

Technical Update Bulletin

Rerouting COM-E Ethernet Cable on the Host PC on TitanS/HS Printers

Introduction

Mandatory upgrade to be performed on a next visit basis. This procedure will improve communication between the Host PC and COM-E; correcting issues such as loss of FPGA, COM-E, Z Axis, Carriage pauses and freezing.



Important: Plan with jeti support prior to performing this change. Jeti support will remote in and update fingerprint on licenses and add 3 patches to update rsyslog, ntp, and watchdog.

Scope

The document contains the following information:

- Equipment List
- Machine Compatibility
- Procedure 1: How to Reroute COM-E Ethernet Cable on the Host PC on Page 2

Table 1 Parts and Equipment List

Parts Required	Qty	Equipment Required
• NA		• NA

Table 2 Machine Compatibility

Jeti Model	Serial Number Range
Titan S/HS Flatbed	3.022001 to 3.022086
Titan S/HS FTR	3.022001 to 3.022086

Table 3 Document Revision History

Revision Date	Revision #	Description of Changes	Page #
February 27, 2015	1	Luc Angiolella (edited by Carmelo Scaffidi) - Initial Release	NA

Procedure 1 How to Reroute COM-E Ethernet Cable on the Host PC

- Step 1** Open the rear left service cabinet doors (same location as the bulk ink tank tray) to access the rear of the host PC.
- Step 2** Locate the COM-E ethernet cable which is currently plugged into one of the motherboards ethernet ports (see Figure 1).

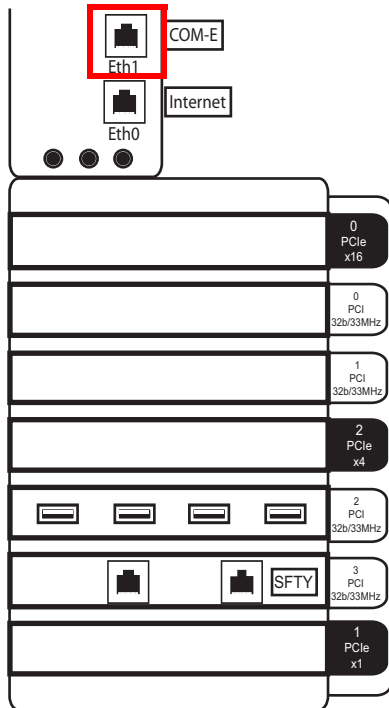


Figure 1 COM-E Ethernet Cable to Motherboard Ethernet Port

- Step 3** Unplug the COM-E ethernet cable from the motherboards ethernet port and plug it into the unused port of the PCI network adapter card (see Figure 2).

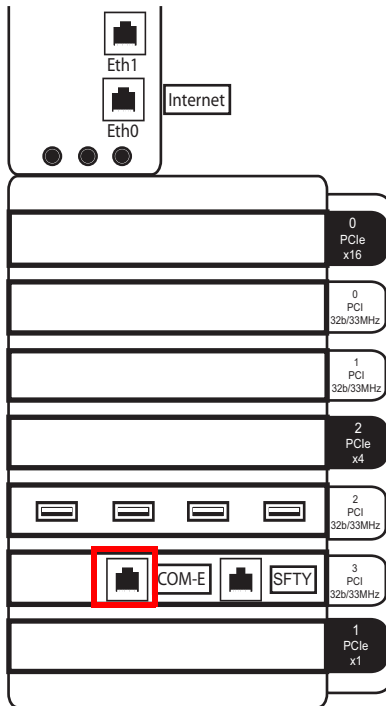


Figure 2 COM-E Ethernet Cable to PCI Network Adapter Card Ethernet Port

- Step 4** Call Jeti support and provide them with Team Viewer ID to setup a remote session in order to allow Jeti support to update fingerprint on licenses and add 3 patches to update rsyslog, ntp, and watchdog.



Note: Total session is approx 1/2 hour.

- Step 5** Continue with normal machine operation.

