

Getting to DOS 4.4.2 and above

1. Boot processor and wait until completely online
2. Connect keyboard to processor (bottom PS/2 port)
3. Connect monitor to diagnostic output on processor (near network card)
4. Turn scroll lock on at the keyboard (Scroll Lock key)
5. Hold down the *Right*-SHIFT-TAB twice (this will reboot the processor)
6. When you see "3Com Etherlink" hit CTRL-D a few times in a row
7. This will bring you to a DOS prompt (hitting ENTER will clear the prompt line)

Testing/Troubleshooting

ISA960QA

..... At the C:\ETC> prompt enter ISA960QA this is a deep clear and test utility for OBSN. After hitting ENTER the current show will be cleared and the console will return to factory defaults. (this process will not delete any saved shows but will remove the current show from memory)

..... If during this process you see any errors on the display please contact technical services.

..... This program is also a hardware testing utility. Tests include:

- System
- Channel Count
- Current SMPTE time code (tells you if SMPTE hardware is working)
- MIDI Show Control – Send and Receive
- Relay Toggle
- I/O Selector – Status and change
- DMX out – runs continuous DMX out put with a different pattern for each port
- RPU LED test – test the functionality of the LEDs on the processor
- RFU status
- ETCLink Rack Data
- ISA bus NVRAM – this tests the RAM when the current show is located. If this is not OK connect technical services.

..... With in some of these options a letter is in prentices. (IE RPU (L)ED) This allows you to test that function manually by holding ALT-<Letter of Test>.

..... To exit ISA960QA – Right-Shift-Tab. The processor will need to be turned off and turned back on to return to normal OBSN operation.

ScanDisk

..... If random problems are occurring during normal operations a ScanDisk can be done to check the health of the Hard Drive. At the C:\ETC> prompt type ScanDisk>ENTER. This will tell you if there are any bad sectors on the drive. It is worthwhile to do a surface scan at this time. If there are bad sectors allow scan disk to fix them. This should correct the problems temporarily. If bad sectors were encountered another ScanDisk should be done a few days after the first one. If more bad sectors are found a few days later the hard drive will most likely fail soon. Contact ETC about getting a replacement hard drive for this customer.

** The processor will need to be turned off and turned back on to return to normal OBSN operation.

Defrag

..... After a ScanDisk it is worthwhile to do a Defrag also. At the C:\ETC> prompt type Defrag>ENTER. This will defrag the data on the hard drive.

..... **OBSN actively defrags its drive under normal operation. Defrag should only be done as a diagnostics tool in conjunction with ScanDisk.

Message Log

..... If the message log needs to be sent to ETC for evaluation follow these steps to save it to disk:

At C:\ETC> prompt type GETLOG

..... This will compress and save the log to floppy disk. The processor will need to be turned off and turned back on to return to normal OBSN operation.

Face panel Diagnostics

..... Hitting GO and STOP/BACK during boot when prompted will get you into the Face panel diagnostics menu. From here you can:

- Swap Ethernet Polarity (needs to be done if connecting directly to processor)
- LCD Backlight Setup – Change intensity of ML wing backlights

- Face Panel Diagnostics – This tests Face panel hardware for functionality. Good for checking for damaged Pots and switches.
- Net2 Setup – Change IP settings and System ID for face panel only.

Moving Light personalities

..... If the moving light you are trying to use is not listed on the hard drive then one will have to be created. The OBSN has an on board moving light personality creation tool. See the user manual for details on where and how this is used. Personalities can be shared via floppy disk.

..... ** At this time ETC has no personalities to distribute. (Exception: ETC Revolution) If you create a personality you really like and would be useful to other please email it to service@etcconnect.com

DPS Tips/Tricks

- To make two processors track please review the users manual. Some things that will be necessary to do this are:
- The two processors must be connect to a hub along with the face panel
- Both of the processors must have identical settings in SETUP>Hardware Setup With the exception of the Tracking unit option. (Primary/Secondary as appropriate)
- ETCNet must be enabled if it listed.
- Redundant Tracking must be enable for the processors to see each other

..... **The two processors have to be the same channel count and software versions to functions correctly. Channel count upgrades require a call to ETC. Software version is upgradeable in the field.

..... This process will not delete or destroy any shows. In fact once the settings are complete and the units start to track the shows on the preexisting processor will be transferred to the new processor.

Software Version Compatibility

NCE	Node DMX/VID/ 2P	OBSN II	CMEi	WRFU
2.0.0	2.0.1/2.0.2/---	4.4.2	1.8B	N/A
2.1.1	2.1.1/2.1.2/1.1.0	5.0.5	1.8.2	1.1
4.0.0	4.0.1/4.0.0/4.0.0	5.1.x	1.9	4.0.x

**Net1 devices will not function with any version that is 5.x and above. These are Net2 only releases.

***Version 5.0.5 disabled the RFU port on the processor. This was enabled in 5.1.

Software Upgrade Procedure

..... For greater detail consult user manual. Basic setups for upgrade:

- Download software diskettes from ETC website. www.etcconnect.com > Software
- Plug keyboard and monitor into OBSN processor
- Power down processor if on.
- Insert Disk 1 of set into processor and power up processor
- You will be prompted to upgrade. Follow on-screen prompts
- After processor is complete insert "Console Disk" into Face panel and Power up Face Panel.
- Follow prompts to upgrade Face Panel.

**Console Code/Face Panel code has to match the software version of the processor.

Show conversation from OBSN I to OBSN II

OBSN shows can be upgraded but not downgraded. These are the basic steps:

- Convert show from 2.x to 3.x. This is done by opening the 2.x show in OBSN offline 3.x and then resaving the show to disk.
- Convert from 3.x to 4.x or higher. (this includes 5.x) Exit to DOS on OBSN II. At C:\ETC> type OBSTRANS, Then Press ENTER. A menu will come up do steps 2 through 4 then step 1.
- Once this is complete the show is in version 4.x. At this level it will load into 4.x and above. (includes 5.x and above)

** OBSN Shows cannot be downgraded (5.X to 2.4.2)

***OBSN shows *cannot* be converted to EXPN or vise-versa. Consider recueing or contacting West Side systems for show conversion service. www.westsidesystems.com