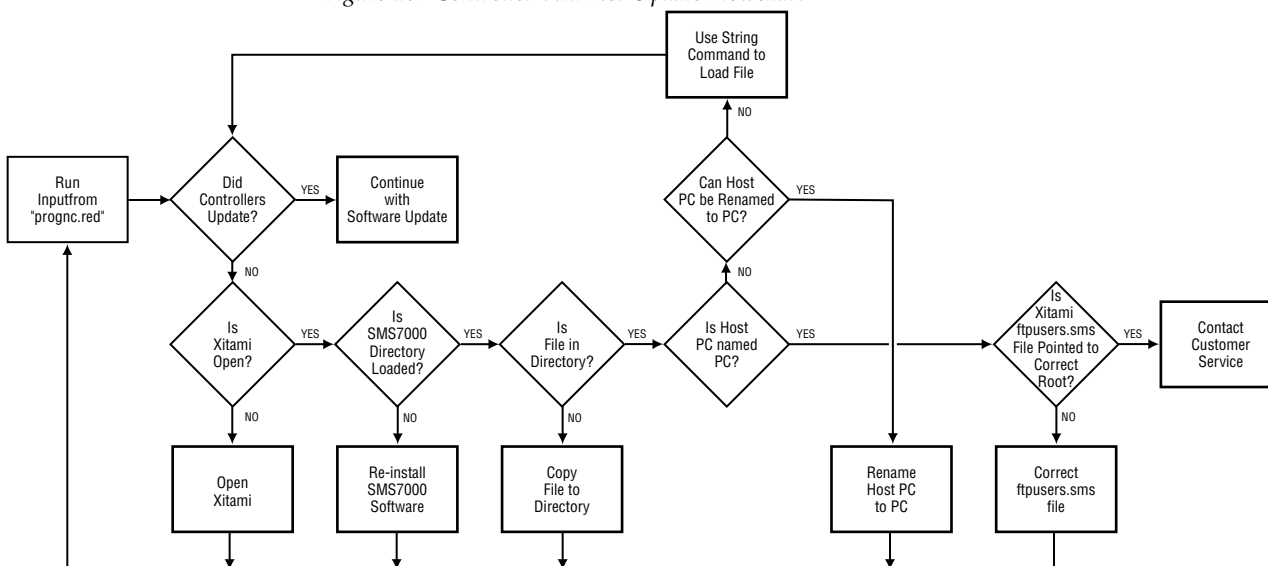


Troubleshooting

Controller Will Not Update

Use the [Figure 10](#) flowchart to learn why the Controller will not update.

Figure 10. Controller Will Not Update Flowchart



Is Xitami Open?

Xitami must be running. Run the file transfer protocol FTP Daemon (FTPD). From the Windows desktop, select **Start**, then **Programs**, then **Internet Tools**, then **Xitami WEB Server**. A DOS console window will appear.

Is the SMS7000 Directory Loaded?

The Software Installation process installs a directory called SMS7000. If the directory is not on the PC, re-install the 7.2 software from the CD-ROM.

Is File in Directory?

The Controller file names are shown in [Table 9](#). Look in the SMS7000 directory to verify that all the files are there. If the file you need is missing, copy it from the CD-ROM to the SMS7000 directory using Windows Explorer.

Is Host PC-compatible named PC?

To See the Name of the PC-compatible:

- n From the Windows desktop, select **Start**, then **Settings**, then **Control panel**, then **network**, then **identification**.
- OR —
- n From the Terminal, use the booted command as shown in [Step 5](#) and [Step 6](#) (page 21) of the *Program MCPUI and Load Files into Flash Memory* procedure.

Can Host PC-compatible be Renamed PC?

If the host PC-compatible is allowed to be renamed PC, then change the identity to PC.

If the host PC-compatible has a name that cannot be changed due to network restrictions, use the following command string to load the desired Controller file:

```
prog "hostPCname:filename" nc sub-type
```

For example, if the host PC-compatible name is John1 and the Controller is in a 7500 NB audio frame, then using the information in [Table 9](#) the string would be:

```
prog "John1:MtrxS.bin" nc nmc
```

Table 9. Controller Files

File Name	Sub-Type	Frame
fl.mot	lgcy	Any using a Node Controller not HD or 7500NB
Mtrx.bin	hd32	HD only
MtrxS.bin	nmc	7500NB
eMtrx	enc	Any using a Enhanced Node Controller not HD or 7500NB

Is Xitami ftpusers.sms File Pointed to Correct Root?

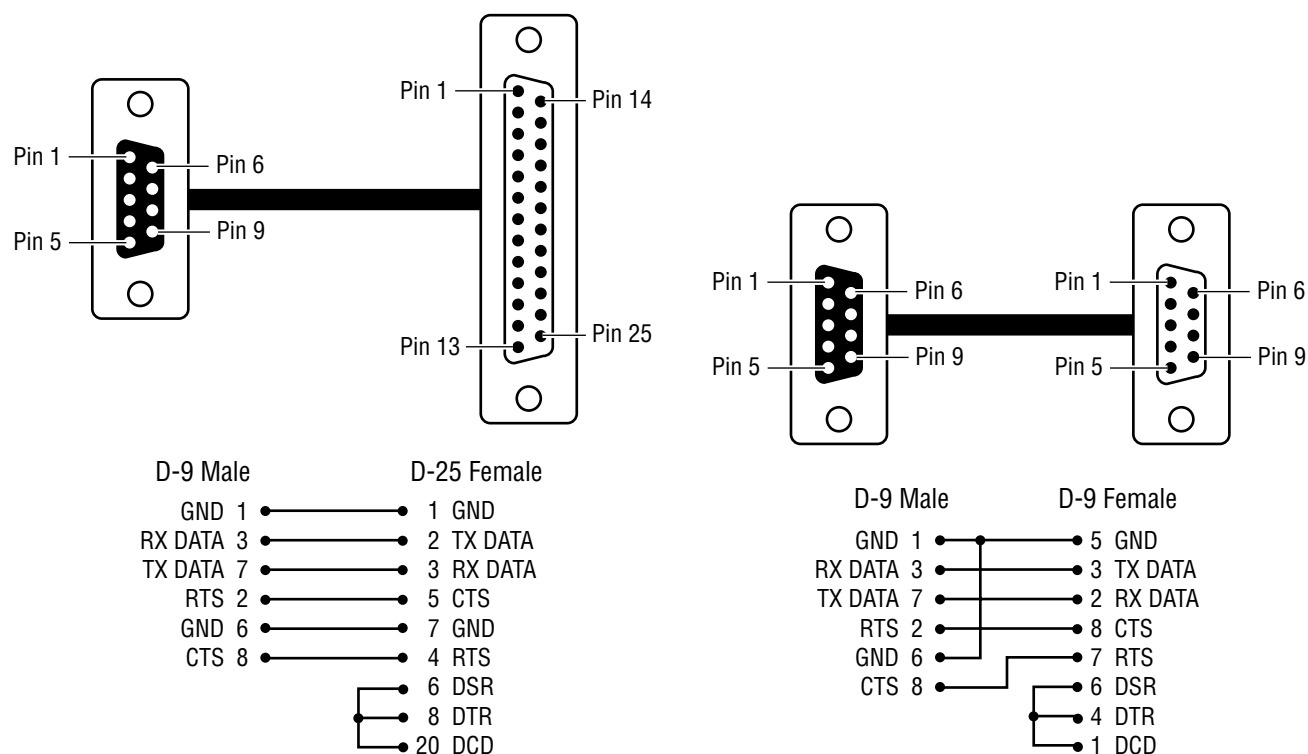
To verify that the root is pointed to the correct drive, open the ftpusers.sms file in a text editor such as Notepad. The ftpusers.sms file should be located under Program Files/Xitami. The root = entry must be the location of the sms7000 directory. The root directory could be incorrect if the sms7000 directory was moved to a different drive after Xitami was configured.

```
[ smsuser ]
  Access=G
  Password=smsuser
Root = c:\sms7000           #Must be able to find SMS file
```

Can't Ping

Verify that the proper cable is used between the PC and MCPU. Pinouts are shown in [Figure 11](#).

Figure 11. SLIP Connector Pin-outs



Can Ping, But Can't Telnet

Verify **Force Ip Header Compression** is not checked. Under **Dial-up Net-working**, then **Server**, then **Network Protocol**, **TCP/IP** settings.

Can't Send Or Retrieve A Configuration

Verify that the FIFO buffers are enabled. See Enable FIFO buffers for the null modem port (refer Series 7000 Release Notes Software Version 7.0)