

ProX SLS 500

Customer Information Bulletin



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DSP Real-Time Monitor

INTRODUCTION

Most fatal errors are posted and logged by Sinter software. However from previous experiences with issues like “Wait for scan done timeout” and related re-homing, we noticed that existing logging support may not be enough.

Hence in the latest software release version 6.1, logging capabilities of Sinter application have been extended to DSP Real-Time Monitor which includes the following fields:

- Local time
- DSP heartbeat
- Fatal Error (ID, Beacon)
- Following Error (X, Y and Z) count
- Re-home attempts
- Current layer number
- Whether a failure occurred in APL/Scan mode

All of the above information are read from DSP module every second and displayed on the **dspif** window status bar.

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DSP Real-Time Monitor

DSP Real-Time Monitor is located at the bottom of **dspif** window, a utility launched as part of Sinter application. Below are the details of each field that is contained in DSP Real-Time Monitor

dspif Status Bar (DSP Real-Time Monitor)

```
13:48:39 | Heartbeat: 59 | Fatal Err (ID,Beacon): 0,0 | Folwng Err (X,Y,Z): 3,0,0 | Rehom (Str,Cpl,Rt): 3,3,3 | Ly No: 0 | APL
```

Local Time (hh:mm:ss):

13:48:39 | The purpose of this is to verify that **dspif** is not locked up. If the local time is getting updated, then **dspif** application is functioning fine.

DSP Heartbeat:

Heartbeat: 59 | Increments every second and only right most 2 digits are displayed.

The purpose of this is to verify that the **DSP** is not locked up. If the DSP experiences a hard crash or fatal error, the heartbeat will stop and a related error message is posted and logged to the *dspifError.tlog*.

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Fatal Error (ID, Beacon):

`| Fatal Err (ID,Beacon): 0,0 |` If the **DSP** experiences a fatal error, it will stop program execution and appear to be locked up (*Figure 1*). The ID indicates the source of the error, and the beacon increments every second. Only the right most 2 digits are displayed. A related error message is posted and logged to the *dspifError.tlog*.



Figure 1

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Following Error (X, Y, and Z):

`| Following Err (X,Y,Z): 3,0,0 |` This shows the number of X, Y, and Z following errors that occurred since the **DSP** was initialized. A change in a following error count is logged to *dspifError.tlog*.

The accumulated number of following errors and re-home attempts (explained below) will give an indication which scanner (x, y or z) is potentially degrading.

Re-home (Str,Cpl,Rt):

Str: Number of re-homes **started**, since DSP initialization

Cpl: Number of re-homes **completed**, since DSP initialization

Rt: Number of re-home **retries**.

`| Rehome (Str,Cpl,Rt): 3,3,3 |`

Re-homes are logged, when a change of a count is detected, to the *dspifError.tlog* with layer number and whether they occurred during APL or scanning:

"Tue Sep 13 15:40:36 2016" DSP_MONITOR: Re-homing started, scanning layer #11, total: 10, retries: 10

"Tue Sep 13 15:40:56 2016" DSP_MONITOR: Re-homing completed, scanning layer #11, total: 10

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Layer Number:

Ly No: 0 This shows the current layer number for APL or scanning. This is logged as part of the re-home log entry (see *dspifError.tlog* above). This layer number gives information to inspect the part for shifts at that layer.

APL/Scan mode:

APL This shows if printer is currently performing an APL or is scanning. This is logged as part of the re-home log entry (see *dspifError.tlog* above).

IMPORTANT NOTE:

Customers need to send the **dspif** window status bar screenshot and copy of *dspifError.tlog* as part of troubleshooting information whenever an issue is reported.

13:48:39 | Heartbeat: 59 | Fatal Err (ID,Beacon): 0,0 | Folwng Err (X,Y,Z): 3,0,0 | Rehom (Str,Cpl,Rt): 3,3,3 | Ly No: 0 | APL