AST-5251/11 TROUBLESHOOTING

The intent of this Technical Bulletin is to help the user of AST-5251/11 troubleshoot situations that may arise at installation time.   It is assumed that the user has read all manuals supplied by AST for the installation procedure, and is familiar with all terminology contained within.

The following are the most common symptoms that may occur when initially installing the AST-5251/11:

While using AST-5251/11, if you encounter:

     KERNEL error code 1 or 3:

          -Try reseating the board.

          -Error code 3 with possible I/O address conflict.
           Select another I/O address on AST board.

     KERNEL error code 2 or 4:

          -Indicates an interrupt or DMA conflict.   Reconfigure
           our board to use a different interrupt or DMA channel.

While using AST-5251/11, if you encounter:

     Successful execution of KERNEL and APS, but no sign-on screen
     is displayed:

   *If SA indicator is "not" in reverse video:

          -Make sure only the last terminal on the line is
           terminated.

          -Be sure that the model terminal which the AST board is
           emulating, is one that AST supports, and the software
           is configured to reflect that on both the PC side and
           the SYS. 3X side.

          -Check the system console for any messages that have
           been generated and need to be responded to.

          -Check cabling, both the twinax stub cable which AST
           provides and long twinax cable that is connected to
           SYS. 3X.

   *If SA indicator "is" in reverse video:

-Verify that the address number, in the lower right-
       hand side of the screen, is the same station address
       number that is in the host configuration.

   *If SA indicator is blinking:

      -Verify that you are not having a station address
       conflict with another terminal.

                    GENERAL TROUBLESHOOTING

If you are experiencing problems, try the following:

   1. Take all extra cards out of PC (e.g. other emulation
       cards, network cards, etc.) and set the AST board to
       factory configuration. If emulation comes up okay, then
       add the other boards in one at a time.

   2. See if the same symptom occurs in another PC.

   3. Move the PC to a different location to determine if the
       problem follows the location or the PC.

   4. Move the PC so that it is the first terminal on the line
       and terminate it, then see if the problem still exists.

   5. If you change any of the jumpers on the board, be sure
       to modify the software to reflect those alterations.

   6. If you are getting an error on KERNEL, remove the twinax
       stub cable from the back of the board, and then run
       KERNEL.

If you are still encountering problems and need to contact
Technical Support for assistance, please have the following
information available:

        Type of PC (PC, XT, AT, or compatible)

        Version of DOS

        Total memory in PC

        Other cards that are in the PC

        Version of AST emulation software

        Host computer

        Release of host software

        Station address of display

Station address of printer

Specific configuration of line (other terminals and
their station address)