

# **SNAPPER SDK Appendices**

**DataCell Limited**



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## Part Information

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Part Number: SNP-MAN-SDK-APPENDICES

Version v4.0.1 September 1999

Printed in the United Kingdom.

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## **Appendices**

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- **Hardware Failure Report Form**
- **Software Failure Report Form**
- **Manual Errata Report Form**

# SNAPPER! HARDWARE FAILURE REPORT FORM

If you have a hardware problem with a Snapper product, please complete this form and fax to DataCell Technical Support on +44 1189 324325.

## Snapper Hardware

1. Please fill in the serial number(s) for the faulty board, or board combination.

Product	Serial Number	Product	Serial Number
ISA-BIB		ISA-JPG	
PCI-BIB		SBUS-BIB	
SNP-8		SNP-24	
SNP-PCI-8		SNP-PCI-24	
SNP-PMC-8		SNP-PMC-24	
SNP-16		SNP-DIG16	
SNP-PCI-16		SNP-PMC-DIG16	

2. Video Cable Part Number

3. For Analogue Snappers Only

- a. Tick which video inputs are used.

Direct BNC	S-Video	Red	Green	Blue	Other
<input type="checkbox"/>					

- b. Indicate which control signals are used, mark "I" for inputs and "O" for outputs (with respect to the Snapper), and whether the signal is 75Ω, TTL or RS-422.

	CSync	HSync	VSync	PClk	Trigger
I/O	<input type="checkbox"/>				
Type	<input type="checkbox"/>				

## Snapper Software

4. Snapper application users only.

- a. Snapper Application Type, ie S16, S24, D16, etc
- b. Application Revision
- c. Library and Driver Revision


5. For SW developers only.

- a. SDK Software Version

## System Environment

6. Make and Model of Computer
7. Processor Type and Speed
8. Operating System Type and Version
9. Windowing System Type and Version (If Applicable)


## Fault History

10. Was the board “Dead on Arrival” (DOA) ? **YES / NO**
11. Has the board previously worked in the mode in which it now fails? **YES / NO**
12. Do other Snapper boards work in the mode in which this board now fails? **YES / NO**
13. Does the fault appear to be intermittent? **YES / NO**
14. Does the computer power up OK with the board fitted? **YES / NO**
15. Does the board work in another computer? **YES / NO**
16. For PCs only **YES / NO**
- a. With the board fitted does anything else fail, ie network card, etc? **YES / NO**
17. For SPARCstations only: **YES / NO**
- a. If the SPARCstation will not boot, does the screen remain blank? **YES / NO**
- b. Does the message “Invalid Fcode start byte” appear? **YES / NO**
- c. Does the SPARCstation panic?  
    (If so, please list any console messages in the description below) **YES / NO**
- d. Is the board listed in the output of “prtconf”? **YES / NO**  
    (See “Check the Installed Hardware and Software” section of the installation guide).

## Fault Description

Please provide a description of the problem.

## Contact Details

Name \_\_\_\_\_

Company \_\_\_\_\_

Country \_\_\_\_\_

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Date \_\_\_\_\_

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# SNAPPER! SOFTWARE FAILURE REPORT FORM

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If you have a software problem with a Snapper product, please complete this form and fax to DataCell Technical Support on +44 1189 324325.

## Snapper Hardware

1. Please fill in the serial number(s) for the faulty board, or board combination.

Product	Serial Number	Product	Serial Number
ISA-BIB		ISA-JPG	
PCI-BIB		SBUS-BIB	
SNP-8		SNP-24	
SNP-PCI-8		SNP-PCI-24	
SNP-PMC-8		SNP-PMC-24	
SNP-16		SNP-DIG16	
SNP-PCI-16		SNP-PMC-DIG16	

## Snapper Software

2. Snapper application users only.

- a. Snapper Application Type, ie S16, S24, D16, etc
- b. Application Revision
- c. Library and Driver Revision


3. For SW developers only.

- a. SDK Software Version

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## System Environment

- 4. Make and Model of Computer
- 5. Processor Type and Speed
- 6. Operating System Type and Version
- 7. Windowing System Type and Version (If Applicable)


# Bug Description

Please provide a description of the problem.

## Contact Details

Name \_\_\_\_\_

Company \_\_\_\_\_

Country \_\_\_\_\_

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Date \_\_\_\_\_

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# SNAPPER! MANUAL ERRATA REPORT FORM

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If you think that there is an error in the manual, please complete this form and fax to DataCell Technical Support on +44 1189 324325.

## Location of Error

1. Title of the Manual Section
2. Version of the Manual Section
3. Page Number of the Manual Section
4. For HTML Manuals only
  - a. File Name of the Manual Page


## Description of Error

Please describe the error, or include a corrected copy of the manual page.

## Contact Details

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Country \_\_\_\_\_  
Tel \_\_\_\_\_  
Fax \_\_\_\_\_  
Email \_\_\_\_\_  
Date \_\_\_\_\_