1 Dear Support,
2
3 I got a feedback from CEC Thailand that after updating DFE to version
… 3.1.113.
4 They encountered error 410200A0 (Image data reception error) SHC0 ,
… whenever
5 they print shading chart with PC.
6 It now happening on Engine2, last week when I'm there, it happened on
… Engine1.
7
8 They tried to power cycle both engines and restart DFE, but still
… encountered
9 same error when printing shading chart.
10 They also tired to reload Firmware for SHC0 (FPGA & ProgB) for Engine 2
… but
11 still cannot resolve problem.
12
13 I attached Trace files and log data (Trace_log_31Oct17) to Japan FTP
… server
14 for your reference
15
16 Please advise.
17
18 Thanks & Regards,Colin
19
20
21 To DFE team,
22 CEC-Thailand has 410200A0 (Image data reception error) on SHC0 of
… engine1/2
23 after updating to v3.1.113.
24 Could you investigate the trace file to find out the cause?
25 The data sent from CBUF to SHC0 might have any issue.
26
27 Japan GES will work with MFG for this issue in parallel.
28
29 Regards,
30
31
32 Hello,
33
34 We received the trace and log file. An issue has been opened with
… development
35 and is under investigation.
36
37 Please let us know if there are any updates from manufacturing.
38

39 Thank you.

40

41

42 Thank you, Cory-san.

43 We shared the error condition with MFG, and will update here if we have
… any

44 response.

45 Kind Regards,

46

47

48 Hello Cory-san,

49 We had an investigation result of LC log files from MFG, please review
… the

50 following comment :

51

52 "Since "-3779" is set as the main scanning offset of PC, it exceeds the
… page

53 layout calculation range om CBUF board.

54 This error occurred because data transfer to SHC board was not possible.

55 Since the same offset value is specified for the data of the process
… color, we

56 think that the issue of DFE which can not calculate the offset according
… to

57 the main scan resolution of PC."

58

59

60

61

62 Dear Colin-san,

63 Sorry for the inconvenience.

64 Can we confirm about the frequency of the error. CEC machine is currently

65 having SHC0 every jobs using PC? It looks like intermittent from event
… log

66 file although we had several 410200A0 errors on Oct31.

67

68 Can you try to check and change the parameter of the protector coat type
… from

69 Configuration tab on GUI to see if the situation has changed?

70 [Printheads and Coatings] — [Protector coat] — [Type] — Apply "Entire
… sheet"

71 if "Printed areas only" was currently selected.

72 Thank you,

73

74

75 Hello all,

76

77 We heard back from development regarding this issue being related to the
… DFE
78 and there is nothing that can be done from the DFE side. The microcode
… update
79 is not causing the error and we need to see what the vendors
… investigation
80 results are from the referenced Redmine issue 107164.
81
82 Thank you.
83
84 Kazuhito Onta wrote:
85
86 > Dear Colin-san,
87 > Sorry for the inconvenience.
88 > Can we confirm about the frequency of the error. CEC machine is
… currently
89 > having SHC0 every jobs using PC? It looks like intermittent from event
… log
90 > file although we had several 410200A0 errors on Oct31.
91 >
92 > Can you try to check and change the parameter of the protector coat
… type
93 > from Configuration tab on GUI to see if the situation has changed?
94 > [Printheads and Coatings] – [Protector coat] – [Type] – Apply "Entire
… sheet"
95 > if "Printed areas only" was currently selected.
96 > Thank you,
97
98 Dear Onta-san,
99
100 CEC Thailand feedback to us that they are currently preparing for a
… Taiwan
101 customer visit.
102 They preparing inkjet treated paper to show customer on next Monday.
103 After customer left, they will try your suggestions and feedback again.
104
105 Thanks & Regards,Colin
106
107
108 Hello All,
109
110 Initially we did not think there was an issue with the microcode, but it
… turns
111 out that the error is being caused by an arithmetic calculation be
… performed
112 in the microcode.

113
114 The issue is in the Overcoat Shading Chart and the way the Overcoat's offset
115 value is being calculated. There is a rounding error that produced a value
116 that was not evenly divisible into the K plane's scan value. This rounding
117 error made the offset of the Overcoat too large which generates the engine
118 error.
119
120 The fix for this rounding issue will be built into the v3.2 microcode release
121 which is currently scheduled for mid December.
122
123 As we get closer to December, we will be able to give you an official release
124 date.
125
126 Thank you.
127
128
129
130 Hello Cory,
131 Thank you for update. Can you advise workaround for error 410200A0 because
132 there is comment on #5 that CEC Thailand feedback that they need this problem
133 to be resolve ASAP as there a lot of pending samples to be send to the
134 customers.
135
136
137 Hello Yamawaki-san,
138
139 We have asked development if there is any sort of workaround for the issue and
140 let them know that this is an urgent issue.
141
142 We will update you as soon as we have more information.
143
144 Thank you.
145
146
147 Hi Yamawaki-san,
148
149 Here are workarounds to the issue that development has recommended.

150
151 1) Use different test charts (like Basic or Setup2, instead of Shading).
152 2) Create a custom PDF to print temporarily until the Shading chart issue
   … is
153 fixed.
154 3) Turn off Protector Coat when running Shading chart at 1200x1200.
155 4) Use a different resolution 1200x600 or 600x600.
156 5) Print the chart with wider paper (closer to 520 mm wide).
157 6) If wider paper not available, set paper width to wide setting anyway
   … and
158 run only for short time (sponge contamination will happen faster where
   … there
159 is no paper).
160
161 Thank you.
162
163
164 Dear Onta-san,
165
166 Changing PC to Entire sheet / Printed areas only , dont work.
167 Error will still occur when printing shading chart with Protector coat.
168
169 Thanks & Regards,Colin
170
171
172 Dear all,
173
174 Answer to workarounds development had recommended.
175
176 > 1) Use different test charts (like Basic or Setup2, instead of
   … Shading). -->
177 > Need to print shading chart to check uniformity result
178 > 2) Create a custom PDF to print temporarily until the Shading chart
   … issue is
179 > fixed. --> Not tired yet
180 > 3) Turn off Protector Coat when running Shading chart at 1200x1200.-->
   … we
181 > set Engine 1 PC on, and Engine2 PC off, can print shading chart without
182 > error now!
183 > 4) Use a different resolution 1200x600 or 600x600. --> Tired 1200x600,
   … speed
184 > 50mpm, still same error
185 > 5) Print the chart with wider paper (closer to 520 mm wide). --> Not
   … tired
186 > yet as option 3 worked
187 > 6) If wider paper not available, set paper width to wide setting anyway

187… and
188 > run only for short time (sponge contamination will happen faster where
… there
189 > is no paper). --> Not Tired as we do not want sponge to get
… contamination.
190
191 Thanks all for your supports...
192
193 Colin Tan
194
195
196 Hello Colin,
197
198 Thank you for update.
199 Is option3 a workaround for you?
200
201
202
203 Dear Yamawaki-san,
204
205 Good morning...
206
207 Option 3 is ok, after we unchecked PC on engine 2, this error does not
… appear
208 anymore.
209 We can use this method to work on the printer now.
210
211
212
213