Retrieving Diagnostic Information

Quick Reference Guide

This document describes how to retrieve diagnostic information from an Encore Player or Server or a Premiere Server, including 1st generation Cinema One.

Note: This procedure does not apply to Alto or Cinema One (2nd generation); they do not have a serial connection.

Preparation

Tools Required:

For Encore Systems:

- Computer or laptop with standard USB-A connection
- Male micro-B USB to male USB-A cable (commonly used to connect to portable electronics)

For Premiere systems:

- Computer or laptop with DB-9 serial connection OR USB to DB-9 serial adapter
- Female-to-female DB-9 serial null modem cable

Connect to the Serial Port

Encore: Connect USB of Laptop to micro-USB Port of Kaleidescape Component

1. Turn off the Kaleidescape Encore player or server

2. Connect the larger USB-A end of the USB cable to an available USB port on the computer.

3. Connect the micro-B USB end of the cable to the **SERVICE** port on the Kaleidescape Encore player or server.

4. Your computer should detect a new USB device being connected and automatically install device drivers, even without power to the Kaleidescape Encore device.

5. Note which serial port number was added. This will either be in a pop-up message or found in the Windows device manager under ports or Mac OS system information under USB.

   Note: Do NOT turn on the Kaleidescape Encore player or server yet.

Premiere: Connect Serial Port of Laptop to Serial Port of Kaleidescape Server or Cinema One (1st Gen)

1. Turn off the Kaleidescape server or Cinema One.

2. Connect one end of the serial cable to a serial port or serial adapter on the computer.

3. Connect the other end of the cable to the **CONTROL** port on the Kaleidescape server or Cinema One.

   Note: Do NOT turn on the Kaleidescape Premiere server or Cinema One yet.

Configure a Terminal Emulator

Use the following procedure to configure a terminal emulator and retrieve serial output from the Kaleidescape Encore player and server or Premiere server or 1st generation Cinema One. Several third-party emulators are available that support serial port logging applications. This document describes the procedure using PuTTY.

Note: PuTTY is available at http://www.chiark.greenend.org.uk/~sgtatham/putty/

If using another emulator, see Table 1 for serial parameters.

Table 1   Parameters Required to Retrieve Serial Port Log Information

Serial Parameter	Settings
Baud rate	115200
Data bits	8
Parity	none
Stop bits	1
Flow control	none

Note: When a 1st generation Cinema One completes a successful boot, the baud rate changes to the speed defined in the browser interface for communicating with a control system. The default is 19200.

Basic options for your PuTTY session

1. Open PuTTY on the computer. Figure 1 shows the basic options for your PuTTY session.

2. Select the **Serial** radio button in the **Connection type** section.

3. In the **Serial line** text box, enter the name of the computer USB or serial port that the player or server is connected to. This is usually **COM4** or higher for USB ports and **COM1** or **COM2** for DB-9 serial ports.
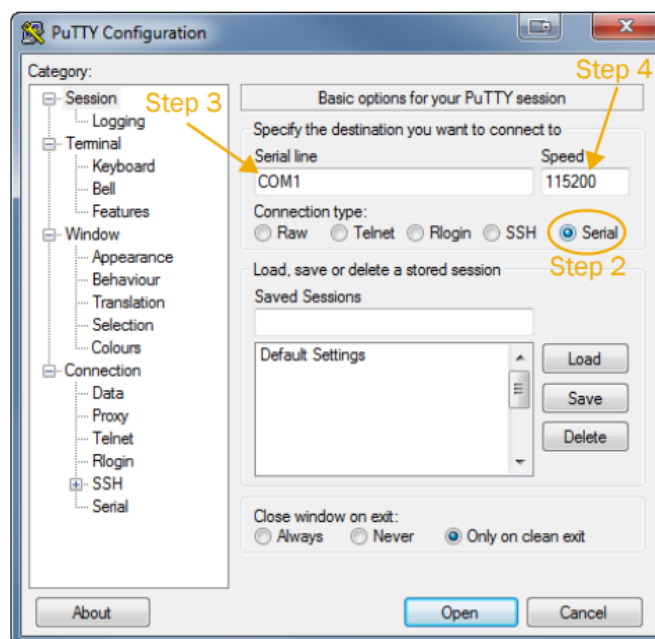
4. Enter **115200** in the **Speed** text box.

Figure 1 Basic options for your PuTTY session

Options controlling local serial lines

5. Click **Serial** under **Connection** in the **Category** section of the window. Figure 2 shows *Options controlling local serial lines.*

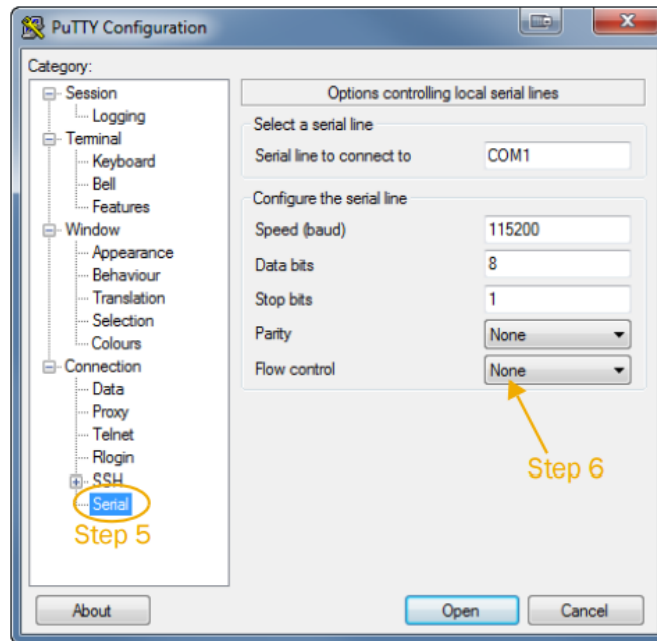6. Verify that **None** is selected for **Flow Control** from the drop-down menu.

Figure 2 Options controlling local serial lines

Options controlling session logging

7. Click **Logging** under **Session** in the **Category** section of the window. Figure 3 shows *Options controlling session logging.*

8. Select the **Printable output** radio button in the **Session logging** section.

9. Enter the log file name with a **.log** extension in the **Log file name** text box. By default, PuTTY saves the log file in the same directory as the PuTTY application. Use the Browse... button to choose a convenient location for the log file. It is recommended to include the unit serial number in the log file name.
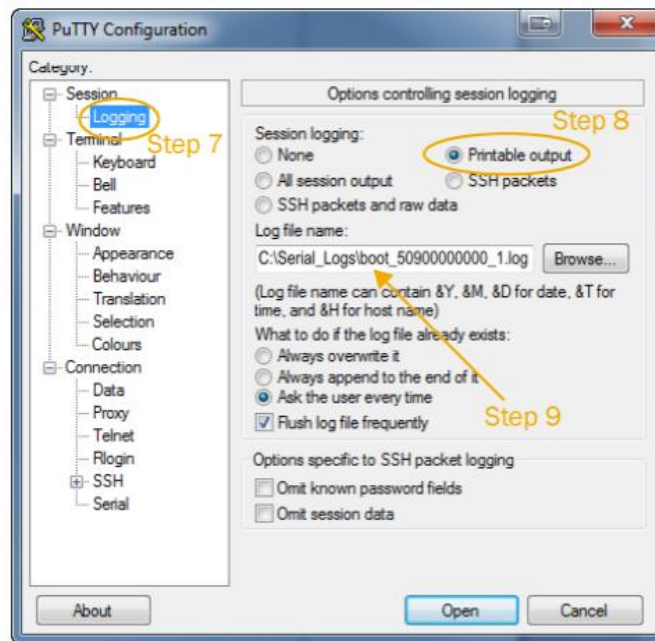
Figure 3 Options controlling session logging

Retrieve the Diagnostic Information

Use the following procedure to retrieve the diagnostic information.

1. Click **Open** to open the PuTTY terminal emulation session.

    An error message appears if the wrong **COM** port (e.g., **COM1**) was selected or is already in use. See Figure 4. If necessary, disable any other applications that might be using the selected port.
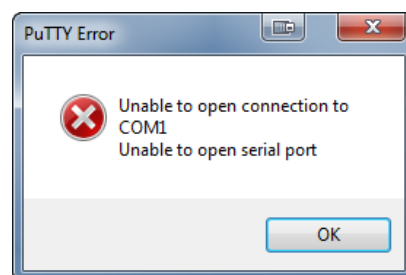

Figure 4 Connection Error Message

2. Press the **POWER** button on the Kaleidescape Encore Player or server or Premiere Server.

When using a USB connection to Encore units, PuTTY may produce a connection error when the Encore unit is powered as shown in Figure 5.

Figure 5 Error Message when Encore powered.

Quickly click **OK** to the error message and **right click** on the title bar of the Putty window. This will pull up a Putty menu. Select **Restart Session** and the capture should proceed. See Figure 6.
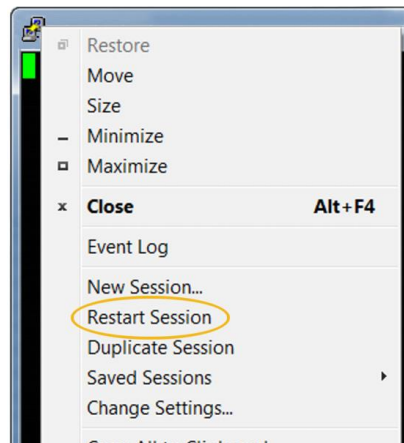

Figure 6 Restarting Session

3. Wait for the player, server or Cinema One to start up and reach the point where the problem occurs. This process can take several minutes. Text might or might not appear in the PuTTY window. The serial port output is saved as a text log file in the location specified in step 9 in the *Options controlling session logging* above.

4. Locate the saved log output file and email the file to support@kaleidescape.com. Be sure to include the player, server or Cinema One serial number along with the case number in the subject line if applicable.

5. Close the PuTTY window.

Kaleidescape Support

For additional information, contact Kaleidescape Support.

▶ Send an email message to support@kaleidescape.com.

▶ Call the support line at **+1 (650) 625-6160**.

The Kaleidescape website always has the latest support updates.

www.kaleidescape.com

Kaleidescape Support