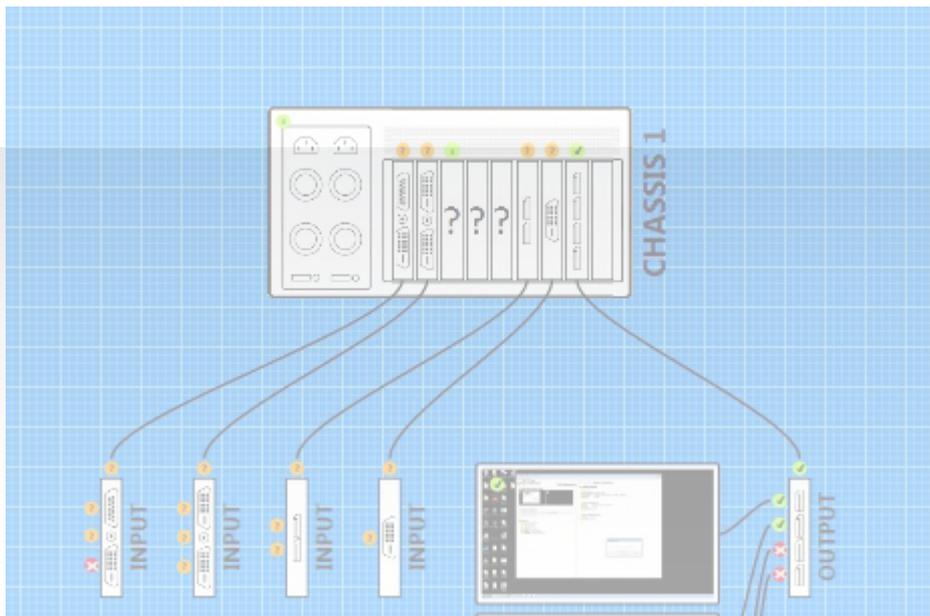


# Diagnostic Suite

## VSN System Diagnostic Application

# User Guide



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## Introduction

The Datapath Diagnostics Suite is designed to assist with the diagnosis of any problems within your system should any arise. The application will help you and our support staff identify problems quickly enabling an effective resolution.

The application can be installed as either a Viewer or as a Server.

### Viewer

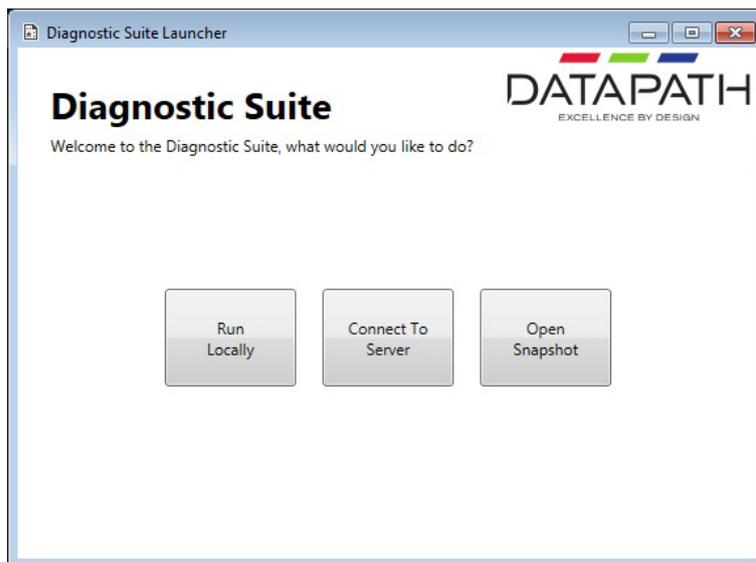
The Viewer, when installed allows you to view the diagnostics for the system it is installed on. It can also remotely view (over a local network) the diagnostics of systems which have the Server installed.

### Server

Installing the application as a server installs both the Viewer and Server components i.e. you can connect to other systems on the network and view snapshots. Your system can also be connected too using a viewer client from another machine on the network. The server also installs a service which automatically runs on system start-up.

## Viewer

To open the Diagnostics Viewer: **Start/Programs/Diagnostic Suite /Diagnostic Suite Viewer** and the following dialogue is displayed:



### Run Locally

Run a diagnostic test on the local system.

### Connect to a Server

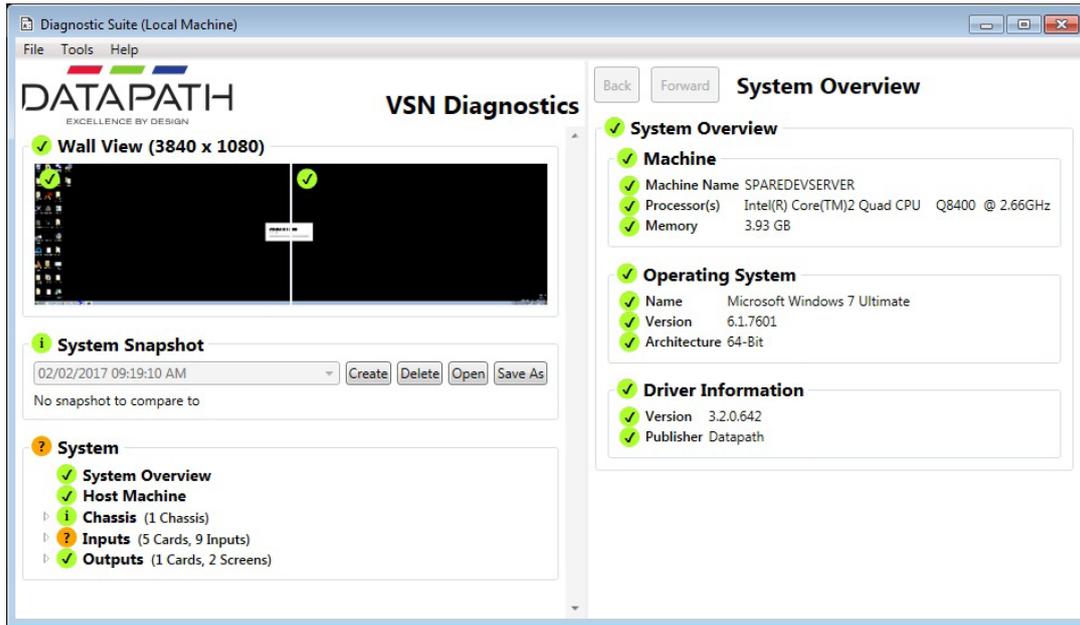
Connect to a system on the local network and run a diagnostic test.

### Open a Snapshot

Open a previously saved snapshot of a diagnostic test.

## Run Locally

Select Run Locally and the Diagnostic Suite will carry out a full sweep of the system and provide a diagnostic snapshot. Once the diagnostics scan has been carried out the following dialogue is displayed:



## Wall View

The application displays the Wall View which illustrates how many screen make up your wall and also its resolution. The content of your wall is also captured live.

## System Snapshot

A System Snapshot is a record of the system and its components (hardware and drivers) taken at a specific time. System Snapshots can be created and saved as .snp files to be referred to at a later date or forwarded to support staff. To create a System Snapshot simply click **Create**.

Use the drop down list to select a specific snapshot.

## System

The System section offers information of the system hardware/software and how it is configured. Click on the sub headings to open the relevant panel on the right. For example, clicking on **System Overview** opens the **System Overview** information panel as shown in the image above:

Details of the Machine:

- Name
- Processor
- Memory

Details of the Operating System:

- Name
- Version
- Architecture

Details of Driver Information

- Version
- Publisher

## Host Machine

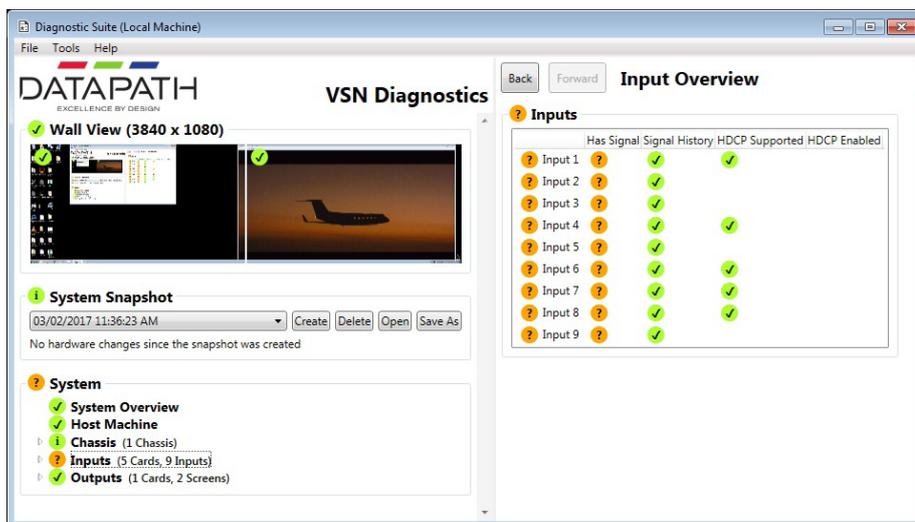
The Host Machine panel displays information on the temperatures of the computer and processors and the voltages.

## Chassis

Click on **Chassis** to reveal the types of backplanes in use throughout the system in the Chassis overview panel. This includes the host machine and any expansion chassis.

For more detailed information on each backplane, click on the required backplane to reveal an illustration showing its configuration.

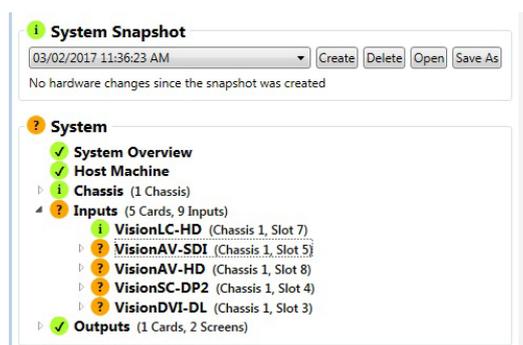
## Inputs



Click on **Inputs** to display the **Inputs Overview** panel which lists all inputs within the system. By clicking on individual inputs you are able to view detailed information for that particular input including:

- Current Signal
- Capabilities
- Firmware Diagnostics
- Supported Signals
- Signal history
- Channel Diagnostics

Open the **Inputs list** by clicking on the Input dropdown arrow:

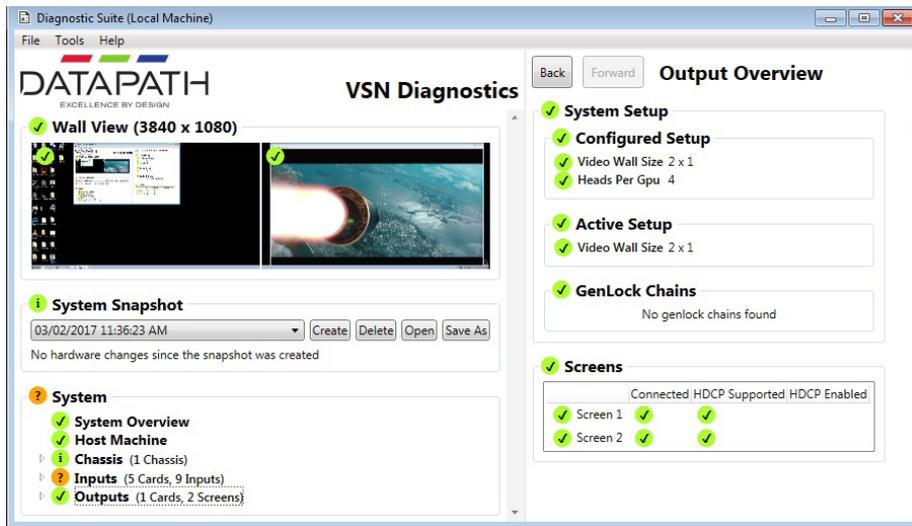


All Input cards in the system will be listed together with their location.

Click on an individual card to display the card properties:

- Device Overview
- Capabilities - Input Count
- Hardware - Current hardware temperature
- Inputs - Overview of inputs

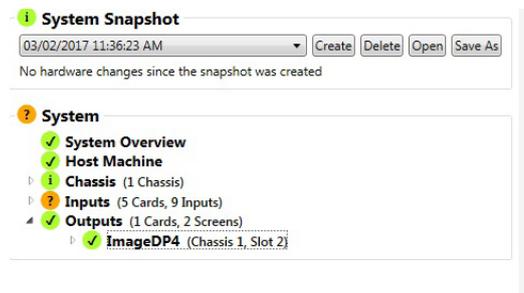
## Outputs



Click on **Outputs** to open the **Output Overview** panel which displays information on the system setup including:

- Configured Setup
- Active Setup
- Genlock Chains
- Screens

Open the **Outputs** list by clicking the dropdown arrow:



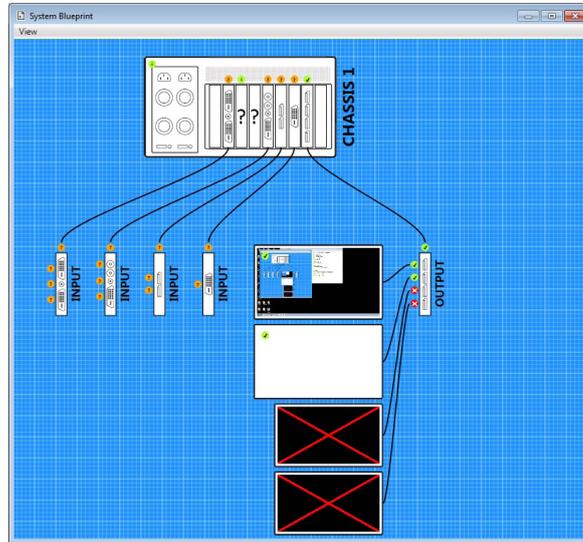
All output cards in the system will be listed together with their location.

Click on an individual card to display its properties:

- Device Overview

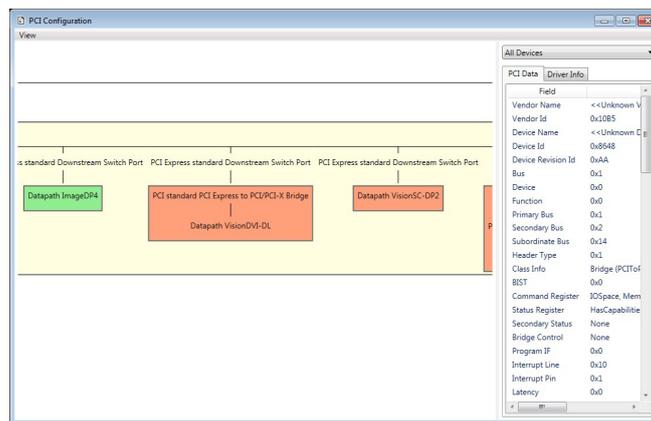
- Hardware - Current hardware Temperature
- Screens - Screen the device is connected too.

## System Blueprint



Select **System Blueprint** from the **Tools** menu and a window is opened displaying a graphical representation of the system architecture. Click and drag the Blueprint to move it around the window and use the mouse wheel to zoom in and out.

## PCI Tree Viewer



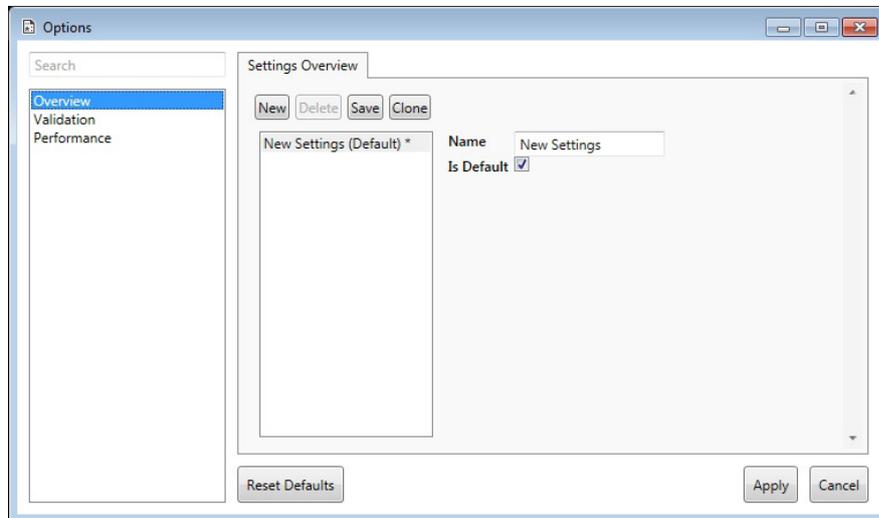
Select **PCI Tree Viewer** from the **Tools** menu and a window is opened displaying the architecture of the PCI configuration. Click on the highlighted elements within the PCI Tree Viewer to display the PCI Data or Driver Information.

Click and drag the PCI Tree Viewer to move it around the window and use the mouse wheel to zoom in and out.

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## Options

Select **Options** from the **Tools** menu and the options dialogue is displayed:



The Options dialogue is used to create specific Validation and Performance settings, enabling you to customise the output of a diagnostics report.

### Settings Overview

To create a new settings group click on **New** and using the edit box, give the settings group a title. Click on your new settings group to select it. With the new settings group selected you can now access the Validation and Performance settings.

### Validation Options

When selected, a list of validation options are displayed, each heading can be opened to display specific attributes for example, when opened the **System** settings displays check boxes for "The driver could not be found" and "System is in safe mode". Un-check options which you do not wish to appear in the diagnostics report or select an option from the drop down list for the type of error you want included in the report.

Once all required validation options have been chosen, click on **Apply**

### Performance Options

When selected, a list of **Performance Options** are displayed. Each option has an edit box which states how often, in seconds, the specific element is scanned for information for the diagnostics report.

Once all the required **Performance Options** have been entered, click on **Apply**

Once your new settings have been applied you can set your new settings group as the default on the **Options Settings Overview** page.

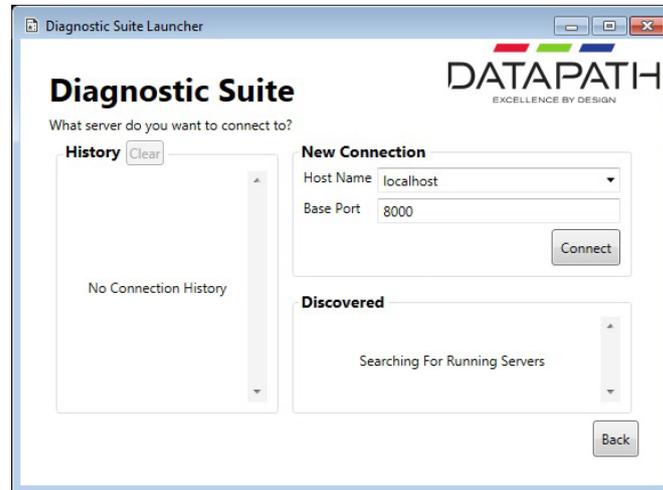
Any settings created are specific to the client on which they have been created. All settings can be reset to default settings by clicking **Reset Defaults**.

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## Connect to a Server

A server is a system that has the Diagnostic Suite Server element installed.

To connect to a server, open the Diagnostic Suite Viewer **Start/Programs/Diagnostic Suite /Diagnostic Suite Viewer** and select **Connect to a Server**. The following dialogue is displayed:



The Diagnostic Suite can connect to a server on a local network enabling you to run a diagnostic test remotely.

### History

The application saves a record of all servers you have previously connected to over the network. To connect to a previously accessed server, simply locate the server in the **History** panel and double click, this will automatically connect to the server. To remove all historical connections from the list, click **Clear**.

### Discovered

When the **Connect to a Server** is opened, the application will automatically search the local network for any system currently running the server element of the Diagnostic Suite. Located servers are listed the **Discovered** panel.

Double click on the server you wish to connect too.

### New Connection

Should a server not be automatically discovered you can manually connect to it using the **New Connection** panel.

Type in the **Host Name** of the system and input the **Base Port** number and click **Connect**. The Diagnostics Suite will then search the network for the server and connect to it.

Click the **Back** button to return to the Diagnostic Suite Launcher.

## Open Snapshot

Click on **Open Snapshot** to open a previously saved diagnostic snapshot. A snapshot is a file (.snp) that has been created by the Diagnostic Suite application which gives a diagnostic report of a system. Snapshot files can be made available to support staff when requested.

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