

June 2, 2009

**This technical note applies only to SPT4-NET boxes with serial numbers SP-20000 or higher**

## Problem Identification

There are two processes that can result in the inability of the SPT4-NET to correctly start.

1. A bad SPT4-NET executable was downloaded. The correct SPT4-NET executable for this product must have a release number of 4.0.0 or higher. The executable file name for release 4.0.0 is **spt-4-0-0.exe**. Your release file name should be of a similar form. If you have downloaded a file of the form **sptemb-3-0-0**, then you downloaded an executable for an older SPT4-NET product. The older units have serial numbers SP-10000 to SP-19999. An older executable will not work on the newer SPT4-NET product.
2. The download of a new configuration file or SPT4-NET executable aborted during the download process. This could result in a corrupt directory structure on the SPT4-NET's DiskOnChip.

In both cases, you may observe that the HEX LED display on the front of the SPT4-NET unit sequences to an 'E' and remains an 'E' for several seconds. In this case, one of the two problems above likely exists. To determine which problem you have, you will need:

- The IP address of the SPT box. The default address, unless changed after receipt at your company, is [192.168.1.xxx](#), where [xxx](#) is the remainder after dividing the low four digits of the box serial number by 256. For example, if the box serial number is SP-21234, dividing 1234 by 256 is 4 with a remainder of 210. The IP address of that box is [192.168.1.210](#)
- A PC with network connectivity to the SPT. This may require the IP address of the PC to be in the same subnet range as the IP address of the SPT
- Network cable connections between the PC and SPT

To determine the problem you are dealing with:

- Telnet into the SPT4-NET box from a standard PC.
- Type the command: DIR
- If you see a folder called **DiskOnChip**, then your problem is likely due to the first of the two problems above. If you cannot see this folder, then the second problem is more likely

Instructions for correcting both are described below.

## Correcting a Bad Executable Download (Error Case 1)

To proceed, you will need the SPT application program file, typically a file of the form *spt-x-x-x.exe*

When you have the correct executable, proceed as follows.

1. Rename the PC application program file to **sptnew.exe**
2. Open up Windows Explorer (not Internet Explorer) and browse to the **sptnew.exe** folder
3. Connect an internet cable to the SPT, turn it on, and wait until it shows 'E'
4. Open a second Windows Explorer and enter <ftp://192.168.1.xxx/DiskOnChip/>. Where [192.168.1.xxx](http://192.168.1.xxx) is the SPT IP address. Press Enter
5. Using copy and paste, copy sptnew.exe to DiskOnChip
6. When the copy is complete, restart the SPT4-NET (power off and on)

## Proceeding after an Aborted Download (Error Case 2)

A corrupt DiskOnChip directory resulting from an aborted download process can be corrected by running a special version of Scan Disk, which can be downloaded from:

<http://www.ase-systems.com/downloads/scandisk.exe>

Download this file to your PC and proceed as follows:

- Connect an internet cable to the SPT4-NET, turn it on, and wait until the HEX LED display shows 'E'
- Open Windows Explorer (not Internet Explorer) and enter <ftp://192.168.1.xxx/>. Where 192.168.1.xxx is IP address of the SPT4-NET. Press Enter
- Copy scandisk.exe into the **temp** folder on the SPT4-NET
- Telnet into the SPT4-NET and enter the command **CD temp** to enter the **temp** folder
- Run scandisk

This should correct the problem and allow you to restart the SPT4-NET (power off and on)