



i9600 Series Writers

Reference Card

3E9213/A-61060

The i9600 Series Writer requires a network connection to a host PC running an FTP server that has been configured by an Eastman Kodak Company Field Engineer. This constant connection allows the Writer to automatically download the current firmware version for the software that you are running to create your film. If there is a problem with the Writer attaching to this server and downloading the firmware from the host, the Writer may hang at the **Initializing System.... Please Wait...** message. If this happens:

1. Reboot the Writer from the power switch in the left rear of the unit. Remember to satisfy the **Press any key to start* prompt.
2. Be sure the host PC is powered on and booted. A user does not need to be logged in.
3. Check that the host PC has been previously configured by a Kodak Field Engineer.

IP addresses, subnet masks, FTP User Ids, passwords, directories and files, and parameters are stored within the Writer and must exactly match what has been set up on the host PC. If the operating system of the host PC has been reloaded, contact your Field Engineer and request the Writer System Recovery Service for the i9600 Series Writer. Reinstalling the Application Software on a new PC or a newly formatted system drive will not enable the Writer to boot.

4. Check that the physical network connection between the Writer and the host PC has not been broken.

Be sure the cables are firmly plugged into the host PC. The network connection can be through a local hub or site wiring but the host PC should always be on the same subnet as the Writer for production use. **The network connection in the Writer does not support fast (100 megabit) Ethernet.**

5. Check for extremely heavy network traffic and network collisions.

The Writer will boot on very busy networks but the **Initializing...** message will be displayed for longer periods of time (up to 3 minutes when a normal boot should take less than 30 seconds). The Writer and host PC transfer a great deal of data and can be subject to network congestion that was previously not evident to other local network users. The best way to avoid network traffic-related delays and problems is to:

- ◆ Have a second network card installed in the host PC that acts as a dedicated link between the host PC and the Writer. A second NIC card, using the Kodak-provided shielded crossover cable (yellow), is a low-cost means of eliminating the network traffic that a Writer places on your network and isolates the Writer from any issues that may occur on your local network segment.
- ◆ If possible, move the images to be archived to the local drive of the Writer's host PC before archiving. This will ensure that a long delay in transferring an image from some other part of your network will not interfere with your archiving operations.

6. Check that the IP address of the host PC has not changed.

The Writer and the host that it FTPs its firmware from must have static IP addresses. These values are stored in the NVRAM of the Writer during the installation procedure performed by your local Kodak Field Engineer.

DHCP is not supported and the IP addresses for the Writer and the host should be excluded from the available pool (your Network Administration may refer to this as a "permanent lease" in DHCP). The hardware of the Writer does not support fast (100 Megabit) Ethernet.

Please keep this card in the storage compartment inside the Writer for easy access when needed.

7. Check that the host PC is PINGable from other machines on the network.
8. Check that the Writer is briefly PINGable from the host PC.

The Writer must be able to communicate to the host PC via TCP/IP to boot. When the Writer is powered on and the **Press any key to start** message is satisfied, the Writer will enable the network support drivers and attempt to communicate with the IP address that has been defined as it's host. During this time the Writer will be PINGable even if it has not yet downloaded the daw9600.exe firmware file.

To test this communication, set up a repetitive PING on the host by opening a 'DOS' command window and type '*PING xxx.xxx.xxx.xxx -t*' using the static IP address that has been set up for the Writer. This ping will scroll until the **Ctrl** and **C** keys are pressed simultaneously. A Writer that has successfully booted (downloaded the firmware and displays a telephone icon) should **always** be PINGable from the host PC in less than 100ms. A booted Writer is PINGable if it is online or offline. At this point, reboot the Writer from the power switch and then satisfy the **Press any key to start** message. Watch the scrolling PINGs on the host and you should see the Writer reply for some amount of time.

- ◆ If the message **Request Timed out** is continuously displayed, look for a basic network connection problem. Check that the Kodak-provided shielded crossover cable (yellow) is being used if attempting to run a second NIC card directly to the Writer. Any crossover cable should work, however it is recommended that you use the provided cable to satisfy EMI requirements.
 - ◆ If the Writer is PINGable for **more** than 60 seconds, goes back to the **Request Timed out** message and is displaying the **Initializing ...** message, then the Writer attempted to contact the host PC but has not received a response, gave up and unloaded it's network layer.
 - ◆ If you see the Writer as PINGable for a few seconds, it probably has found the host PC with a valid FTP service running, **but** has a problem logging in or finding the firmware file (daw9600.exe) and has given up and unloaded it's network layer.
 - ◆ If you only see 1 or 2 pings, the host PC was found but the FTP service is not up or functioning correctly.
9. Check that the FTP service on the host PC is started.
 10. If there is a RS232 connection to COM1 on the Writer with a terminal application setup...
 - ◆ **Error d0003 = The Writer cannot find the host PC**
Probable causes: incorrect IP address, networking problem, FTP service not started or the parameters in the Writer are not set up correctly.
 - ◆ **Error 0x212 (User Cannot login) = Writer has found the host but cannot login**
Probable causes: parameters in the Writer are not set up correctly, or the Writer installation service has not been performed on the host PC.
 - ◆ **Error 0x226 = The DAW has successfully logged in but cannot find the DAW9600.exe file**
Probable causes: the file has been deleted or the path to the file has been changed, or the parameters in the Writer are not set up correctly.

EASTMAN KODAK COMPANY
Document Imaging
Rochester, New York 14650
Kodak is a trademark of Eastman Kodak Company.
Printed on recycled paper.

A-61060/3E9213 1/2003
©Eastman Kodak Company, 2003
Printed in U.S.A.

DOCUMENT
IMAGING

