

Understanding the log

The purpose of the log is to pin-point the root to the problem. Mechanical problems and incorrect voltage will trig error messages more or less by random why these things should be checked first of all.

I COMMUNICATION

Several com problems are described in

https://www.duplimate.eu/Service_instructions/comprobl.pdf

Use the Test functions if it is not clear from the log what exactly is wrong.

A. USB MACHINES

1. NO COM PORT

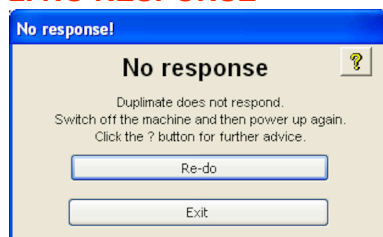


LOG

- No COM port detected

= No USB hardware found. Check cables and that unit disappears/appears as a COM port in the Device Manager when cable is connected/disconnected. Can be faulty drivers or faulty USB kit - or the machine is not switched on. [no_communication.html](#)

2. NO RESPONSE



LOG

- No response from Duplimate

= USB-kit in Duplimate (or HandyDup) detected, but it is not responding. Probably caused by an external disturbance that is fixed by a power off, but it could also be a malfunctioning kit, the eprom or the processor. [no_response.html](#)

Case i.

No port appears/disappears from list in Device Manager when cable is connected/disconnected.

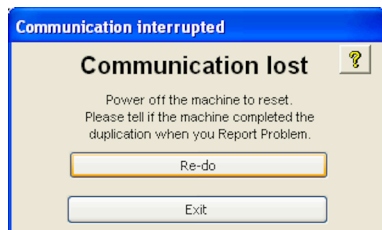
= Cable not connected, or faulty. Incorrect drivers.

Less likely causes: PC USB port or duplicator's USB-kit faulty. Try with another PC, or another unit on the same PC, first of all!

Case ii.

Port appears/disappears from list in Device Manager when cable is connected/disconnected.

= Malfunctioning USB kit, eprom, or processor.

3. COMMUNICATION INTERRUPTED

- Communication interrupted. Did the machine finish the deal?

LOG

- Communication interrupted. Did the machine finish the deal?

= USB kit reports being alive but no messages from the machine is being received. If the machine completed the deal the problem is the USB kit. Otherwise the problem is the watchdog, the eprom, RAM or processor.

4. COMMUNICATION RESET

MSG n/a

LOG

- Communication lost

AND THEN

- Communication established - USB kit restarted successfully.

= What it says

OR

5. COMMUNICATION FAILURE

2013-12-04 09:50:01 - USB communication failure

= PC has tried to reestablish communication 99 times.

B. RS232 MACHINES

1. NO COM PORT



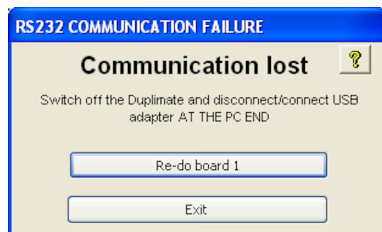
LOG

- No COM port detected

= No hardware found. Check the cables and that unit disappears/appears as a COM port in the Device Manager when USB adapter is connected/disconnected AT THE PC END. Probably the USB adapter's drivers if nothing shows up in the Device Manager. If, on the other hand, the adapter driver shows up in the Device Manager, then it is either the RS232 cable, the com chip, the eprom, or the processor in the Duplimate.

[no_communication.html](#)

2. COMMUNICATION FAILURE



- Lost communication.

Case i. Duplication finished

If the duplication was finished when the message appeared, then the communication has been lost. The prime suspect should be the USB adapter.

Case ii. Duplication not finished

The processor has malfunctioned when duplication stops with cards in the path.

C. ALL MACHINES

4. FIRST CONNECTION OK

MSG n/a

LOG

- COM port X (USB) opened

- Eprom: Duplimate v2.10

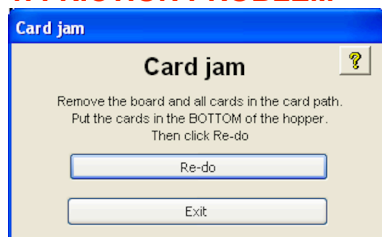
- Connection with Duplimate established

= Proves that two way communication has been established

II FEEDING

See also: https://www.duplimate.eu/Service_instructions/card_jam.pdf

1. FRICTION PROBLEM



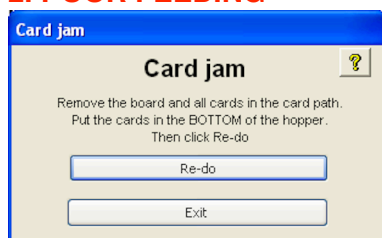
LOG

- Read-err: 0 N:0 E:0 W:0 S(R):0.

- Card jam! Friction problem!

= Time between stop and last dealt card < 0.5s. Can be a real card jam or that the torque is too high for some other reason; e.g. cold or dirty unit. It can also be caused by too low voltage or (least likely) a faulty motor.

2. POOR FEEDING



LOG

- Read-err: 0 N:12 E:20 W:35 S(R):45.

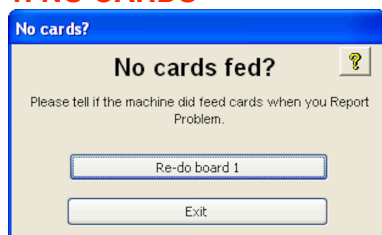
- Card jam! Poor feeding!

= Time between stop and last dealt card > 0.5s. This is most probably a feeding problem, i.e. the machine needs several strokes to feed a card.

III READING

See also: http://www.duplimate.com/pdf/reader_problems.pdf

1. NO CARDS

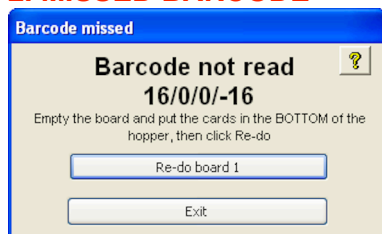


- Read-err: 0 N:0 E:0 W:0 S(R):0.

- No cards fed, or the reader is dead. Did the machine feed card(s)?

= All counters show zero. The reader is disconnected, totally covered with dirt, or dead, if approx. 10 cards went to North before the machine stopped.

2. MISSED BARCODE



LOG

- N:16 E:0 W:0 S(R):-16. Reader has missed barcode(s)

= The reader (South's counter) has missed the barcode(s) entirely. This is so because the raw count suggests that more cards have passed West's counter than South's. This gives a negative number of cards to South, which is impossible, of course.

3. MISREAD

Invalid barcode

= The barcode pattern does not match any of the card values.

Card already dealt

LOG

- Read-err: 5 N:13 E:12 W:14 S(R):2.

- Card already dealt: D2 after 41 cards

= Mixed up deals or a misread barcode. One, or several bars have been missed if the C5 is over represented.

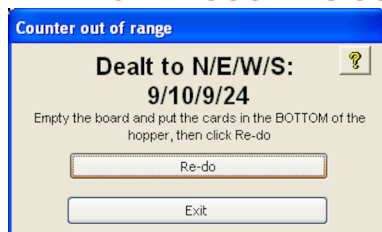
OR

If this happens repeatedly when 52 cards have been distributed (i.e. on the 53rd card) it is the reader that misses barcodes entirely.

IV COUNTERS

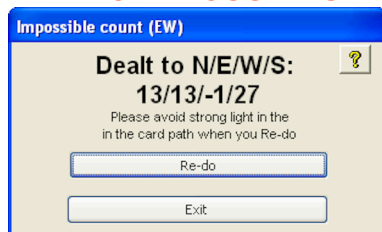
Several of the problems below are described in
https://www.duplimate.eu/Service_instructions/counters.pdf

1. THE CARD COUNT IS CORRECT



- Counter out of range: N:9 E:10 W:9 S:24. How were the cards distributed?
- = The gates are not correctly adjusted when the count on the screen is correct and the cards are sorted incorrectly.
- OR the cards are bent “the wrong way”.

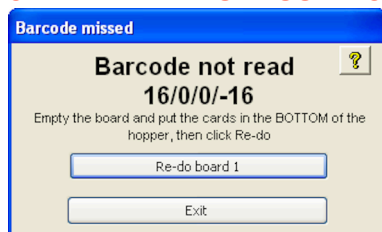
2. THE CARD COUNT IS WRONG



LOG

- Counter out of range: N:84 E:-80 W:1 S:1.
- = E or W has got a totally impossible number of cards
- Can be caused by strong light; or a counter is faulty, or covered with dirt.

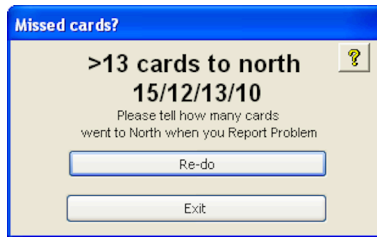
3. READER HAS MISSED CARDS



LOG

- N:16 E:0 W:0 S(R):-16. Reader has missed card(s)
- = An impossible number of cards to South can be strong light disturbing the reader; or the reader is faulty, or covered with dirt.

4. >13 CARDS TO NORTH



- N:15 E:12 W:13 S(R):10. >13 cards to north. Reader has missed card(s)?

True count

= A gate has left its rest position in the front panel or gate(s) needs to be adjusted. (A less likely reason could be that cards pass the reader undetected.)

False count

= Check that the last card counter (sitting above East's slot) is not covered by dirt/dust.

Last revised: Nov. 2014