# ITX: TOOLCRIB DIAGNOSTIC SOFTWARE

## Starting ToolCrib

ToolCrib, which is installed with ITX software, is the main utility program for troubleshooting the ITX system.

1. Start ITX. Select **ToolCrib** from the Launcher.

2. The "Enter Password" dialog appears. Enter your password and/or click **Submit Password**.

### Hot Tip

*ToolCrib may start behind the ITX Launcher. Press ALT+Tab on your keyboard, and select the ToolCrib icon from the popup menu, to bring ToolCrib to the front.*

3. A dialog appears prompting you to select an instrument. Select **ITX** and click **Go**. The "Instrument Connection Parameters" dialog opens. Enter the Port Number and IP Address of your instrument. Instead of an IP address, you can also enter the NetBIOS Name, for example ITX012345. The factory default IP of the instrument is 172.16.1.100.

### Hot Tip

*If you configure your instrument for the dynamic mode, it will not have a fixed address but will acquire an IP address from your network's DHCP server.*

4. Click **Connect**. ToolCrib establishes a connection to your instrument. Once the connection is established, the main ToolCrib screen appears and the application is ready.

## Download Tab
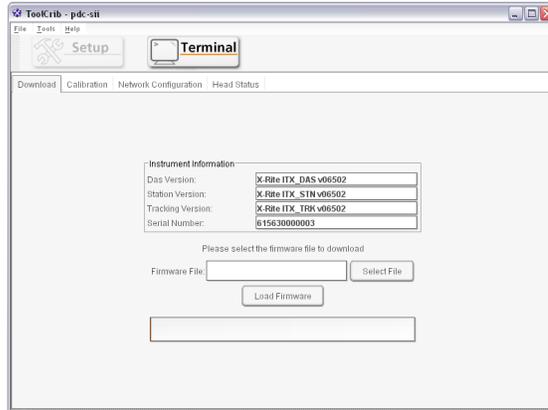


### Instrument Information

**Das Version** - The firmware version of the DAS board in the head.

**Station Version** - The firmware version of the Station board (Also called the Rabbit Board). The Rabbit board is the same board that has the network connector.

**Tracking Version** - The firmware version of the Tacking board (Also known as the NCIS circuit board).

**Serial Number** - The serial number of the Station board. This is NOT the serial number of the track or head.

### Firmware Loader

**Firmware File** - The name of the firmware file you selected to load into the system.

**Select File** - Used to select and browse for the firmware file you want to load into the system.

**Load Firmware** - Click this button to start the firmware loading process.

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## Download Errors

### Partial Firmware Error

```
Instrument Information
Das Version:        XXX
Station Version:    X-Rite ITX_STN v06502
Tracking Version:   XXX
Serial Number:      485930000012
```

| Possible Cause | Possible Solution |
| --- | --- |
| With the station firmware showing up and the two head firmware (DAS and Tracker) not, the system is finding the track but not the head | Unplug the cable in the back of the head and re-plug the cable back in making sure the clips snap into place.<br><br>Remove the side end plate and make sure the energy chain (cable from the head to the station) is plugged into the main station circuit board.<br><br>The rabbit board is bad and will need to be replaced. |

### No Firmware Error

```
Instrument Information
Das Version:        XXX
Station Version:    XXX
Tracking Version:   XXX
Serial Number:
```

| Possible Cause | Possible Solution |
| --- | --- |
| With all firmware showing XXX; this means is rabbit board is communicating with the computer but not enough to transmit the different firmware versions. | The rabbit board is bad and will need to be replaced.<br><br>The cross-over cable is bad and needs to be replaced.<br><br>The Ethernet card on the computer is bad and needs to be replaced. |

### Mismatch Firmware

```
Instrument Information
Das Version:        XXX
Station Version:    X-Rite ITX_STN v06502
Tracking Version:   XXX
Serial Number:      485930000012
```

| Possible Cause | Possible Solution |
| --- | --- |
| Since v06502 is newer than v06328, an older head was placed on a newer track. | Update the firmware to the latest firmware available. |

```
Instrument Information
Das Version:        X-Rite ITX_DAS v06502
Station Version:    X-Rite ITX_STN v06328
Tracking Version:   X-Rite ITX_TRK v06502
Serial Number:      652970000001
```

| Possible Cause | Possible Solution |
| --- | --- |
| Since v06502 is newer than v06328, a newer head was placed on an older track. This might be typical for a repaired or exchanged head. | Update the firmware to the latest firmware available. |

### Mismatch Das Version

```
Instrument Information
Das Version:        XXX
Station Version:    X-Rite ITX_STN v06328
Tracking Version:   X-Rite ITX_TRK v06328
Serial Number:
```

| Possible Cause | Possible Solution |
| --- | --- |
| Since the Tracker and Station versions are being display, the head and track is communicating correctly. The problem is with the DAS board. | Update the firmware to the latest firmware available.<br><br>The head will need to be serviced. |

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## Missing Tracker Version



| Possible Cause | Possible Solution |
|---|---|
| Since the DAS and Station version is being display, the head and track is communicating correctly. The problem is with the Tracker board. | Update the firmware to the latest firmware available. |
| In Software version 1.3.0.94 or lower a firmware file was placed in the root directory of ToolCrib. This file is named: Tracker.hex and if this file is loaded it will cause irreparable damage to the head. If the Tracker. hex file was loaded; during power up the head would have a small grinding sound that would last for about .5 seconds. | The head will need to be serviced. |

## Calibration Tab
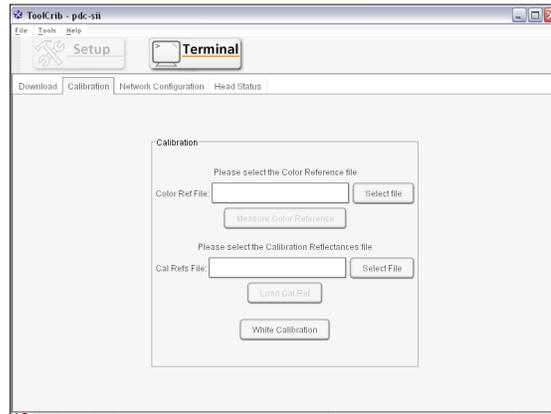


### Calibration Information

**Color Reference File** - Where you can load the values for the color reference card.

**Calibration References File** - Where you can load the values for the calibration reference plaque.

**White Calibration** - Will force the instrument to perform a full calibration.

## Calibration Errors

### Calibration Failure
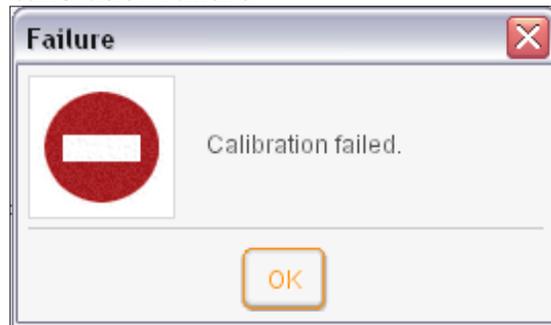


| Possible Cause | Possible Solution |
|---|---|
| No calibration plaque in track. | Install the calibration plaque into the track. |
| Calibration plaque damaged. | Install a new calibration plaque. |
| Head is damaged. | The head will need to be serviced. |

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## NETWORK CONFIGURATION TAB
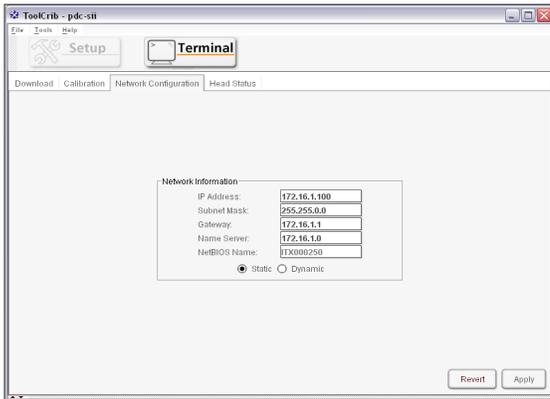


### Network Information

IP Address - Where you change the IP address of the system to a different static address.

**Subnet Mask** - Where you change the Subnet Mask to communicate with your network.

**Gateway** - This is where you change the Gateway to communicate with your network.

**Name Server** - Where you change the Name Server to communicate with your network.

**NetBIOS Name** - The name of the ITX track. This cannot be changed.

**Static** - Where you switch the system to a Static connection using a cross-over network cable.

**Dynamic** - Where you switch the system to Dynamic (DHCP) connection using a standard LAN network cable.

**Revert** - Click on this button to revert back to the prior settings before any changes were made.

**Apply** - Click on this button to lock the changes into the system.

## HEAD STATUS TAB
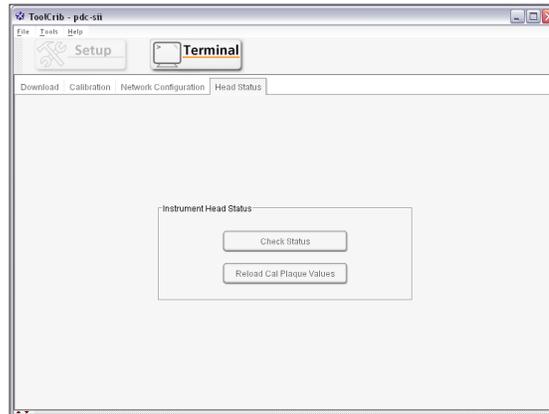


### Instrument Head Status

**Check Status** - Click this button to go through the 'Head Swap' procedure.

**Reload Cal Plaque Values** - Where you change the Subnet Mask to communicate with your network.

### Check Status Procedure

This procedure is required when a head is swapped out for either a loaner or repaired unit.

1. Click **Check Status**.



2. Change the calibration plaque in the track to match the one shipped with the replacement head. Click **Yes**.

   If you hit **No** on ITX version 1.3.0.94 or higher it will give you an error message.
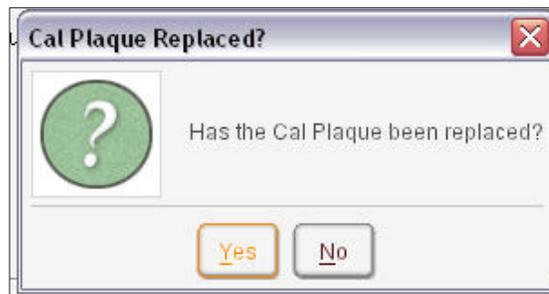
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3. Place the reference card on the track about three inches away from the head. Make sure the card is placed firmly against the paper stops and is placed on the track just like you would if you were going to read it.



4. Once the Paper Stop (NCIS Sensor) calibration is complete it will do a full white calibration.
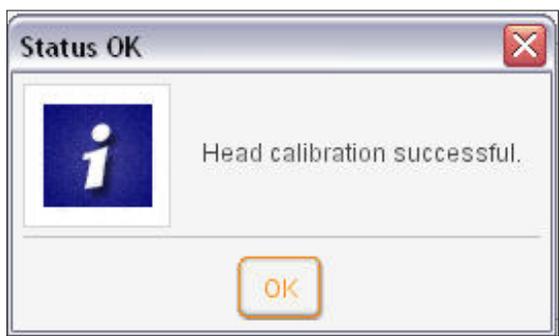


5. Click **OK** and close out of ToolCrib and launch the PressTool.

## Head Status Errors

### Calibration Plaque Replacement
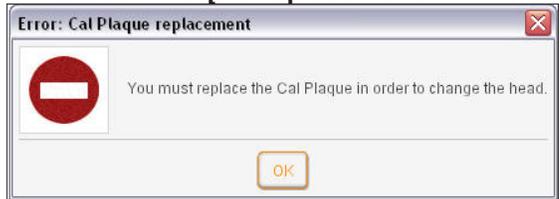


| Possible Cause | Possible Solution |
|---|---|
| Install the calibration plaque into the track. If you hit No the on ITX version 1.3.0.94 or higher it will give you this error message. | Change the calibration plaque in the track to match the one shipped with the replacement head. |

### Status Not OK



| Possible Cause | Possible Solution |
|---|---|
| Sometimes the first measurement of the card can result in a 'Head calibration error'. Hit OK and disconnect from ToolCrib and reconnect and repeat this procedure from step 1. | Change the calibration plaque in the track to match the one shipped with the replacement head. |

### Calibration Failure
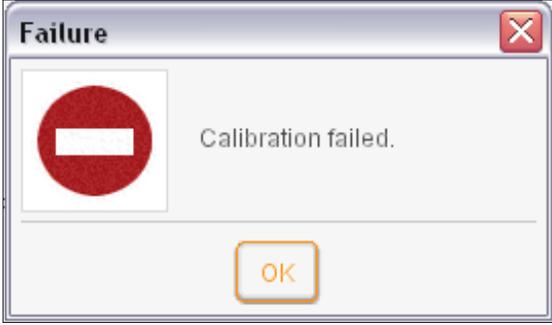


| Possible Cause | Possible Solution |
|---|---|
| No calibration plaque in track. | Install the calibration plaque into the track. |
| Calibration plaque damaged. | Install a new plaque standard. |
| Head is damaged | The head will need to be serviced. |