



## Digital Document Archive Writer 4800

### Reference Card

6B6543/A-61149

The Archive 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 Archive 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 Archive Writer attaching to this server and downloading the firmware from the host, the Archive Writer may hang at the **Initializing System.... Please Wait...** message. If this happens:

1. Reboot the Archive 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 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 Archive 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 Installation Service for the Document Archive Writer. Reinstalling the AWIS software on a new PC or a newly formatted system drive will not enable the Archive Writer to boot.

4. Check that the physical network connection with the host PC has not been broken.

Be sure the cables are firmly plugged into the host PC and that the customer-supplied Ethernet transceiver is working and is firmly connected. 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 Archive 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 Archive 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 Archive 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 Archive Writer. A second NIC card and a crossover cable is a low cost means of eliminating the network traffic that a Archive Writer places on your network and isolates the Archive 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 Archive 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 Archive Writer and the host that it FTPs it's firmware from must have static IP addresses. These values are stored in the NVRAM of the Archive Writer during the installation procedure performed by your local Kodak Field Engineer. **DHCP is not supported and the IP addresses for the Archive Writer and the host should be excluded from the available pool.** The hardware of the Archive Writer does not support fast (100 Megabit) Ethernet.

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

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

The Archive Writer must be able to communicate to the host PC via TCP/IP to boot. When the Archive Writer is powered on and the **Press any key to start** message is satisfied, the Archive 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 Archive Writer will be PINGable even if it has not yet downloaded the daw4800.exe firmware file.

To test this communication, setup 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 setup for the Archive Writer. This ping will scroll until The **Ctrl** and **C** keys are pressed simultaneously. An Archive 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 Archive Writer is PINGable if it is online or offline. At this point, reboot the Archive 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 Archive 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 a crossover cable is being used if attempting to run a second NIC card directly to an Archive Writer.
  - ◆ If the Archive Writer is PINGable for **more** than 60 seconds, goes back to the **Request Timed out** message and is displaying the **Initializing ...** message, then the Archive 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 Archive 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 (daw4800.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. For the Allied Telesis CentreCOM MX20T Receiver which has 4 diagnostic lights, the following has been observed: When the *Press any key to Start* prompt is satisfied, the Power and Link lights should come on solid (before pressing any key no lights are active). The Receive light will blink steadily. A short time after the Receive light starts to blink, the Transmit light will blink briefly.

NOTE: The Transceiver is customer-supplied and may not display exactly as noted above.

11. If there is a RS232 connection to COM1 on the Archive Writer with a terminal application setup...
  - ◆ **Error d003 = The DAW can not find the host PC**  
**Probable causes:** incorrect IP address, networking problem, FTP service not started or the parameters in Archive Writer are not set up correctly.
  - ◆ **Error 0x212 (User Cannot login) = DAW has found the host but cannot login**  
**Probable causes:** parameters in the Archive Writer are not setup correctly, or the Archive Writer installation service has not been performed on the host PC.
  - ◆ **Error 0x226 = The DAW has successfully logged in but can not find the DAW4800.exe file**  
**Probable causes:** the file has been deleted or the path to the file has been changed, or the parameters in the Archive Writer are not set up correctly.

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