

## TERMINAL/PORT PROBLEMS

To see what your **current port configurations** are:

Type at TCL...:

>LLC port# <RETURN>

- where 'port#' can be a single port number or a range of numbers like: '3-10'
- Or, if you do not specify a port#, you will get all ports, with page breaks

You will see:

**Process Baud Parity Data Bits DTR X- Buffer Process TA- Echo Tandem**

001 9600 SPACE 7 OFF I/O 0 L 001 ON ON BY 000

This shows several things, other than the obvious:

- The port is linked up to itself (*shown by the 'L 001' under 'Process'*)
- The person utilizing this port as a terminal should be able to Type Ahead (*shown by the 'TA-' as ON*)
- Port 0 is tandemed to me (*shown by the 'BY 000' under 'Tandem'*)
- I should be able to see what I am typing, as I type it (*shown by the terminal 'Echo' as ON*)
- There is nothing in my Input/Output buffer which could freeze up my port

The most **common port configurations** for the hardware listed below are:

**BAUD PARITY DATA DTR X- PROCESS TA- ECHO**

For ADDS **1010** terminals: 9600 SPACE 7 OFF OFF L 0nn ON ON  
or I/O

To get into the **1010 terminal setup**: Hold down the <CTRL> key and press the <F1>key

From top to bottom, down the left hand side of the screen, setup should read:

**1,8,3,N,Y,Y,N,N,opt,opt,opt,Y,N,0,N,N,0,Y,0**

They read as follows:

Mode,Baud,Parity,Show Error,FDX,Scroll,Auto LF,LighScreen,CursorUL,Cursor  
Blink,Keyclick,CRT Save,50Hz,Language,3A Mode-Ctrl Z,Spc Adv,Scrn Type,Prt

For ADDS **2020, 2025, 4000** terminals: (*4000 terminals have keyboards that are numbered: 2000 or ASCII*)

Session 1: 9600 SPACE 7 OFF I/O L 0nn ON ON  
Session 2: 9600 SPACE 7 OFF OUT L 0nn ON ON  
or 9600 SPACE 7 OFF I/O L 0nn ON ON

To get into **terminal setup**: Hold down the <SHIFT> key and press the <SETUP> key

- To move across the top bar menu, use the <RETURN> key.
- To move down the options within each top bar menu, use the <ARROW DOWN> key
- To move through the options in each row, use the <SPACE BAR>

The top bar headings should have the following options highlighted:

<u>GLOBAL</u>	<u>COMM1</u>	<u>KEYBOARD</u>	<u>SCREEN1</u>	<u>VISUAL1</u>	<u>MODE</u>
Yes	FDX/Line	Lower/Upper	Yes	(user pref)	Viewpoint
Wht/Blk	9600	Destructive	Yes	(user pref)	Enhanced
Jump	None	(user pref)	No	On	Term Dep
26/2	No	U.S.	No	Off	
SES1/PAR	8	Aux On/Off	Save Scr	Off	
Fine	1		80	Off	
	Both(DC1/DC3)		AutoScrlDep	Off	
	00		24/42	On	
	US/CR				
	Off				

For most **printers**: 9600 SPACE 7 OFF OUT L 0nn OFF ON  
or 9600 NONE 8 OFF OUT L 0nn OFF ON

For **scale** ports: 9600 SPACE 7 OFF I/O

(*these are unlinked so that another port can attach itself to it with a 'LINE-ATT' or 'CONVERSE' command*)

For the **dial-in modem** line: 9600 NONE 8 OFF OUT L 0nn ON ON  
(*Baud rate may vary depending on your maximum modem speed*) I/O



If you are having problems with any piece of hardware, (other than your Computer itself), you should always try the next few steps first:

<1> Turn the hardware OFF for 5 seconds, and then back ON.

<2> If you are working with a terminal, you should then press <RETURN> to see if you get an '!', an '\*' or what?!

a) If you get the '!' or '\*', press return again to get another one and then type <G> and then press <RETURN>

to continue where the terminal had left off. Your screen will not repaint itself, so you will have to remember where you were and continue as if everything were displayed on your screen as usual. If you can't remember where you were, you should now type <X> and then <RETURN> to back out of where you were and continue from there. If this still does not get you to a recognizable screen/prompt, call for assistance.

b) If you do not have an '!' nor an '\*', then you should be exactly where you left off before your terminal problems began. If you can not remember at what prompt you were, begin "X'ing-out". If you still have problems recognizing where you are, call for assistance.

<3> If you are working with a printer, and the OFF/ON reset makes it begin printing again, you may have lost some information in the process. If you were printing orders, for example, maybe 100 should have printed, but only 50 come out. If this is the case, do not distribute these orders to be picked, call for assistance. The whole batch may need to be printed in order to determine which are missing.

<4> If you are working with an IPP device, you will also need to reset the modem and reload all the parameters through the IPP.HELP menu (from TCL), before trying again. Run option 1 and then 2.

<5> If the hardware is still unresponsive after the OFF/ON reset, you may need to give the port a BAUD COMMAND and/or verify its internal setup and line characteristics as explained above.

<6> If the Baud Command does not work, procede to check the cabling connections.

Ensure they are connected everywhere they should be and that all connections are secure. You may even disconnect and reconnect the cables from their places.

However, after cabling adjustments, you should give the port a BAUD COMMAND to clear its buffer.

<7> If you are still having problems getting a response, test hardware on a similar port and cable. Then try a similar working piece(if available) on the cabling/port in question.

<8> If none of this corrects the problem and the port seems to be the problem, the machine will have to be re-booted. Call for assistance!

<9> If you are having problems following any of the instructions, call for assistance!!!