

Remedies for the VideoNet Connection between Onyx and the Colorspan Printer:

First, Try this:

1. Go to Start - Settings - Control Panel
2. Go into Network Connections
3. Right click the VideoNet card and select properties.
4. Select configure and go to the advanced tab.
5. Highlight the speed/duplex speed setting and change the value to "Autonegotiate for 100FD"
- If this value doesn't work, perhaps try "Force 100 Full Duplex"

If the above steps don't work, try this:

1. Go to the site "<ftp://ftp.onyxgfx.com/TechSupport/jb>" and download the file called output.zip
2. Close Onyx
3. Kill output.exe from task manager
4. Unzip the output.zip file into the C:\ONYX60\SYSTEM folder
5. Unzip the output.zip file into the C:\WINDOWS\SYSTEM32 folder
6. Re-open Onyx.

If the above steps don't work, try this:

1. Save your profiles (File - Manage Printers - Highlight the printer - Create PrnInst - Next)
2. Download the latest colorspan driver here: ftp://ftp.onyxgfx.net/pub/v7/prninst7/ColorSpan_DM_72uvx&98uvx.PrnInst
3. Before installing, remove the existing driver by making sure that the following files are deleted:

Onyx\Common
ColorSpanDM*.dll

Onyx\System
ccgnu2.dll
ferret.dll
ftest.exe
kodiakdll.dll
output.exe
output.ini
output.ini.bak

Windows\system32
ccgnu2.dll
ferret.dll
kodiakdll.dll
output.exe
output.ini
output.ini.bak

4. Double-click the file you download from Onyx. (This will install the new printer driver)
5. Reload the media (Configure Printer / Media / Import and direct it to the PrnInst file you created in step 1)

Note: the first print after Output.exe is started will sometimes report an error in the Console window. On a few occasions Onyx has seen a resulting Rip Queue crash. After this first print and if output.exe remains running, Subsequent prints seem to run correctly. Onyx will continue to investigate this issue. (Output.exe is started when the ColorSpan printer is first initialized in Rip Queue. Once output.exe is running, it will continue to run until a system restart or it is manually stopped under the Task Manager)