

How to fix black screen with virtual remote

Description

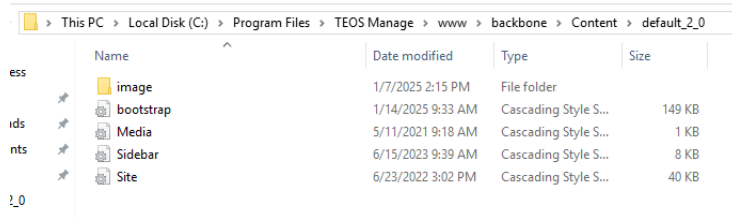
This guide explains how fix black screen with virtual remote.

Requirements

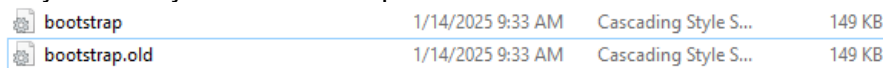
- Admin access to TEOS Manage server and web ui

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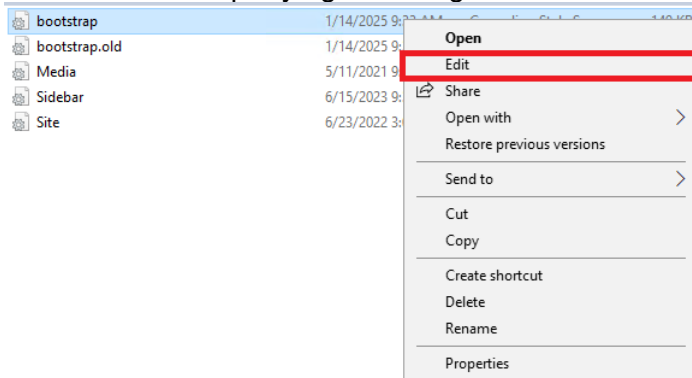
1. Open file explorer and navigate to C:\Program Files\TEOS Manage\www\backbone\Content\default_2_0



2. Create a copy of the “Bootstrap” file and rename the new one to “Bootstrap.old”. This way we always have a backup.

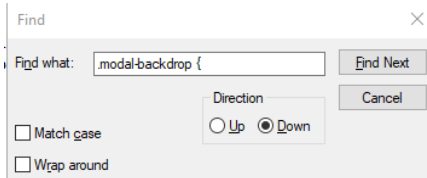


3. Edit the “Bootstrap” by right clicking the file and selecting “Edit”.



4. In the now opened notepad enter the key combination CTRL + F, this will open “Find”.

5. In “Find” search for “.modal-backdrop {”



6. You will find this:

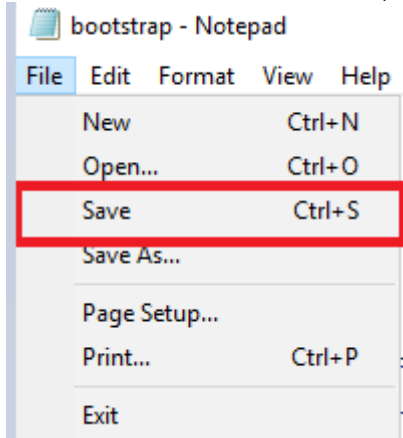
```
.modal-backdrop {  
  position: fixed;  
  top: 0;  
  right: 0;  
  bottom: 0;  
  left: 0;  
  z-index: 1040;  
  background-color: #000;  
}
```

Add “/*” before “.modal-backdrop {“ and “*/” below the bottom “}”.

7. It should look like this:

```
/*modal-backdrop {  
  position: fixed;  
  top: 0;  
  right: 0;  
  bottom: 0;  
  left: 0;  
  z-index: 1040;  
  background-color: #000;  
}*/
```

8. Now we need to save the file, select “File” in the top right corner and select “Save”.



9. Now go to the TEOS Manage web interface and click CTRL + F5, this will hard refresh the website.

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For more information
visit pro.sony/TEOS

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