

Troubleshooting Tips

Terminal Configuration: If for some reason you need to change something in the configuration of the PDT6840 like the ESS ID or the IP Address, you can do it without having to start over. Press <Func>, then <ctrl>, then 'r'. If you go to option 1, it lets you change settings specific to the unit itself. If you choose option 2, it will allow you to change settings that relate to what host (server) the unit will connect to.

Diagnostics: The scanner has a few diagnostics programs that it can run, such as printer diagnostics. The printer diagnostic test don't really apply to the zebra printer, but it will allow you to change the printer type without having to rebuild the VTL software and reload it onto the scanner. You access this by pressing <Func>, then <ctrl>, then 'd'.

Reloading VTL: This is a little more FYI than troubleshooting. However, if you need it, it is nice to know. If the VTL software (the software that actually connects to the server) gets damaged, and changing settings doesn't work, then you can reload the VTL hex file again, and it will overwrite the previously installed version.

I can't print: Make sure that you have the correct cable running in from the scanner to the printer. There are two cables with optical ends that can be attached. The PTD6840 uses the 52532 model cable. This is because the optical port on the scanner is configured to be used as a serial port. Other scanners have a physically identical port, but theirs' is configured to act like a lpt port. Make sure you have the right cable. Also, the zebra PA400 uses the 'lineprinter' driver in the VTL software. (see: *Diagnostics*)

Another thing to check is that you have a functioning printer. You can make the 9 pin to RJ – 45 connector that is listed in the back of the zebra manual, and connect it to the printer with a head to head cable. Connect the connector to a null cable and then to a com port on the server and set it up as a 'dumb' local printer and you should be able to print to it using a text file with the correct zebra code and the cat command.

- 1.) At the # type 'touch /tmp/zebra.txt' then press <enter>.
- 2.) Type 'nte /tmp/zebra.txt' and press <enter>.
- 3.) When the editor comes up type the following exactly as shown:
^XA
^FO75,250^A0N,77,67^FR^FDTHIS IS A TEST LABEL^FS
^PQ1,0,0,N
^XZ
- 4.) Then press <F2>, 'x', then 'y', then <enter>.
- 5.) At the # type 'cat /tmp/zebra.txt >/dev/tty2a' (note: if you are using com1 then you would type 'cat /tmp/zebra.txt >/dev/tty1a')

Your printer should print 'THIS IS A TEST LABEL' in the middle of the label.

If you've double checked all of the settings reviewed in the 3 sections of this document, and you know that you have a functioning printer that won't print from the scanner then try the following. On the SCO server at the # type 'dbmnu' and press <enter>. Type your password; press <enter>. Choose 'Inventory Control'. Choose 'Administrative Menu', then choose 'Inventory Header Configuration'. Press <pgdn> 4 times or until you get to 'page 5 of 10'. Change 'bin tag label type.....' to 'L' and press <insert> to save. Then escape several times to get to a #.

If you have any trouble with these units that is not covered in this document, then you can call technical support.

Symbol Technical support: 1 (800) 653 – 5350

Zebra Technical support: 1 (847) 913 - 2259