



TECHNICAL BULLETIN

Date: 06/03/2003
 Subject: Intellex 3.X Troubleshooting Tips

Technical Bulletin TB_031403R1

Purpose: This is an updated bulletin that identifies possible symptoms, potential causes and troubleshooting recommendations for Intellex 3.X.

Issue: Following the recommended troubleshooting steps in this bulletin may prevent the necessity of sending an entire Intellex unit back for factory repair.

Solution: Identify the symptoms and follow the associated troubleshooting recommendation.

<u>Symptoms</u>	<u>Recommendations</u>
/winnt/system32/config/systemcd error	Indicates system drive write was interrupted. Use Recovery Console or Recovery CD.
0xFE error	Verify cables to VACD board are secure and VACD is seated properly. If cables are securely connected and VACD is seated then replace VACD card with a known good card.
Beeping more than twice during boot up.	Replace memory with known good memory. See TB_031303, Intellex 3.0 Symptoms Associated with Bad Memory for additional information.
Black and white video from a color camera	<ol style="list-style-type: none"> 1. Check to see if camera is PAL but should be NTSC. See TB_030403, Intellex v3.0 Mis-Configuring Video Standards for additional information. 2. Video on a long run may be reduced to less than the 1.1Vpp, usually seen when running twisted pair. Verify input voltage is 1.1 Vpp.
BMP error message or unit rebooting when saving a BMP image to floppy disk	Software patch is available on http://www.AmericanDynamics.net . From the homepage, go to the Software Downloads section and look for the link to the Intellex v3.0 Call Monitor Board Update under the header Drivers.
Boot incomplete. Unit attempts to boot but unable to complete process.	<ol style="list-style-type: none"> 1. There are many potential causes for incomplete Boot. See if any other symptoms are exhibited and check those symptoms recommendations first. 2. Verify IDE cable to hard drive connections. 3. Verify cables to VACD board are secure and VACD is seated properly. If cables are securely connected and VACD is seated then replace VACD card with a known good card. 4. If installing a CD/RW Drive on the same cable as the hard drive, Make sure to jumper the hard drive as Master. 5. Use Recovery Console or Recovery CD.

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Symptoms	Recommendations
C: drive or hard drive not recognized.	Check BIOS settings; verify Primary IDE is not disabled. Verify cables to drives are secure.
CD-RW Error 105	<ol style="list-style-type: none"> 1. Verify media speed is equal to or faster than CDRW speed. Note: CDRW speed is listed inside inner front panel of Intellex. 2. Replace media. 3. Verify CD-RW drives cable connections. Replace CDRW .
CDRW not found	<ol style="list-style-type: none"> 1. Verify CD-RW drives cable connections. 2. If installing a new CDRW verify part is an American Dynamics spare part. 3. Verify CD-RW drives cable connections. Replace CDRW.
Corrupted drive.	<p>Indicates a bad hard drive.</p> <ol style="list-style-type: none"> 1. Using Recovery Console or Recovery CD may be able to recover the drive. 2. Isolate bad hard drive and replace.
Dr. Watson error message when exiting out of Intellex.	Clear message. Dr. Watson is disabled in Intellex although it is possible an occasional message can appear.
Drives not found in system BIOS.	<p>Indicates a bad hard drive.</p> <ol style="list-style-type: none"> 1. Check drives cables. If drive was upgraded, check jumper settings. 2. If installing a CD/RW Drive on the same cable as the hard drive, Make sure to jumper the hard drive as Master. 3. Isolate bad hard drive and replace.
Hardware verification error.	Verify cables to VACD board are secure and VACD is seated properly. If cables are securely connected and VACD is seated then replace VACD card with a known good card.
Intellex.exe error.	<ol style="list-style-type: none"> 1. Verify cables to VACD board are secure and VACD is seated properly. If cables are securely connected and VACD is seated then replace VACD card with a known good card. 2. If the Intellex.exe error shows up after the Intellex splash screen and the unit boots up completely, it might be possible to run the Repair option under "Storage".
Lock Up.	Replace memory with known good memory. See TB_031303, Intellex 3.0 Symptoms Associated with Bad Memory for additional information.
No display on monitor.	<p>Verify cables to Video card are secure. If cables are securely connected then replace Video card with known good card.</p> <p>On units with onboard video and a video card make sure they are connected to the correct video output</p>
No power up.	<ol style="list-style-type: none"> 1. Apply power on by using metal switch in front panel. 2. Check for loose connectors. Make sure power cable is plugged in at both ends 3. Verify the reset cable on the VACD card is not reversed 4. Replace Power Supply.

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<u>Symptoms</u>	<u>Recommendations</u>
No video from select camera(s)	<ol style="list-style-type: none"> 1. Verify that the video into the Intellex and the video standard are set appropriately. See TB_030403, Intellex v3.0 Mis -Configuring Video Standards for additional information. 2. If it is all cameras make sure cables to the VACD and Call monitor are connected. 3. Video on a long run may be reduced to less than the 1.1Vpp, usually seen when running twisted pair. Verify input voltage is 1.1 Vpp.
NTOSKRNL.EXE Corrupt Error.	<ol style="list-style-type: none"> 1. Verify IDE & Power cable to hard drive connections. 2. Replace memory with known good memory.
Rebooting every 2 minutes.	<ol style="list-style-type: none"> 1. Use Recovery Console or Recovery CD. 2. Verify that the video into the Intellex and the video standard are set appropriately. See TB_030403, Intellex v3.0 Mis -Configuring Video Standards for additional information.
Resetting	Replace memory with known good memory. See TB_031303, Intellex 3.0 Symptoms Associated with Bad Memory for additional information.
Tile Freeze, 1, 8, 9 and/or 16	Install software patch, see Tech Bulletin TB_042903 for additional details.
Video loss error, intermittent	Occasional occurs during Start Up. Clear error message and verify message does not redisplay.

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