



Troubleshooting eMCee™

THE eMCee SOFTWARE DOES NOT RECOGNIZE THE CONTROLLER?

The error message that the controller is not responding or that it is not a known controller indicates a “break” in the serial communications between eMCee and the hardware controller. Before troubleshooting the eMCee software, please make sure that all your connections between the computer and the hardware controller are properly setup. Follow thru the list below for the most common hardware checks:

- The Serial cable is plugged into the serial port.
- The DB-25 pin end of the Serial cable is plugged into the Sin8 converter (blue).
- The slide switch on the converter is in the “P” position.
- The one end of the flat RJ-45 cable is plugged into the Sin8 Converter.
- The other end of the flat RJ-45 cable is plugged into the serial input on the controller.

I HAVE CHECKED ALL MY SERIAL CONNECTIONS AND THE CONTROLLER STILL ISN'T RESPONDING?

Once you have checked your serial connections, a non-responding controller may be the result of the wrong serial port selection in the eMCee preferences. Please verify that the serial port which your cabling is plugged into is the same serial port selected in eMCee's preferences.

For Macintosh users: Under the Apple Menu go to Control Panels - AppleTalk. In the Apple Talk Control Panel, make sure that Appletalk is not trying to use the port eMCee is using. If the serial port is being used by AppleTalk, change the port or disable AppleTalk in the Chooser.

ApplePowerBooks: ApplePowerBooks have a combination Printer/Modem port. The eMCee software will only recognize the port when the Modem port is the selected serial port in eMCee's preferences. PowerBook users must also make AppleTalk inactive when using eMCee.

ALL MY CONNECTIONS AND PREFERENCES ARE SET BUT STILL THE CONTROLLER IS NOT RESPONDING?

Once you have verified that the controller connections are appropriate and that the preferences in eMCee are set for your configuration, if the controller will still not respond, the culprit in most cases, is a system extension conflict.

The eMCee software controls Kaidan hardware via a serial interface and in order for eMCee to function properly it must be able to gain solitary control of the serial port being used. System Extensions that monitor the serial ports for activity will deny eMCee solitary control of the serial port. Extensions like 3rd party print drivers or Palm Pilot's Hot Sync that are constantly running, will prevent eMCee accessing the serial port.

For Macintosh users: Under the Apple Menu, go to Control Panels - Extensions Manger. In the Extensions Manager, deselect the extensions that you want to disable. Restart your computer. If you are not sure of what extensions may be causing this problem, follow these directions. Go to the Apple Menu and select the Apple System Profiler. Create a new report, check off all boxes in the dialog window and email the report to support@kaidan.com.

For PC users: Uninstall the extensions that may be conflicting with eMCee. and restart your computer. If you are still experiencing problems please get a profile of your system & drivers, and email it to support@kaidan.com.

EMCEE IS WORKING, BUT IT APPEARS THAT THE TURNTABLE/RIG IS NOT MOVING TO THE RIGHT POSITION?

If the motors are running under eMCee control but they appear not to be positioning properly, you may need to check the preferences of the eMCee software. eMCee ships with all Kaidan motorized products and there are different preference settings for each Kaidan model. The preferences for eMCee can be set by running the appropriate default setting script for your particular Kaidan product. The default setting scripts are located in the "Scripts" folder of your eMCee software package. You can also enter the preferences directly through eMCee's preferences panel, see chart below for values.

TM-400	<u>X-Axis</u>	<u>Y-Axis</u>	MT-84	<u>X-Axis</u>	<u>Y-Axis</u>
<u>Steps per Rev</u>	<u>20000</u>	<u>0</u>	<u>Steps per Rev</u>	<u>126033</u>	<u>0</u>
<u>Intial Velocity</u>	<u>100</u>	<u>0</u>	<u>Intial Velocity</u>	<u>250</u>	<u>0</u>
<u>Slew Velocity</u>	<u>500</u>	<u>0</u>	<u>Slew Velocity</u>	<u>300</u>	<u>0</u>
<u>Ramp Slope</u>	<u>10</u>	<u>0</u>	<u>Ramp Slope</u>	<u>20</u>	<u>0</u>
<u>Move Speeds</u>	<u>500</u>	<u>0</u>	<u>Move Speeds</u>	<u>300</u>	<u>0</u>
<u>Step Resolution</u>	<u>Full</u>	<u>0</u>	<u>Step Resolution</u>	<u>Full</u>	<u>0</u>
<hr/>					
C-60	<u>X-Axis</u>	<u>Y-Axis</u>	M-1501	<u>X-Axis</u>	<u>Y-Axis</u>
<u>Steps per Rev</u>	<u>20000</u>	<u>374810</u>	<u>Steps per Rev</u>	<u>12000</u>	<u>20000</u>
<u>Intial Velocity</u>	<u>100</u>	<u>100</u>	<u>Intial Velocity</u>	<u>100</u>	<u>100</u>
<u>Slew Velocity</u>	<u>500</u>	<u>700</u>	<u>Slew Velocity</u>	<u>500</u>	<u>300</u>
<u>Ramp Slope</u>	<u>15</u>	<u>15</u>	<u>Ramp Slope</u>	<u>10</u>	<u>10</u>
<u>Move Speeds</u>	<u>500</u>	<u>700</u>	<u>Move Speeds</u>	<u>500</u>	<u>300</u>
<u>Step Resolution</u>	<u>Full</u>		<u>Step Resolution</u>	<u>Full</u>	

MDT-19	<u>X-Axis</u>	<u>Y-Axis</u>
<u>Steps per Rev</u>	<u>14165*</u>	<u>0</u>
<u>Intial Velocity</u>	<u>100</u>	<u>0</u>
<u>Slew Velocity</u>	<u>300</u>	<u>0</u>
<u>Ramp Slope</u>	<u>15</u>	<u>0</u>
<u>Move Speeds</u>	<u>300</u>	<u>0</u>
<u>Step Resolution</u>	<u>Full</u>	<u>0</u>

***Note - This value has been calibrated specifically for your unit, you will find this value on the underside of the unit.**

M-2500	<u>X-Axis</u>	<u>Y-Axis</u>
<u>Steps per Rev</u>	<u>20000</u>	<u>20000</u>
<u>Intial Velocity</u>	<u>100</u>	<u>100</u>
<u>Slew Velocity</u>	<u>500</u>	<u>300</u>
<u>Ramp Slope</u>	<u>10</u>	<u>10</u>
<u>Move Speeds</u>	<u>500</u>	<u>300</u>
<u>Step Resolution</u>	<u>Full</u>	

EMCee WAS WORKING THE LAST TIME I USED IT, BUT NOW THE CONTROLLER IS NOT RESPONDING?

If you have been using eMCee successfully but are now having communication problems, you should try discarding eMCee's preferences.

For Macintosh users: open your System Folder, open the Preferences folder and locate eMCee's preference file, discard the file.

For PC users: the preference file for eMCee is in the same folder as the application, discard the file. Once you have discarded the preferences, you will need to restore the preferences for your specific Kaidan model.

I HAVE DONE EVERYTHING BUT EMCee CANNOT SEE THE CONTROLLER?

If you have read through this appendix and have not a solution to your problem, please email: support@kaidan.com or call 215-364-1778 Mon-Fri 9am to 6pm EST.

Sincerely,

The Kaidan Support Team