "13708",
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5. Locate the serial number for the replacement ARC Solo either on the side of the unit or by logging into the webpage of the ARC Solo and navigating to **System->System Information**.



6. In the example above the new serial number is 170204. Simply find and replace: “site”: [Old Unit Number] with “site”: [New Unit Number]

The example below shows the Replace window in Notepad:



After updating all instances of the old unit number, save the user group file. The updated file will link to the new ARC Solo unit when the Matrix View is opened in Arcadia.

We are committed to providing you with the best possible service and support for your Burk Technology product. If you should have any concerns or questions, please call us at 978-486-3711.

Thank you,
Burk Technology Support Team
www.burk.com

Rev A