

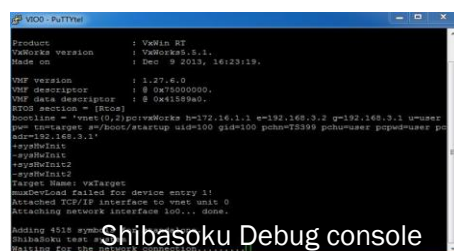
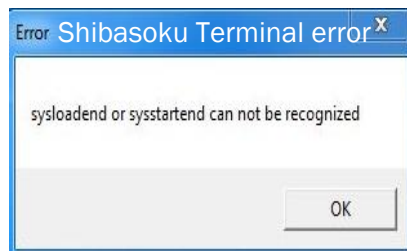
# TS399 Phoenix Application Error and Shibasoku Terminal Error

## Highlights & Accomplishments:

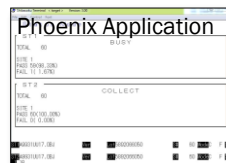
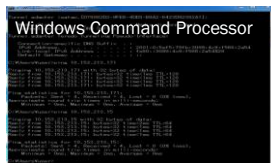
- Successfully debugged Shibasoku terminal error code encountered for in Igniter Test 1 Machine (LA9931 set-up) – TS399

### Problem :

TS ID	Error Code	Sequence
TS399	"Sysloadend or sysstartend can not be recognized"	Start of LOT



- Analysis :**
- Virtual OS Network was Disabled for an unknown reason and was detected after Rebooting CPU.
- Corrective Action:**
- Enable the Virtual OS Network and then Re-boot System Controller CPU
- Result:**
- Phoenix APPLICATION is now **ACTIVE** and Network is now Reachable thru Windows Command Processor:



## Lowlights & Issues:

- Happened during Night shift and is new error code encountered by LSG – as a result of Prolonged DT for about 11Hours
- No CIM IT personnel to support

#	Key Deliverables (Major Program Milestones)	POR	Fcst / Actual
1	Gather detailed Information from Line Supports	WW12.6	WW12.6
2	Gather relevant Phoenix error and terminal Codes	WW12.6	WW12.6
3	Troubleshooting and functionality check	WW12.6	WW12.6
4	Endorsed to Production – Phoenix mode operation	WW12.6	WW12.6

#	Key Risks / Issues (Top 5 +/- 2)	H,M,L
1		

#	POR Decisions
1	

Troubleshoot error Code: "Sysloadend or sysstartend can not be recognized"	
Procedure	Notes
<p>Error Code :</p> <p>1. Check Machine Network Configuration:</p> <div style="display: flex;"> <div style="flex: 1;"> <p><b>Correct Setting</b></p> </div> <div style="flex: 1;"> <p><b>Incorrect Setting</b></p> </div> </div> <p>2. How to Enable Network Configuration (ON Semi LAN and Local Area Connection 3) :</p> <div style="display: flex;"> <div style="flex: 1;"> <p><b>Correct Setting</b></p> </div> <div style="flex: 1;"> <p><b>Incorrect Setting</b></p> </div> </div>	<p>This Error signifies changes has been made on the following items:</p> <ol style="list-style-type: none"> <li>Machine Network configuration (Virtual and Physical Network)</li> <li>Machine Batch file eg. Hosts file → Needs EE / CIM IT assistance</li> <li>General config file → Needs EE / CIM IT Assistance</li> </ol> <p>Both Physical Network and Virtual OS network should be active.</p> <p>Network Path: Control Panel\All Control Panel Items\Network and Sharing Center</p> <p>Click on : " Change adapter settings"</p> <p>Network Path: Control Panel\All Control Panel Items\Network and Sharing Center</p> <p>Right click on LAN3 and re-enable network. Reboot System controller to recognized changes made</p>

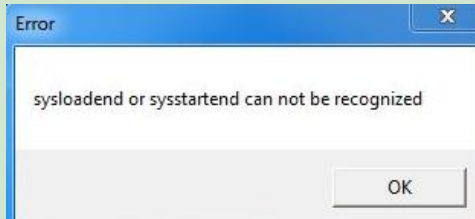


# Troubleshoot error Code: "Sysloadend or sysstartend can not be recognized"

## Procedure

## Notes

Error Code :

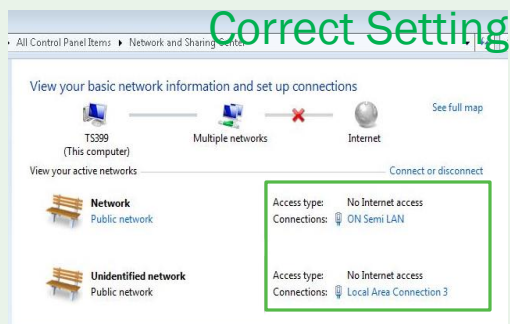


This Error signifies changes has been made on the following items:

1. Machine Network configuration (Virtual and Physical Network)
2. Machine Batch file eg. Hosts file → Needs EE / CIM IT assistance
3. General config file → Needs EE / CIM IT Assistance

### 1. Check Machine Network Configuration:

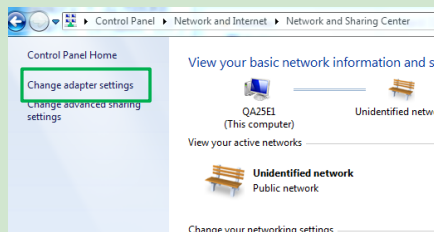
Both Physical Network and Virtual OS network should be active.



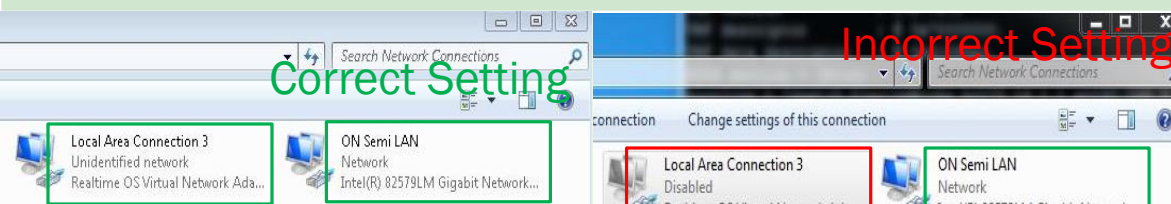
Network Path: Control Panel\All Control Panel Items\Network and Sharing Center

### 2. How to Enable Network Configuration (ON Semi LAN and Local Area Connection 3) :

Click on : " Change adapter settings"



Network Path: Control Panel\All Control Panel Items\Network and Sharing Center



Right click on LAN3 and re-enable network. Reboot System controller to recognized changes made