

NEO & TRINITY

Troubleshooting



Version Control

Version Number	Date	Changed by
1	2nd February 2017	Nicola Latter
2	6 th February 2017	Kevin Wilson
3	7 th February 2017	Nicola Latter
4	15 th February 2017	Nicola Latter
5	2 nd March 2017	Nicola Latter
6	29 th March 2017	Nicola Latter
7	13 th April 2017	Nicola Latter
8	11 th May 2017	Nicola Latter
9	30 th May 2018	Nicola Latter

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Neo Hardware Issues

IMPORTANT:

- To troubleshoot Neo hardware issues, all solutions should be performed without Trinity. Disconnect the DB9 connector and check in the Neo software that a red cross is displayed on Trinity.
- Ensure mains power is only connected to Neo and there are no wire connections between Neo and Trinity.

Error messages

'Check fuse'

- Ensure the fuse is not blown.
- Check the fuse is not over tightened. This can cause it to be turned past the contacts.
- Connect to a different power supply socket (use different GPO) to power your equipment.
- Ensure the power supply is on and connected properly to Neo.

'No mains power' or 'Check mains polarity'

- Use the solution as per 'Check fuse' above.
- Try the tests with 2-3 different assets.
- Perform a class 2 leakage test without any asset connected only on Neo (no Trinity).
- Connect to a different power supply socket (use different GPO) to power your equipment.
- If using a new extension lead, try a different one in case it is faulty.

'Low AC adapter voltage (between 1V- 6V)' and not charging

- Use the solution as per 'Check fuse' above.
- Ensure the AC adapter is properly connected on the power supply.
- If possible, connect a different Neo AC adapter to verify the actual AC adapter has no issues.

'Byte3' often indicates a USB issue within the computer

- Check the USB connection.
- Perform the test without hub and direct connection to PC.
- Start the Neo software and hardware.
- If unsuccessful, restart the PC.

Problems

Constantly failing earth continuity of leakage test

- Use the solution as per 'Check fuse' above.
- Ensure the earth probe is properly connected/ if possible change the probe.
- Try the tests with 3-4 different types of assets.
- Try connecting to the different earth parts of the asset.
- If using extra-long leads, ensure the settings are correct in the 'Long Leads' section in Settings. Repeat the test without the long leads attached.
- Replace the plug or extension lead used to power up the unit (trolley).

Red cross on AC adapter, battery

- If the AC adapter is connected correctly this may indicate a problem in the USB connection to the hardware.
- Change the USB port on hub.
- Try connecting without hub, Connect the USB cable from Neo directly on PC.
- Restart the Neo software.
- Restart the PC.

Constant failures on leads or EPODs

- Connect leads directly on Neo.
- Test with 3-4 different leads and EPODs.
- Ensure leads are properly pushed into the Neo sockets.
- If using extra-long leads, ensure the settings are correct in the 'Long Leads' section in Settings. Repeat the test without the long leads attached.

Scanner does not scan properly. Asset is not displayed when scanning.

- Asset ID is not recognised. This is due to an incorrect keyboard layout being selected for the tablet. This is common following a Windows 10 upgrade or on a new Windows 10 PC when the keyboard default is set to UK.
- Verify the asset ID:
 - Open Notepad.
 - Scan the asset code into it.
 - Ensure the asset code starts with ! and ends with #, for example !4614A5D48595#
 - If the ! and # are not there or are different, for example, ! and £, the scan will not work.
 - If the codes are missing completely the scanner will need to be programmed to add them. This would only occur with a new scanner which has not been configured at the office.
- Change the default keyboard:
 - Go to Control Panel.
 - Select 'Language'.
 - In the 'Options' menu, remove all keyboards other than US. If for any reason additional keyboard layouts are required, ensure the US keyboard is the default.

Wi-Fi icon is red

- Indicates Wi-Fi is not connected. Tap on the icon to attempt to reconnect.
- Also see section 'Could not search the job and Wi-Fi in Neo is off (red)'

Neo Software Issues

Errors

'Device not connected'

- Check all connections to ensure Neo is connected properly.
- Check USB connections and hub.
- Try connecting without the hub.
- It may be necessary to restart the application or PC if the issue is USB related.

'Duplicate assets will be created after some assets'

• Change the last asset ID in Settings. Increase ID or change character to the next one.

<u>Icons</u>



The adaptor has been disconnected. Connect to a power point or Neo.



The battery is low. Connect to a power point or Neo.



No connection between the serial port and the socket box. Connect the hardware as per the diagram in section 'Neo Hardware' in the Neo User Manual.

Problems

Required makes, asset types or logos are not available.

- ATS Updater program is out of date.
- Uninstall the current version of the ATS Updater. Download and install the latest ATS Updater. Refer to the section <u>FAQs</u>.

Data not uploading or downloading.

- Ensure the date format is set to day-month-year on the tablet in control panel.
- Ensure the tablet is connected to the internet. The Wi-Fi icon should be green. If it is red, tap on the icon to attempt to reconnect.

Could not search the job and Wi-Fi in Neo is off (red)

- Disconnect and connect the Wi-Fi again.
- Tap on the Wi-Fi icon in Neo to attempt to reconnect.
- If Neo is still displaying no Wi-Fi, restart the PC.
- Ensure the Wi-Fi connection has internet access.
- Some mobile phone hotspots can be unreliable. Try changing location or test on a different Wi-Fi connection if possible.

Printing Problems

Label printing over 2 labels or printing stops with red error light

It is necessary to set the gap sensor.

- 1. Turn the power off,
- 2. Hold 'Pause' whilst turning the power on.



- 3. Once the labels start to feed out of the printer, let go of the button. Wait for the feed to stop.
- 4. Switch the printer off and on again.
- 5. The gap has now been set.
- 6. Wind back the labels to avoid wastage.

No text printing on the label – only barcode and logo

It is necessary to uninstall / disable the anti-virus software. Follow the same solution detailed in the section 'Data corruption / unable to run program'.

Label not pulled back after power restored

This can happen on some older printer models especially. Click the label backup icon E. This pulls the label back a predefined distance.

Amer 7,00	laptop (245v)	waster 🖉 🖛 🖉	
Read 10	SEXFFG10169		- Tost
	Main Hall		C mar
and a			
-	2	The Let he (see b)	
-	Endum •		
-	APPLE *	The All Party and All Party an	
-	Active · ·	hanna tas	New States
	Non-Hostile *		
Term France		Go	
Marting channel	[−] □ c •••••••• □ c		
		materi X	
			at
		(2)	
8		HOATTY	* :
6			Applance
- 6 -			

IMPORTANT: To enable this to work it is necessary to share the printer in Control Panel printer setup.

- 1. Go to Control Panel.
- 2. Select Devices and Printers.



3. Right click on the printer used for printing labels. Select Printer Properties.



4. Click on the 'Sharing' tab.



- 5. Select 'Share this printer' checkbox.
- 6. Enter the share name **NEO**.
- 7. Click Apply.
- 8. Click Ok
- 9. A symbol displays indicating the printer is now shared. The actual symbol may vary depending on the version of Windows.



Printer installation fails

The installation gets to the final stage but no printers are shown as successfully installed. (This applies mostly to Windows 10.) Restart the PC if the printer has just finished as sometimes it may not appear until rebooted.

	Seagull Driver Wizard
	Seagull Driver Wizard Completed Successfully The following operations were completed successfully:
Y .	
	Instal Another Printer

Install an alternative printer driver by following the link on the Neo website: •

www.datatransformation.com.au/Software/neo/neo.html

- Or, follow the instructions below to install from Control Panel. •
- 1. From the Start menu or Control Panel, select **Devices and Printers**.



- 2. The wizard scans for printers.
- 3. Select Add a Printer.
- 4. Select The printer I want isn't listed.

The printer that I want isn't listed

5. On the next pop-up, select Add a local printer or network printer with manual settings.

Add a local printer or network printer with manual settings

Next

6. Click Next.

- 7. Leave the selection on Use an existing port:
- 8. Click Next.

🗧 🚔 Add Printer		
Choose a printer port		
A printer port is a type of con	nection that allows your computer to exchange info	rmation with a printer.
Use an existing port:	LPT1: (Printer Port)	~
O Create a new port:		
Type of port:	Adobe PDF Port Monitor	\sim
	C	Next Cancel
	Add Printer Choose a printer port A printer port is a type of cor Use an existing port: Oreste a new port: Type of port:	Add Pinter Choose a printer port A printer port is a type of connection that allows your computer to exchange info @ Use an existing port: LPT1: (Printer Pont) Create a new port: Type of port: Adobe PDF Port Monitor



10. Select Browse...

Install Fr	om Disk	×
	Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below.	OK Cancel
	Copy manufacturer's files from:	Browse

- 11. Navigate to the Seagull folder on C:\
- 12. Select the TSC.inf file.

🟮 Locate Fil	le			×
Look in:	Seagull ~	G 🤌	► 🔝 👏	
Name	^	Date m	odified	Ту
TSC.inf		16/07/2	014 8:59 AM	Se
۲				>
File name:	TSC.inf	~	Open	
Files of type:	Setup Information (*.inf)	\sim	Cancel	

- 13. Click Open.
- 14. Click **OK** and follow the steps to complete the wizard.
- 15. Once complete, the printer should appear in printer list.

16. Right click on the printer icon and select Printer Properties.



17. On the **Ports** tab, select the USB port the printer adapter is using.

📛 Tagging	LPT1 Printe	r Properties)
F	onts		Tools		Abou	ıt
General	Sharing	Ports	Advanced	Colo	or Management	Security
\$	Tagging LF	PT1 Printer				

Printer missing in Control Panel

The printer can sometimes be missing after Windows updates. It is necessary to add the printer again.

- 1. Navigate to C: $\$ on the PC.
- 2. Ensure there is a folder called 'Seagull'.

Note: If the folder does not exist, the printer has not been previously installed or the driver folder has been deleted. Refer to the 'Neo Printer Setup' manual to install the printer.

- 3. From the Start menu or Control Panel, choose Devices and Printers.
- 4. Select Add Printer.



5. Select the required printer from the list.



- 6. Click Next.
- 7. Click Have Disk....

EPSUN E	V	~
This driver is digitally	signed.	Have Disk
Tell the why driver sig	ning is important	

8. Click Browse...



- 9. Navigate to the Seagull folder on C:\
- 10. Select the TSC.inf file.

🟮 Locate Fi	le			×
Look in:	Seagull v	G 🦻	► 🔝 😂	
Name	^	Date mo	odified	Ту
TSC.inf		16/07/2	014 8:59 AM	Se
<				>
File name:	TSC.inf	~	Open	
Files of type:	Setup Information (*.inf)	\sim	Cancel	

- 11. Click Open.
- 12. Click **OK**.
- 13. Scroll through the printer list to locate the required model. (The model should be on the label on the underside of the printer.)

Install	the printer dr	iver		
3	Choose your printer from the list. Click Windows Update to see more models. To install the driver from an installation CD, click Have Disk.			
Printer	rs CITTP-366M CITTP-384M			^
	C TTP-644M C TTP-644M Pro	ļ		*
📮 Th <u>Te</u>	is driver has an Au II me why driver si	ithenticode(tm) signature. gning is important	Windows Update	Have Disk
				Next Cancel

- 14. Click Next.
- 15. Enter a name for the printer.
- 16. Click Next.
- 17. If prompted to allow installation, click Install.

18. Select **Do not share this printer**.

			×
÷ 6	Add Printer		
P	rinter Sharing		
H a	you want to share this printe new one. The share name wi	r, you must provide a share name. You can use the suggested name or type I be visible to other network users.	1
) Do not share this printer)	
	Share this printer so that ot	ters on your network can find and use it	
	Share name:	Neo	
	Location:		
	Comment:		
		Next Cancel	

19. Click Next.

20. If required, select as the default printer.

You've successfully added Neo	
Set as the default printer	
To check if your printer is working properly, or to see troubleshooting information for the printer, print a test page. Print a test page	
Finish	1

21. Click Finish.

Data Problems

Error: 'Error occurred in filename x''

If the above error occurs, it indicates the data is corrupt in the file. <u>Do not continue to test</u> as this will also corrupt the backup files.

- 1. Close Neo immediately.
- 2. Open Neo again. Do not logon.
- 3. On the logon screen, press 'Check Data Integrity'.



4. A message similar to the following appears:



- 5. Press Yes.
- 6. A message appears indicating the data check has finished.
- 7. Logon to Neo again and continue testing.

Data corruption / unable to run program

Uninstall / disable anti-virus

It is necessary to uninstall / disable the anti-virus software as this is preventing AIRS from accessing / writing to required files.

- If the PC is used only for testing and tagging, it is highly recommended to uninstall the antivirus. Refer to the section '<u>How to uninstall a program'</u>.
- Or, if the antivirus software is required on the PC, see below to exclude the AIRS folder from any antivirus checks. This example is for the built-in Windows Defender program. If using different antivirus or malware protection it will be necessary to consult the relevant applications operating instructions.
- 1. Click the 'Start' icon
- 2. Click Settings.

File Explorer	>
🔯 Settings	
🖒 Power	
≣ All apps	New

3. Click Update & Security.



4. Select Windows Defender from the menu (or the relevant antivirus program).



- 5. Select Add an exclusion.
- 6. Select **Exclude a folder**.

(3) AC	DD AN EXCLUSION
Files	and folders
+	Exclude a file
+	Exclude a folder
File ty	ypes
+	Exclude a file extension
Proce	esses
When y exclude	ou exclude a process, any file associated with it will also be d.
+	Exclude a .exe, .com or .scr process

- 7. Select the 'A3' folder from Documents.
- 8. Click Exclude this folder.

ADD AN EXCLUSION	Select Folder		
	← → ~ ↑ 🕅 > This PC > Documents >	v ບັ Search Docum	ents ,
Files	Organize 👻 New folder		8== •
+ Exclude a file		Date modified 4/08/2016 4:08 PM 4/12/2015 11:03 AM 9/08/2016 1:07 PM	Type File folder File folder File folder
Folders	€ Pictures ,# 04aug 05/ul2016_10_48		
+ Exclude a folder	AssetTypelmage AssetTypelmage		
	> 🝊 OneDrive		
File types	Folder Documents		
Exclude a file extension		Exclude this folder	Cancel

- 9. Repeat the above steps for the Fire_Extinguisher and Exit_Light folders.
- 10. Folders will be listed as excluded.

Fold	lers
+	Exclude a folder
C:\U	sers\peter.d\Documents\A3
C1U	sers\peter.d\Documents\Exit_Light
C\U	sers\peter.d\Documents\Fire_Extinguisher
File	types
+	Exclude a file extension

11. Select Exclude a file extension.



- 12. Enter type **xml**
- 13. Click **OK**.
- 14. Repeat for type .**xml** (with a dot before the letters).
- 15. File extensions are listed as excluded.

← Settings
🐯 ADD AN EXCLUSION
Folders
+ Exclude a folder
C:\Users\peter.d\Documents\A3
C:\Users\peter.d\Documents\Exit_Light
C:\Users\peter.d\Documents\Fire_Extinguisher
File types
+ Exclude a file extension
.xml
xml



Uninstall a program

1. Click the 'Start' icon



2. Click Settings.



3. Click System.



4. Select Apps and Features from the menu.

🐯 SYSTEM	
Display	Apps & features
Notifications & actions	Manage optional features
Apps & features	Search, sort and filter by drive. If you would like to uninstall or move an app, select it from the list.
Multi-tasking	updater ×
Tablet mode	Sort by name
Power & sleep	Show apps on all drives
Storage	ATS Updater Unavailable ATS Updater 25/10/2016

- 5. Enter a search term for the required program, for example 'ATS Updater'.
- 6. Click on the required program name in the list.



7. Click Uninstall.

Change the linked Dropbox account on a PC

1. Click on the Dropbox icon in the task bar



2. Click on the Settings icon.

🕑 Up	to date	*
RECENT	fly changed	
	NEO Troubleshooting 2016_12 WIP.docx 21 hours ago	^
	B 11T 1/00 0012 1	

- 3. Select **Preferences** from the pop-up menu.
- 4. Select the 'Account' tab.

Dropbox Preferences Dropbox Preferences Ceneral Account Import Bandwidth Proxies	×
Space 27.4% of 2.0GB used Location C:\Users\nicola\Dropbox	
Selective sync Select which folders sync to this computer: Selective Sync	
Account linking Nicola Latter's Dropbox (nicola@ats.com.au)	כ

- 5. Click Unlink this Dropbox.
- 6. Click Apply.
- 7. Click **OK** on the confirmation message.



8. The Dropbox login screen automatically opens.



9. Enter email and password to sign in.

Adjust the label printing position

Use the 'Offset' setting in the printer setup.

mong Postion	User Commands	Driver Options	Passthrough	
Position Adjus	tment			
Horizontal Off	set: 0.0 mm			
Vertical Offset: 2.0 mm				
- Orientation Ad	justment			
Control in General 7 is	-			

Change the location of the AIRS 'Documents' folder

To avoid data corruption, the main AIRS folders should not be stored in a shared folder location (for example, Dropbox or OneDrive).

Check the location of the 'Documents' folder

1. Navigate to the 'Documents' folder using File Explorer.



- 2. Click in the address bar.
- 3. The location of the folder is displayed.
- 4. It is necessary to move the folder if it is located in a path showing OneDrive or Dropbox, for example:

C:\Users\kevin.ATS\OneDrive\Documents C:\Users\kevin.ATS\DropBox\Documents

Change the location of the 'Documents' folder

- 1. Close all programs apart from File Explorer.
- 2. Right click on the 'Documents' folder.



- 3. Click Properties.
- 4. Select the 'Location tab.



5. Click Move.

6. Locate the place to move the folder to.



- 7. Click Select Folder.
- 8. Click **OK**.
- 9. The folder is moved to the selected location.
- 10. It is now necessary to check the anti-virus settings again to ensure the correct folder is excluded. Refer to the section '<u>Uninstall / disable anti-virus'</u>.



QUESTION	ANSWER
How to install Team Viewer.	Download from the website:
	www.teamviewer.com/en/index.aspx
When testing an IEC lead on its own or an extension lead, can a Class 2 Leakage test be done instead of the lead test?	It is still necessary to do the full standard lead test even when it is not a dual test, as polarity needs to be tested.
How to download the latest ATS Updater.	Download from the website: <u>www.datatransformation.com.au/Software/updater/updater.htm</u> The existing Updater must be uninstalled first. Refer to the section ' <u>Uninstall a program'</u> .
How to set the gap sensor.	Refer to the problem 'Label printing over 2 labels'.

Any other problems call the ATS office on 1300 ATS NOW (1300 287 669)

Please ensure internet access is available, as Team Viewer may be required to assist with any issues remotely.