

# **SNAPPER SDK Appendices**

**DataCell Limited**



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## Part Information

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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

- 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					
Type					

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

## 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.

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### Contact Details

Name \_\_\_\_\_

Company \_\_\_\_\_

Country \_\_\_\_\_

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Date \_\_\_\_\_