

Creating a SCSI Log File

Xitron Navigator Technical Note

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When troubleshooting a problem with NavigatorNT it is often necessary for Xitron technicians to have access to a SCSI logfile. If prepared correctly this file contains information about the internal workings of the RIP as well as the communications between the RIP and the output device.

To create a usable logfile follow the steps below:

1. Exit the Navigator RIP program.
2. Locate and delete the old log file.
 - A. Using Windows NT Explorer, File Manager or by navigating the “My Computer” icon, locate the directory in which the RIP is installed (usually found in a directory named Xitron).
 - B. Locate and enter the sub-directory named “SW.” (The path should be something like “D:\xitron\navigator\sw.” Individual installations will vary.
 - C. Locate and delete the file named “SCSI.log.” This file may not exist, if it hasn’t been created in the past. If it is not found in this folder, move on to the next step.
3. Change the “SCSI Log” level to increase the amount of data reported.
 - A. Run the program entitled “PB2Diag.” (This is usually found in the Navigator RIP program directory, which is located under the start button in the, Programs directory.)
 - B. Within the PB2Diag program choose the Utilities heading and select “Edit INI settings.”
 - C. Click on the SCSI Flags tab in the “Xitron33.ini settings” window.
 - D. Change the “SCSI Log Level” setting to 255 and press OK.
 - E. Close the PB2Diag program and run the RIP.
4. Operate the RIP as you have been until the error in question occurs.
5. Shut down the RIP and locate the “SCSI.log” file. (see step 2 for instructions for locating logfile.)
6. Send the log file to Xitron technicians.
7. By following the instructions in step 3, return the SCSI Log Level to 0.