



Release Note

SI / XIO (SLXOS) Hardware Diagnostics v4.0

Introduction

The SLXOS Hardware Diagnostics enable you to pinpoint and diagnose faults with your SI/XIO host cards and terminal adaptors.

You will find the Diagnostics program on the SI/XIO DOS Utilities diskette.

Before you start...

CAUTION: Specialix host cards and terminal adaptors must only be installed or removed whilst your machine is switched off. Failure to observe this may cause damage to your equipment and will invalidate your warranty.

The diagnostics must be run under DOS. If you can't run DOS on your machine, you will have to re-install your host card(s) in a machine that can.

Make sure that each host card to be tested has at least one terminal adaptor attached.

You will need to make up at least one loopback connector for the external loopback test. Specifications for loopback connectors vary according to the type of port. See 'Loopback Connectors' overleaf.

Though not essential, the diagnostics are best run on a colour monitor.

To run the diagnostics:

Boot your machine under DOS.

Insert the SLXOS DOS Utilities diskette into the floppy disk drive.

Enter the command slxos.

(If you want to install the diagnostics on your hard disk, copy the file SLXOS.EXE from the floppy disk.)

You will be asked to select which host card you want to test.

If more than one terminal adaptor is connected to the card, you will be asked to select which one you want to test first.

The hardware tests will be run. As each test is completed, PASS or FAIL will be displayed. The diagnostics pause at the External Loopback test. Fit the loopback connector to port 1* of the terminal adaptor and press F2. The first port will be tested. Repeat for each port.

* On Parallel modules, the Parallel port will be ignored by the diagnostics, and the loopback connector should be fitted to port 2.

The diagnostics pause again before the LED test. The following message will be displayed: LED (O)FF. Press O to test the LED Off state. When the message LED (G)REEN is displayed, press G to continue.

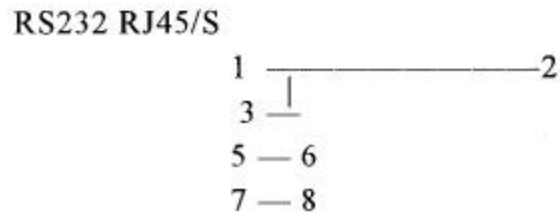
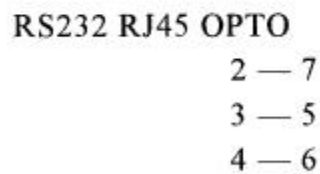
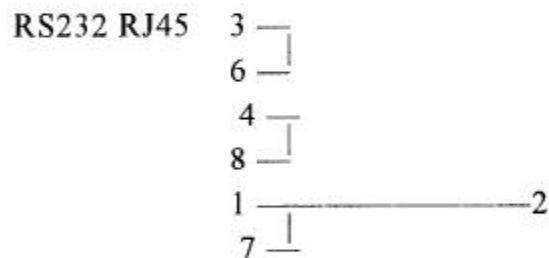
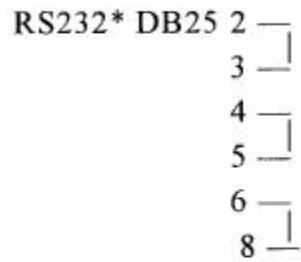
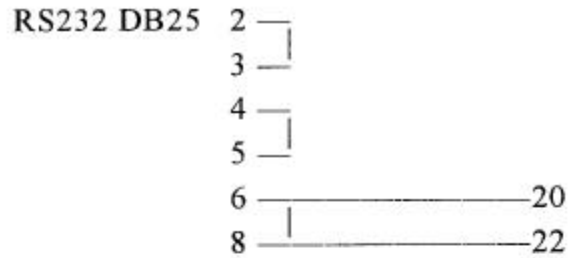
Opto-isolated modules have five leds per module (one module led and four port leds) and are tested as follows:

the message `MODULE LED (R)ED' will be displayed; type `R' if the module led is red. The next message is `MODULE LED (G)REEN'; type `G' if the module led is green. Then you should see a message `PORT LED (R)ED'; insert an RJ45 opto-isolated loopback cable in the first port; type `R' if the first port led displays red. The next message is `PORT LED (G)REEN'; the first port led should flicker green (indicating that data is being transmitted); type `G' if the led displays/flickers green. Remove the loopback connector from the port; the port led should turn off. You should then see the message `PORT LED (O)FF'; type `O' if the port led turns off. The port led test will be repeated three times for the first module (once for each of the three remaining ports). The test will wait for your response to each message before proceeding. The second module is then tested using the same method as above, i.e. the module LED test followed by the four ports tested in turn.

When all the tests have been completed, you can either press F1 to exit the diagnostics, or press ESC until you reach the host card or terminal adaptor menus to select another unit for testing.

If you find a fault with a host card or terminal adaptor, contact Technical Support immediately.

Loopback Connectors



RS422 DB25	2 —	—6
	3 —	—8
	4 —	—20
	5 —	—22
	14 —	—10
	16 —	—18
	13 —	—21
	19 —	—23

RS423 DB25	2 —	—6
	3 —	—8
	4 —	—20
	5 —	—10
	14 —	—22
	16 —	—23

Technical Support

If you bought your product from a registered Specialix Supplier, you must contact their Technical Support department; they are qualified to deal with your problem.

If you are a registered Specialix Supplier, and bought your product from Specialix, contact Specialix Technical Support at the offices listed below.

In addition to describing your problem, please have ready or send, as a minimum, your name, company, country, phone and fax numbers and the name of the Specialix product.

For information on repairs see the last section in this release note.



The screenshot shows a Netscape browser window titled "Netscape - [Specialix World Wide Web Service]". The address bar contains the URL "http://www.specialix.co.uk/support/gfx/supreq.htm". Below the address bar are several navigation buttons: "What's New?", "What's Cool?", "Destinations", "Net Search", "People", and "Software". The main content area features a large heading "Tech Support Helpline" followed by a horizontal line. Below the line is a paragraph of text: "If you need technical assistance regarding Specialix products, please fill out the form below and then click on **Submit**." The form consists of five input fields: "Name:", "Company Name", "Street Name", "Town / City", and "Postcode / ZIP Code". The status bar at the bottom of the browser window shows "Document Done" and a help icon.

Europe

United Kingdom

Specialix Europe Ltd.
3 Wintersells Road
Byfleet Surrey KT14 7LF
UK

Telephone: +44 (0) 1932 792555 (Support)
+44 (0) 1932 792592(Main SwitchBoard)

Facsimile: +44 (0) 1932 792593

e-mail: support@specialix.co.uk

ftp site: ftp@specialix.co.uk. Use your e-mail address for your password.

web site: www@specialix.co.uk

if you have an internet connection please send details of your problem to Technical Support using the form shown below. You will find the form on the Specialix web site, in the 'Tech Support' area.

France

Specialix Ltd.
13 Avenue Morane - Saulnier
78140 Velizy
FRANCE

Telephone: +33 (1) 34 63 0670

Facsimile: +33 (1) 34 65 38 60

e-mail, ftp and www contact details, as for UK.

USA

Specialix Inc.
745 Camden Avenue #129
Campbell
CA95008-4146
USA

Telephone: +1 (408) 378-7919

(Freephone): +1 (800) 423-5364 (USA only)

Facsimile: +1 (408) 378-0786

US support is open from 7am Pacific (10am Eastern) time until 5pmPacific(8Eastern) time.

E-mail: support@specialix.com

World Wide Web: www@specialix.com

If you have an internet connection please send details of your problem to Technical Support using the form shown previously. You will find the form on the Specialix web site, in the 'Tech Support' area.

Bulletin Board Service (BBS). The US BBS can be accessed using the following numbers:

+1-408-378-4766 Hayes 2400 Baud
+1-408-378-4767 MultiTech 28800 Baud
+1-408-378-4768 MultiTech 28800 Baud
+1-408-378-4769 US Robotics 14400 Baud

To log into the BBS, the user id is guest and the password support. The BBS can also be accessed from our FTP site slxbbs.specialix.com. Use your e-mail address for your password.

Asia

Singapore
Specialix (Asia) Pte Ltd.
Yu Li Industrial Building
No 37 Lor 23 Sims Avenue #04-01/05
Singapore 388371

Telephone: +65 (0) 749 1700

Facsimile: +65 (0) 749 2003

Email: support@specialix.co.uk

Australia

Specialix Pty Ltd.
Unit 15a, 390 Eastern Valley Way
Roseville
NSW 2069
AUSTRALIA

Telephone: +61 (0) 2 417 3666

Facsimile: +61 (0) 2 417 3791

Repairs

Before sending an item for repair, you must contact your Specialix supplier. If, however, you bought your product directly from Specialix, contact Specialix at the numbers listed below.

In Europe, phone/fax: +44 1932 350990
 or e-mail: RMA@specialix.co.uk

In USA, Asia and Australia, contact the office shown in the Technical Support section.