



## Retrieving Diagnostic Information

### Quick Reference Guide

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This document describes how to retrieve diagnostic information from a Kaleidescape server or Cinema One when requested by Kaleidescape Support.

#### Connect to the Serial Port

Use the following procedure to connect a computer to the Kaleidescape server or Cinema One.

1. Locate the correct cable. Kaleidescape servers and Cinema One systems require a female-to-female DB-9 serial null cable.
2. Turn off the Kaleidescape server or Cinema One.
3. Connect one end of the serial cable to a serial port or serial adapter on the computer.
4. Connect the other end of the cable to the **CONTROL** port on the Kaleidescape server or Cinema One.

**Note:** Do NOT turn on the Kaleidescape server or Cinema One yet.

#### Configure a Terminal Emulator

Use the following procedure to configure a terminal emulator and retrieve serial output from the Kaleidescape server or Cinema One. Several third-party emulators are available that support serial port logging applications. This document describes the procedure using PuTTY.

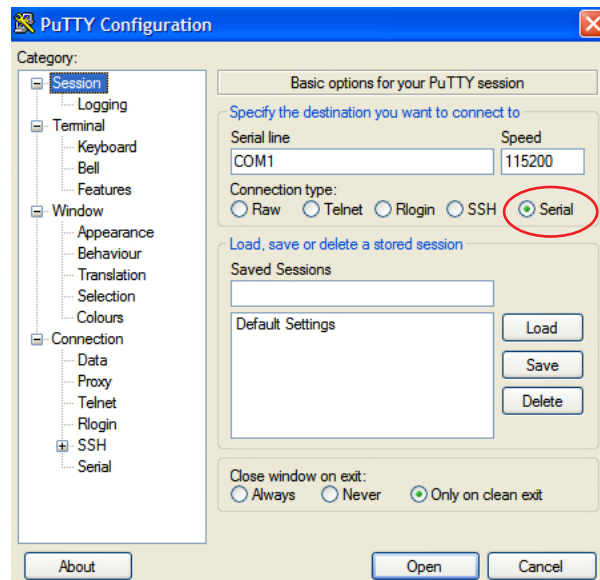
**Note:** PuTTY is available at <http://www.chiark.greenend.org.uk/~sgtatham/putty/>.

If using another emulator, see Table 1 for serial parameters.

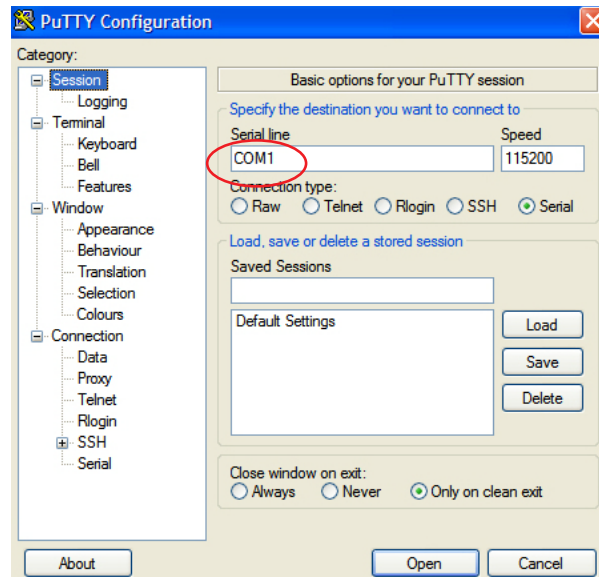
**Table 1 Parameters Required to Retrieve Serial Port Log Information**

| Serial Parameter | Settings |
|------------------|----------|
| Baud rate        | 115200   |
| Data bits        | 8        |
| Parity           | none     |
| Stop bits        | 1        |
| Flow control     | none     |

1. Open PuTTY on the computer. Figure 1 shows the PuTTY Configuration window.
2. Select the **SERIAL** radio button in the Connection type section

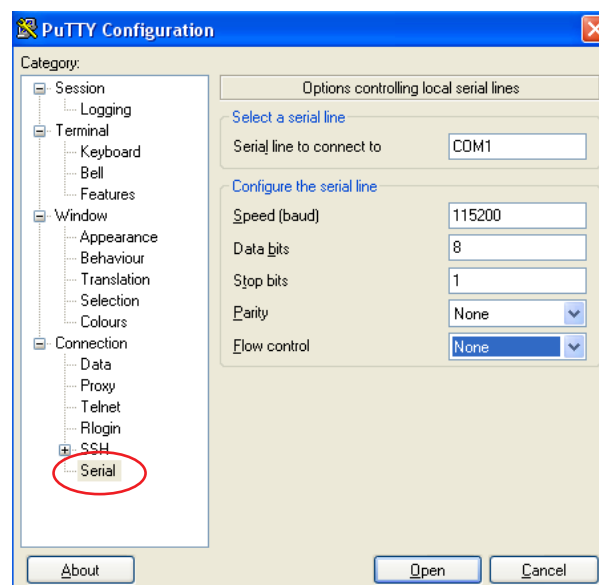
**Figure 1 PuTTY Configuration Window**

3. Enter the name of the computer serial port in the **SERIAL LINE** text box. This is usually COM1 or COM2; however, USB to serial adaptors usually use COM3. See Figure 2.



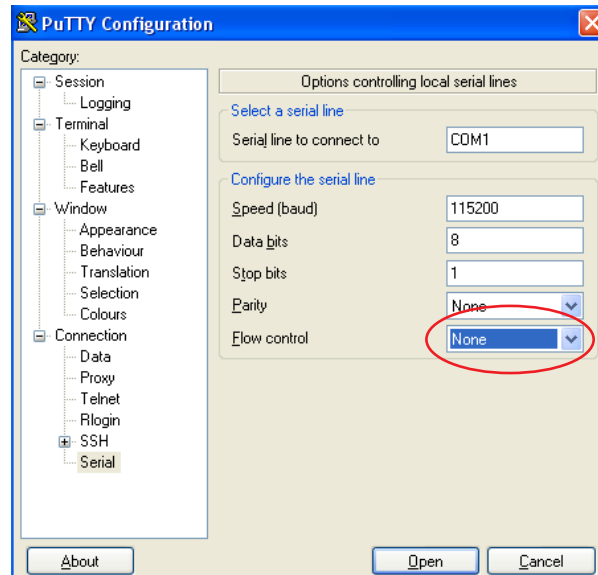
**Figure 2 Serial Line Text Box**

4. Enter **115200** in the **SPEED** text box.
5. Click **SERIAL** option under Connection in the Category section of the window. See Figure 3.



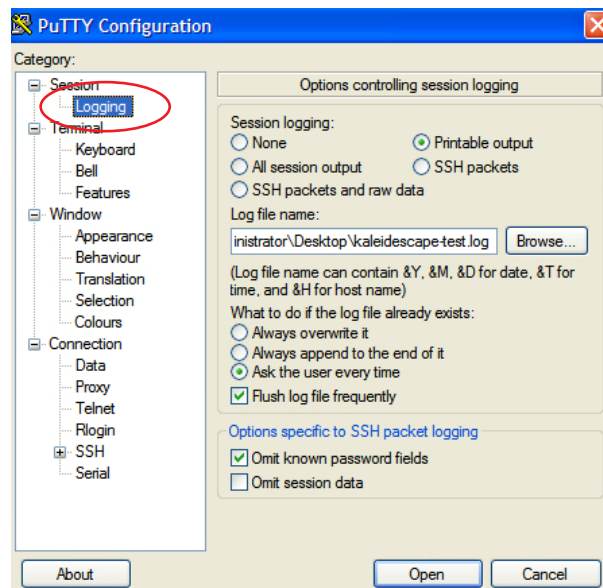
**Figure 3 Serial Option**

6. Verify that **NONE** is selected for **FLOW CONTROL** from the drop-down menu. See Figure 4.



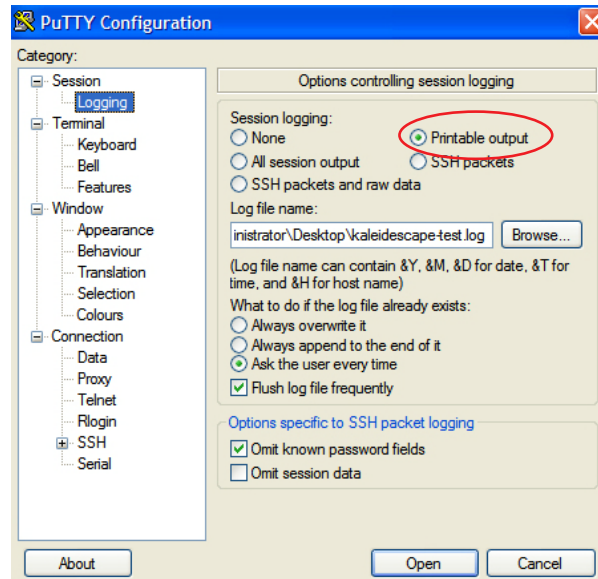
**Figure 4 Serial Option Flow Control Setting**

7. Click **LOGGING** option under Session in the Category section of the window. See Figure 5.



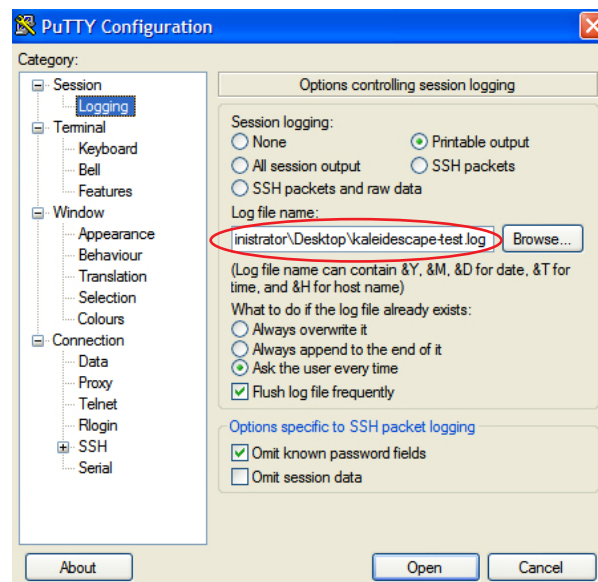
**Figure 5 Logging Option**

8. Select the **PRINTABLE OUTPUT** radio button in the Session Logging section. See Figure 6.



**Figure 6** Selecting Printable Output

9. Enter the log file name with a **.LOG** extension in the **LOG FILE NAME** text box. See Figure 7. By default, PuTTY saves the log file in the same directory as the PuTTY application. Use the **BROWSE ...** button to choose a convenient location for the log file.



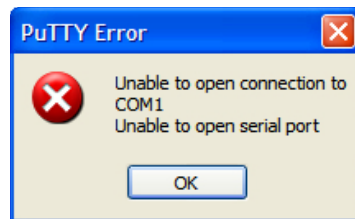
**Figure 7** Entering Log File Name

## Retrieve the Diagnostic Information

Use the following procedure to retrieve the diagnostic information.

1. Click **OPEN** to open the PuTTY terminal emulation session.

An error message appears if the wrong **COM** port (e.g., **COM1**) was selected or is already in use. See Figure 8. If necessary, disable any other applications that might be reading the port selected.



**Figure 8** Connection Error Message

2. Press the **POWER** button on the Kaleidescape server or Cinema One.
3. Wait for the server or Cinema One to start up and reach the point where the problem occurs. This process can take several minutes. Text might or might not appear in the PuTTY window.

The serial port output is saved as a text log file in the location specified above.

4. Locate the saved log output file and email the file to [support@kaleidescape.com](mailto:support@kaleidescape.com). Be sure to include the server or Cinema One serial number and case number in the subject line if applicable.
5. Close the PuTTY window.

## Kaleidescape Support

For additional information, contact Kaleidescape Support.

- ▶ Send an email message to [support@kaleidescape.com](mailto:support@kaleidescape.com).
- ▶ Call the support line at **+1 (650) 625-6160**.

The Kaleidescape website always has the latest support updates.

[www.kaleidescape.com](http://www.kaleidescape.com)