

# Poweroff bug solution



Since March 2025, the zebrix player HD(G7) is **impacted by a bug causing the player to shut down unexpectedly**. This concerns players with a serial number starting by K1963Q....

## Is my player concerned?

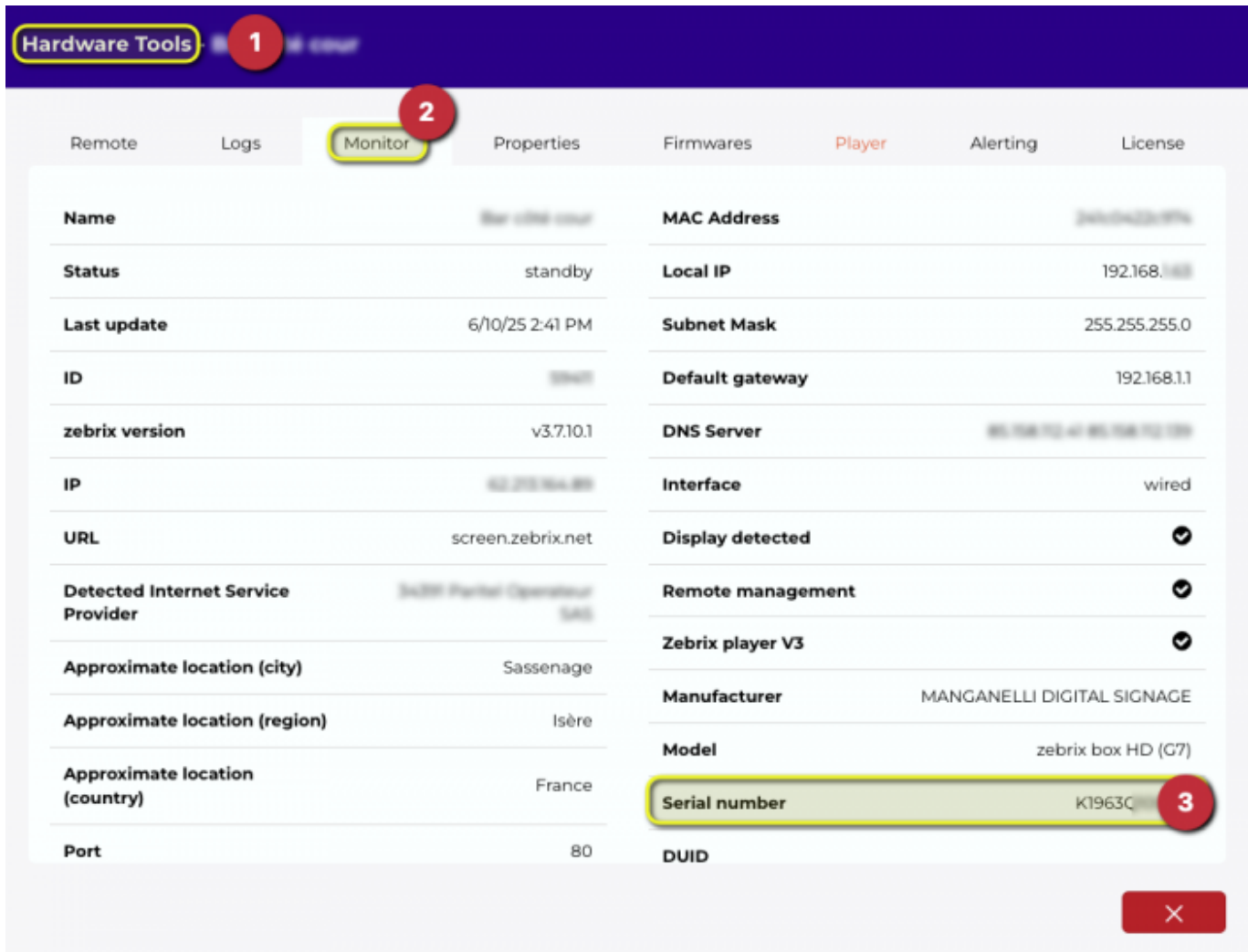
All players sold since March 2025 requires, at least, the firmware version **23.04-04+do**. A small amount of devices has been sold without this version and may be concerned by the “power off” problem.

If your player have a serial starting by K1963Q and use the firmware **23.04-04** instead of **23.04-04+do** or superior, then you need to install the patch.

## How to check the serial number?

The player serial number is visible:

- on the player itself
- on its box
- in the CMS (in the “Monitor” tab of the Hardware Tools window)



## What is the "power off" problem?

This bug is due to hardware evolutions and bios updates of the last batch of production that have impacted the way the ACPI (Advanced Configuration and Power Interface) works with our Linux distribution.

- This mainly occurs when **turning the HDMI signal off** (this happens at the end of a schedule event or just before the start a playlist playback).
- This might also happen **during some reboot sequences**. As the player reboots every night, the player might be found powered off in the morning.

## How to fix the problem?

Basically, you just need to deploy a tiny patch from the **"Firmwares"** tab of the **"Hardware Tools"** window.

Hardware Tools

Remote Logs Monitor Properties **Firmwares 1** Alerting License

Current Firmware 23.04-04

poweroff 2

Name 3	Status	Description	Action
disable-poweroff.zeb	Stable	This package prevent the shutdown of the zebrix player device by pressing the physical power button. This package also fixes unexpected shutdowns on playlist playback start or on reboot on zebrix HD(G7) player with the serial number starting by K1963. This package adds +do at the end of the firmware version.	Install 4

## Yes, but how can I fix the problem if the device turns off as soon as I power it on?

You'll need to avoid the screen off sequence that turns the device off, try to display a static page instead of a playlist.

- From the CMS, **set a static content** (a static single image or page, instead of a playlist) to on the impacted player, this should avoid it to shut down.
- If powered off, **turn the player ON** (by pressing the button).
- It's likely that the first time you try to start the player, it will face the bug and shut down again. If so, **turn the player ON again**, it should work at the second attempt.
- Once the player is displaying the static page successfully, **install the disabled-poweroff.zeb** package from the CMS. Installation is quick (less than 30 seconds). This can be done by clicking to the gear icon (Hardware tools) on the concerned player in the "Screens section" and from the "firmware tab".
- The player will do a final reboot. It's possible that it will shut down instead of rebooting, immediately after installing the package, due to the bug in question. If this is the case, a final manual power ON should be performed.
- Problem solved, there is a **+do** appended to the firmware version.

From:  
<https://documentation.zebrix.net/> - **zebrix documentation**

Permanent link:  
[https://documentation.zebrix.net/doku.php?id=en:patch\\_poweroff&rev=1749560343](https://documentation.zebrix.net/doku.php?id=en:patch_poweroff&rev=1749560343)

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