

1. Hardware Problems Checklist

This list must be completed and FAXed to SCEE Production Co-ordination Department, before faulty systems can be replaced.

This report is a mixture of possible symptoms (*italics*) and specific questions and tests (normal font)

Where it is not possible to perform a test (for example if you do not have access to a spare PC), or you have more useful information, please highlight this information on an attached sheet.

Company Name	Contact Name	Tel Number
Hardware Product Code	Serial Number	Make of PC

Step	General Tests	Y/ N
1.	Has your hardware ever worked ?	
2.	Did the problem appear suddenly ? (N, if gradually became worse)	
3.	Have you checked the BBS to ensure that you are using the latest versions of the documentation (BBSCAT.TXT) and tools (BBS_VERS.TXT) applicable to the unit with the problem ?	
4.	Have you checked the relevant manual (and DEVGUIDE), and ensure that your unit is correctly installed ?	
5.	Have you checked the BBS (using Search) for any similar problems ?	
6.	Have you removed the relevant board and cleaned its edge connector(s) before re-installing ? (Observing the normal anti-static precautions).	
7.	Have you removed all possible other boards (if any) to remove the possibility of IRQ or DMA clashes ?	
8.	Have you tried changing the IRQ and DMA settings for the board ?	
9.	Have you tested the unit on another PC ?	

A. Problem Frequency/Cause

	How Frequently does the problem happen (tick appropriate boxes) ?	
1.	Constantly ?	
2.	Intermittently	
3.	After a while	
4.	In a hot environment ?	
5.	In a cold environment ?	

B. Possible Cause

	Has the hardware been damaged	
A	After being dropped	
K	When interconnected	

L	Following liquid contamination	
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C. CD Emulator (DTL-H2020) Specific Questions

Step	Symptom/Test	
1.	Does ' cdbios (with parameters) ' command work ?	
2.	Does cddisk return with a menu screen ?	
3.	Do library functions such as CdSearchfile function correctly ? (NB If No, check (with a PC) that the file really exists, and that you haven't exceeded file/directory number limitations)	
4.	Does your Emulator drive indicate activity ?	
5.	Does cdbuild appear to work correctly ? (Check that you're using CDBOOT Version 3.2 with CDBUILD 2.33 or later)	
6.	Can you view the contents of your emulator drive (using gddisk) ?	
7.	Have you tried using cdbios ' without any parameters ?	
8.	Have you tried using gddisk -n <scsi-id> ' to reformat the drive ?	
9.	Does ' cddisk <scsi-id> show the contents of the emulator ?	
10.	Have you tried removing CD's from a connected PS CD-ROM Drive (if any) ?	
11.	Do steps 4-9 work if you remove any other development boards (DTL-H2000) from the PC ? (If this works, this would indicate a problem with the DTL-H2000, rather than the emulator).	

D. Development Boards (DTL-H2000) Specific Questions

Step	Symptom/Test	
1.	Do you see any output (test transmission of <u>coloured</u> columns) on your TV monitor ?	
2.	Is the video output distortion and flicker free ?	
3.	Are the video output in colour ? (NB The default video output is NTSC - make sure your TV monitor supports this!)	
4.	When attempting to run ... \snpatch.cpe do you get : message "Target 0 is ... R3000 ..." (a) or "No target link Drivers" (b) or "unable to connect" (c) Write letter in box, or attach description if different response seen.	
5.	Does audio output work ?	
6.	Does video streaming work ? (If NO, This would imply that your MDECchipset component was damaged).	
7.	Does the CD emulator work correctly with the DTL-H2000 in place ?	
8.	Do attached controllers work ?	
9.	Was the system connected to another system via a link cable at the time of failure ? If yes, have you tried removing it with both machines powered off ?	

E. PS CD-ROM (DTL-H2010) Specific Questions

Step	Symptom/Test	
1.	<i>Does a disc appear to operate at normal speed ?</i>	
2.	<i>Does the unit play "black" discs correctly ? (using the runcdex batch file supplied on the SCEE CD-ROM)</i>	
3.	<i>Has the CD-ROM been selected correctly ? (Using RUNSELCD, followed by RP)</i>	
4.	<i>Does the unit door open & close correctly ? (check cabling)</i>	

Please add any further information about the problem in the **Comments** area.

F. CD ROM Burner CDW-900E Specific Questions

Step	Symptom/Test	
1.	<i>Powers up (green LED) ? [11A]</i>	
2.	<i>Can the CDW-900E be seen by Adaptec SCSI Interrogator ? (NB, the unit needs at least 12 hours to "acclimatise")</i>	
3.	<i>Does CD-GEN "see" the unit ? (Invoke "Controller" component of software only) NB CD-GEN 1.1 only supports Windows 3.11/WFWot Win95.</i>	
4.	<i>Are you using memory management utilities (such as QEMM) ? If Yes, please detail in "comments".</i>	
5.	<i>Does the unit appear to write discs correctly ?</i>	
6.	<i>Does the VERIFY function appear to work ?</i>	
7.	<i>Does MCHECK (available from the BBS) provide correct results ?</i>	
8.	<i>Does the write to the disk fail immediately ?</i>	

Comments:

Any other comments or information about the problem, that will aid diagnosis:

Upon instruction from SCEE, please forward your faulty unit to the following address:

**Tim Flett
SCEE
Waverley House
7-12 Noel Street
London W1V 4HH**

Tel No: 0171-447 1650 / Fax No: 0171-390 4324