

How to swap the comE network port on the host

Be aware that the person who will perform the swap must have an account on the license server.

1. From the host pc, unplug the network cable that connects to the comE module and plug it into the unused RJ45 port on the network card (in the back of the host pc tower).
2. Copy the attached file (order_eth.pl) to the /tmp directory of the host pc
3. Open up a console (command line) on the host pc and type in the following command in the exact order.
su
type in the password if asked: jeti
cd /snap/bin
mv order_eth.pl order_eth.pl.bak
cp -p /tmp/order_eth.pl /snap/bin
chmod 775 /snap/bin/order_eth.pl
fix_network.pl
4. The pc will reboot automatically after the script finishes executing. Wait until it boots back up and jeti software starts (it may complain about license; if so ignore it).
5. Close the jeti software
6. From the console (command line) make sure you are able to ping comE --> ping comE
7. If you can't ping comE then quit the rest of the steps and call the software team in Mississauga.
8. Now we have to update the license for our new hw configuration. Open up a console on the host pc and type in the following command (note the space before "-generate")
license-client -generate
9. This command will output two strings - first the dongle number and then the new fingerprint
10. Now open up a browser and go to the license server --> <https://license.jetiprinters.com> Ignore and proceed past any warnings.
11. Log in using your credentials
12. From the top menu bar select Licenses -> Search Licenses
13. Search for the customer printer using either the dongle number (that was generated earlier with the license-generate command) or the serial number.
14. Select the printer from the search results
15. A new page will open up with printer licensing details. Make sure that the fingerprint string is different from the second string generated by the license-generate command.
16. If so, copy the fingerprint (the second string) generated by the license-generate command and replace the current fingerprint with it
17. Make sure there is no white space at the end of the new fingerprint
18. Click update license and log out of the license server
19. Run the wizard. Make sure to update the license.
20. Start Jeti Software
21. Once its up and settled in, go the the diagnostic page and make sure all the hardware LED's are green
22. Perform a fake print to make sure the printer is back in order.
23. You have completed the port swap. Well done!

PS: There is a video that demonstrates how to update the license server in case the above instructions were not clear --> I:\nafta\MSG\GS\Engineering\Software\Support\Licenses