IDT technical Note: 0005 (2012/12/28)

"Information to collect from customers when they report a hardware or software issue"

List of required information

- Operating system (Windows XP, Vista, 7 or 8) and platform (32 or 64 bit).

- If the user is working with Motion Studio, report the version and platform because they user may have installed Motion Studio 32-bit on a 64-bit machine (see note 1).

- If the user is working with a third party software developed with the Motion Studio SDK or with the drivers for LabVIEW/MATLAB, report the version of the SDK, the name and the version of the third-party software.

- The camera information (see note 2).

- If a camera is involved, report if it's connected via USB or Ethernet or Camera Link (if the camera is M).

- If there is an Ethernet communication problem, check if there is any IP address conflict, report if jumbo packets are activated on the network adapter (see note 3), if they are activated on the camera (see note 4), if the Ethernet adapter is gigabit and/or it's working at 100 Mbps speed (see note 5).

- Report a detailed description of the problem (list of steps required to reproduce the problem with some snapshots, if possible).

- Specify whether the problem is intermittent or happens all the times.

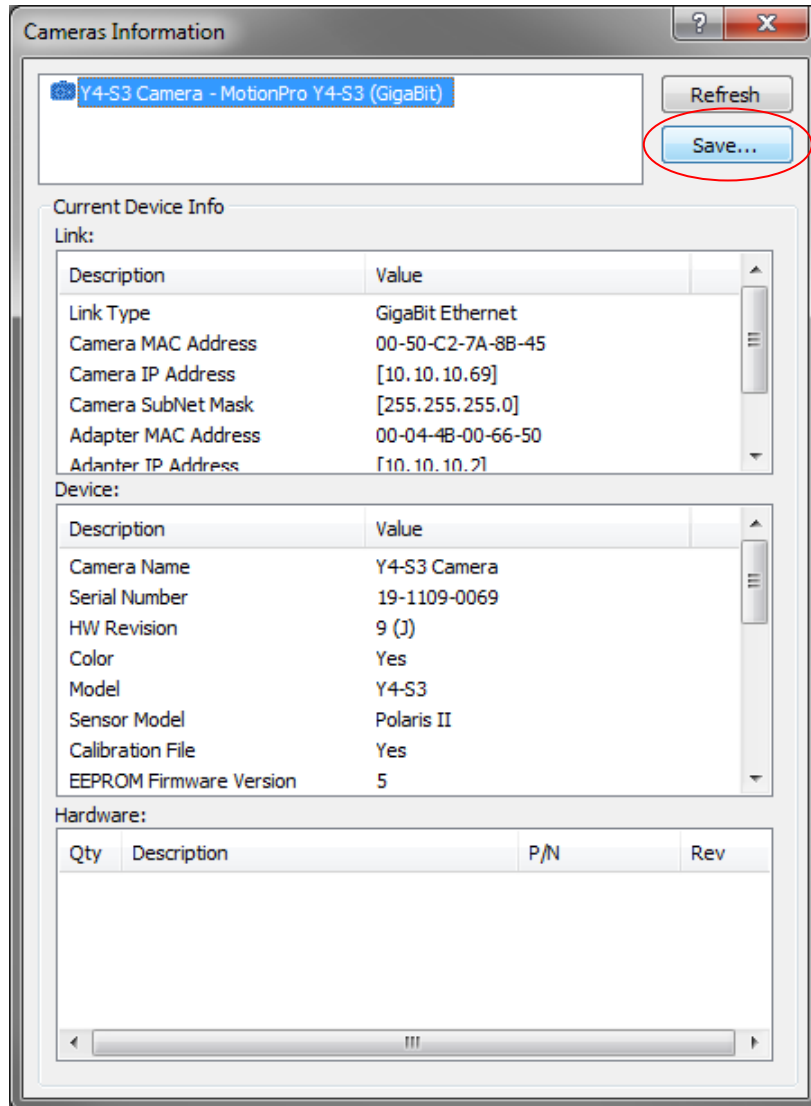## Note 1: How to detect Motion Studio version and platform

From the Help menu, select the "About…" item (see below).

Note 2: How to detect and save the camera information

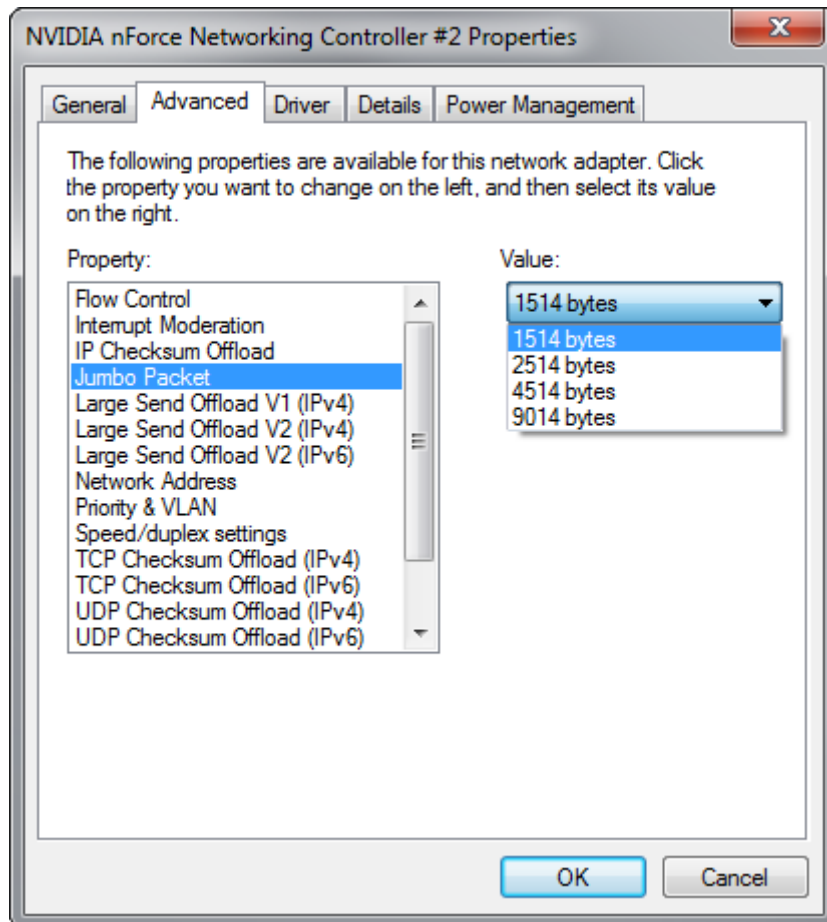From the Help menu, select the "Cameras info…" item (see below).

Click the "Save…" button and save the information in a text file. Return the file to the technical support representative.

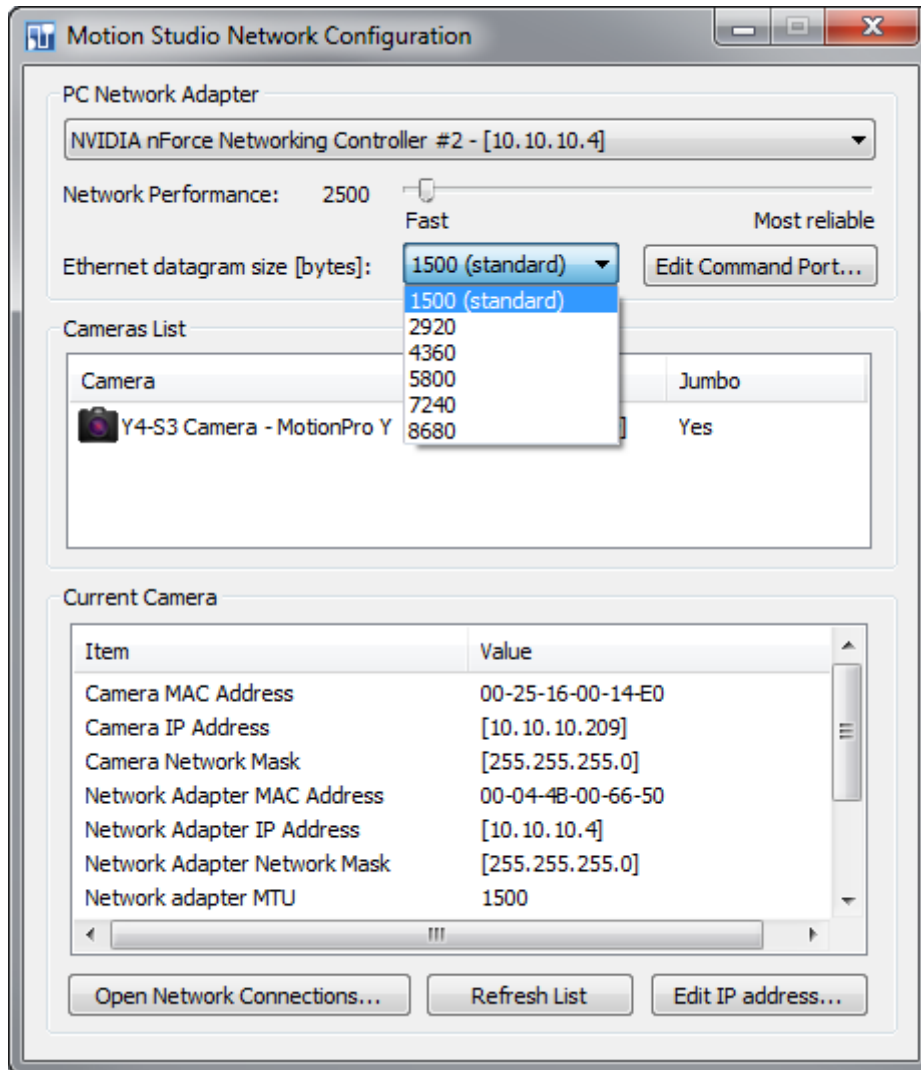## Note 3: how to detect if jumbo packets are enabled on the network adapter

From the Network Connections window, select the "Properties" of the network adapter (connected to the cameras), and then click the "Configure" button. Select the "Advanced" Tab and check if a "Jumbo datagram size" or similar item is in the list. Jumbo packets are enabled if the size is larger than 1500 (see the example below).

Note 4: How to detect if jumbo packets are enabled on the cameras.

From the Motion Studio "Tools" menu, select the "Network Configuration…" item. The GE Configuration utility will be launched. Jumbo packets are enabled if the Ethernet datagram size parameter is set to any value larger than 1500.

If the camera datagram size is not compatible with the Network Adapter MTU, the utility displays a warning message.

Note 5: how to detect the speed of the Ethernet adapter

From the Network Connections window, select the status of the network adapter (connected to the cameras), and then check the speed field (see below).