Dear Support,

I got a feedback from CEC Thailand that after updating DFE to version 3.1.113.

They encountered error 410200A0 ( Image data reception error ) SHC0 , whenever

they print shading chart with PC.

It now happening on Engine2, last week when I'm there, it happened on Engine1.

They tried to power cycle both engines and restart DFE, but still encountered

same error when printing shading chart.

They also tired to reload Firmware for SHC0 ( FPGA & ProgB ) for Engine 2 but

still cannot resolve problem.

I attached Trace files and log data ( Trace\_log\_310ct17 ) to Japan FTP server

for your reference

Please advise.

Thanks & Regards,Colin

To DFE team,

CEC-Thailand has 410200A0 ( Image data reception error ) on SHC0 of engine1/2

after updating to v3.1.113.

Could you investigate the trace file to find out the cause?

The data sent from CBUF to SHC0 might have any issue.

Japan GES will work with MFG for this issue in parallel.

Regards,

Hello,

We received the trace and log file. An issue has been opened with development

and is under investigation.

Please let us know if there are any updates from manufacturing.

Thank you.

Thank you, Cory-san.

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

response.

Kind Regards,

Hello Cory-san,

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

following comment :

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

layout calculation range om CBUF board.

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

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

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

the main scan resolution of PC."

Dear Colin-san,

Sorry for the inconvenience.

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

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

file although we had several 410200A0 errors on Oct31.

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

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

[Printheads and Coatings] - [Protector coat] - [Type] - Apply "Entire sheet"

if "Printed areas only" was currently selected.

Thank you,

Hello all,

We heard back from development regarding this issue being related to the DFE

and there is nothing that can be done from the DFE side. The microcode update

is not causing the error and we need to see what the vendors investigation

results are from the referenced Redmine issue 107164.

Thank you.

Kazuhito Onta wrote:

> Dear Colin-san,

> Sorry for the inconvenience.

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

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

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

>

> Can you try to check and change the parameter of the protector coat type

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

> [Printheads and Coatings] - [Protector coat] - [Type] - Apply "Entire sheet"

> if "Printed areas only" was currently selected.

> Thank you,

Dear Onta-san,

CEC Thailand feedback to us that they are currently preparing for a Taiwan

customer visit.

They preparing inkjet treated paper to show customer on next Monday.

After customer left, they will try your suggestions and feedback again.

Thanks & Regards,Colin

Hello All,

Initially we did not think there was an issue with the microcode, but it turns

out that the error is being caused by an arithmetic calculation be performed

in the microcode.

The issue is in the Overcoat Shading Chart and the way the Overcoat's offset

value is being calculated. There is a rounding error that produced a value

that was not evenly divisible into the K plane's scan value. This rounding

error made the offset of the Overcoat too large which generates the engine

error.

The fix for this rounding issue will be built into the v3.2 microcode release

which is currently scheduled for mid December.

As we get closer to December, we will be able to give you an official release

date.

Thank you.

Hello Cory,

Thank you for update. Can you advise workaround for error 410200A0 because

there is comment on #5 that CEC Thailand feedback that they need this problem

to be resolve ASAP as there a lot of pending samples to be send to the

customers.

Hello Yamawaki-san,

We have asked development if there is any sort of workaround for the issue and

let them know that this is an urgent issue.

We will update you as soon as we have more information.

Thank you.

Hi Yamawaki-san,

Here are workarounds to the issue that development has recommended.

1) Use different test charts (like Basic or Setup2, instead of Shading).

2) Create a custom PDF to print temporarily until the Shading chart issue is

fixed.

3) Turn off Protector Coat when running Shading chart at 1200x1200.

4) Use a different resolution 1200x600 or 600x600.

5) Print the chart with wider paper (closer to 520 mm wide).

6) If wider paper not available, set paper width to wide setting anyway and

run only for short time (sponge contamination will happen faster where there

is no paper).

Thank you.

Dear Onta-san,

Changing PC to Entire sheet / Printed areas only , dont work.

Error will still occur when printing shading chart with Protector coat.

Thanks & Regards,Colin

Dear all,

Answer to workarounds development had recommended.

> 1) Use different test charts (like Basic or Setup2, instead of Shading). -->

> Need to print shading chart to check uniformity result

> 2) Create a custom PDF to print temporarily until the Shading chart issue is

> fixed. --> Not tired yet

> 3) Turn off Protector Coat when running Shading chart at 1200x1200.--> we

> set Engine 1 PC on, and Engine2 PC off, can print shading chart without

> error now!

> 4) Use a different resolution 1200x600 or 600x600. --> Tired 1200x600, speed

> 50mpm, still same error

> 5) Print the chart with wider paper (closer to 520 mm wide). --> Not tired

> yet as option 3 worked

> 6) If wider paper not available, set paper width to wide setting anyway and

> run only for short time (sponge contamination will happen faster where there

> is no paper). --> Not Tired as we do not want sponge to get contamination.

Thanks all for your supports...

Colin Tan

Hello Colin,

Thank you for update.

Is option3 a workaround for you?

Dear Yamawaki-san,

Good morning...

Option 3 is ok, after we unchecked PC on engine 2, this error does not appear

anymore.

We can use this method to work on the printer now.