TallyGenicom TechNote T6215.001

Dead CPU Error - Model T6215

Issue / Symptom: Dead CPU Error – this error is caused when one of the processors on the Control PCA loses communications with the other processor – it "thinks" it must be dead or lost. (In the earliest software this error was listed as CPU Lost.)

Solution/Action:

There are a couple of ways of "fixing" the problem, as shown below:

1. If you are using an **HP Jet Direct** connected to the parallel port of the printer, ensure that the Bi-Directional function in the Parallel I/O menu of the printer is turned OFF. (Access thru CONFIG – Parallel I/O – Bi-Directional – Off.)

On the computer side, the HP Jet Direct ships with a CD that has some utilities on it. In the utility program, have the user change the following:

a. from BiDirectional to Ctx

b. set the Control Protocol to NAK & Busy

c. set the Status Page Language to Text.

2. For other interface connections, OR if the above didn't clear the problem, OR if you get the error with no interface connected, the Control PCA will need to be replaced.

Replacement PCA's will have 1.1E firmware AND a new MAIN PLD at version 2.0 (location U17 - this is the real fix).

The new PLD (programmable logic device) alleviates some memory handling timing issues which can cause the Dead CPU error.

Note: The PLD fix is incorporated in all production units beginning with September production (Serial numbers beginning A62Ixxxxxx). The Control PCA assembly is part number 083410.

Need help? Call our knowledgeable sales staff at: *708-597-4222*