

# USER MANUAL

VWP SERIES

# RADIAN DIAGNOSTIC SUITE

24/7 TECHNICAL SUPPORT AT 1.877.877.2269 OR VISIT BLACKBOX.COM

The screenshot displays the Radian Diagnostic Suite interface. The window title is "Diagnostic Suite (Local Machine)". The menu bar includes "File", "Tools", and "Help". The main area is divided into several sections:

- BLACK BOX Radian Diagnostics**: The top left section, featuring a logo and the text "Wall View (3840 x 1080)".
- System Snapshot**: A section with a date/time field showing "02/02/2017 09:19:10 AM" and buttons for "Create", "Delete", "Open", and "Save As". Below it, it states "No snapshot to compare to".
- System**: A section with a list of items: "System Overview", "Host Machine", "Chassis (1 Chassis)", "Inputs (5 Cards, 9 Inputs)", and "Outputs (1 Card, 2 Screens)".
- System Overview System Snapshot**: A detailed view on the right with "Back" and "Forward" buttons. It contains three sub-sections:
  - Machine**: Machine Name SPAREDEVSERVER, Processor(s) Intel(R) Core(TM)2 Quad CPU, Memory 3.9 GB.
  - Operating System**: Name Microsoft Windows 7 Ultimate, Version 6.1.7601, Architecture 64-Bit.
  - Driver Information**: Version 3.2.0.642, Publisher Black Box.



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# CHAPTER 1: INTRODUCTION

The Radian Diagnostics Suite is designed to assist with the diagnosis of any problems within your system should any arise. The application will help you and Black Box Technical Support identify problems quickly, enabling an effective resolution.

The application can be installed as either a Viewer or as a Server.

## 1.1 VIEWER

The Viewer, when installed, allows you to view the diagnostics for the system it is installed on. It can also remotely view (over a local network) the diagnostics of systems that have the Server installed.

## 1.2 SERVER

Installing the application as a server installs both the Viewer and Server components, i.e. you can connect to other systems on the network and view snapshots. Your system can also be connected, too, using a viewer client from another machine on the network. The server also installs a service that automatically runs on system start-up.

To open the Diagnostics Viewer: Start/Programs/Diagnostic Suite /Diagnostic Suite Viewer and the following dialog is displayed:

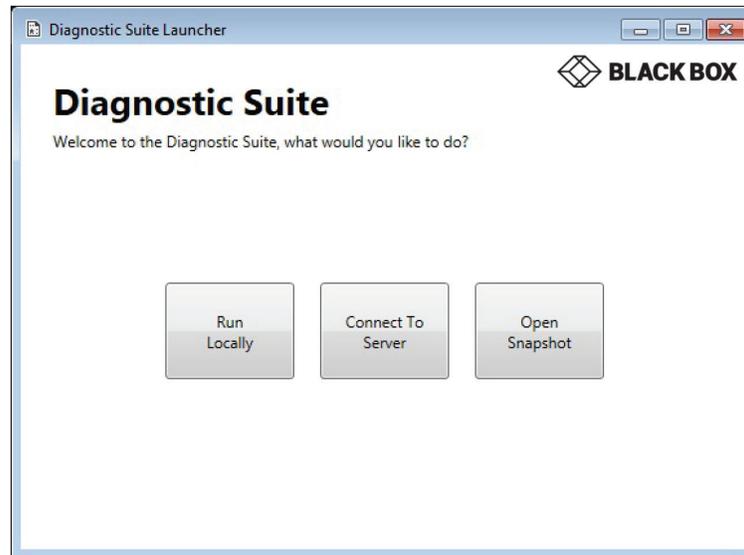


FIGURE 2-1. VIEWER SCREEN

### 2.1 RUN LOCALLY

Run a diagnostic test on the local system.

### 2.2 CONNECT TO A SERVER

Connect to a system on the local network and run a diagnostic test.

### 2.3 OPEN A SNAPSHOT

Open a previously saved snapshot of a diagnostic test.

## CHAPTER 3: RUN LOCALLY

Select Run Locally and the Diagnostic Tool will carry out a full sweep of the system and provide a diagnostic snapshot. Once the diagnostics scan has been carried out, the following dialog is displayed:

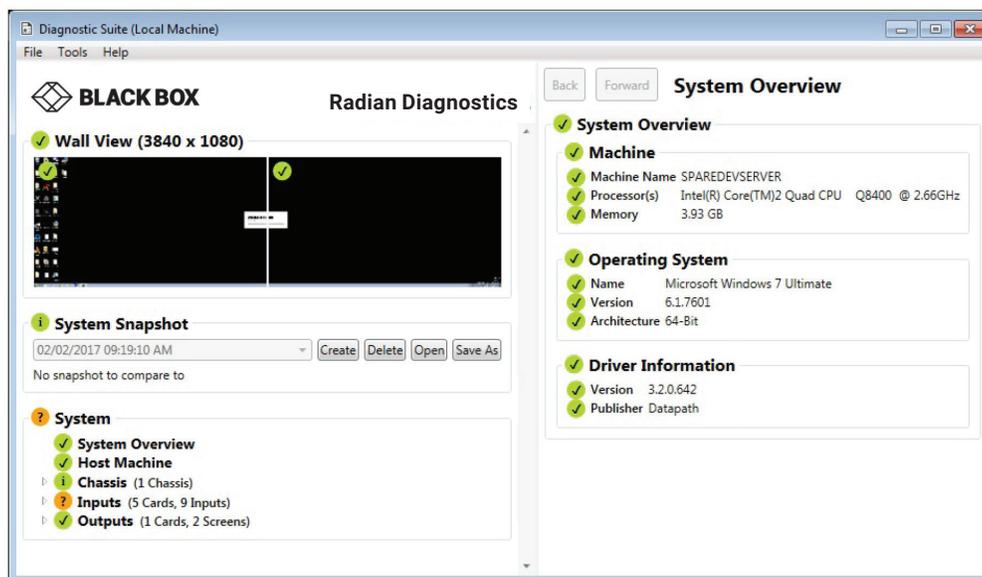


FIGURE 3-1. RUN LOCALLY SCREEN

### 3.1 WALL VIEW

The application displays the Wall View, which illustrates how many screens make up your wall and also its resolution. The content of your wall is also captured live.

### 3.2 SYSTEM SNAPSHOT

A System Snapshot is a record of the system and its components (hardware and drivers) taken at a specific time. System Snapshots can be created and saved as .snp files to be referred to at a later date or forwarded to Black Box Technical Support at [info@blackbox.com](mailto:info@blackbox.com). To create a System Snapshot simply click Create.

Use the drop-down list to select a specific snapshot.

### 3.3 SYSTEM

The System section offers information for the system hardware/software and how it is configured. Click on the sub headings to open the relevant panel on the right. For example, clicking on System Overview opens the System Overview information panel as shown in the Figure 3-1.

Details of the Machine:

- ◆ Name
- ◆ Processor
- ◆ Memory

Details of the Operating System:

- ◆ Name
- ◆ Version
- ◆ Architecture

## CHAPTER 3: RUN LOCALLY

### Details of Driver Information

- ◆ Version
- ◆ Publisher

## 3.4 HOST MACHINE

The Host Machine panel displays information on the temperatures of the computer and processors and the voltages.

## 3.5 CHASSIS

Click on Chassis to reveal the types of backplanes in use throughout the system in the Chassis overview panel. This includes the host machine and any expansion chassis.

For more detailed information on each backplane, click on the required backplane to reveal an illustration showing its configuration.

## 3.6 INPUTS

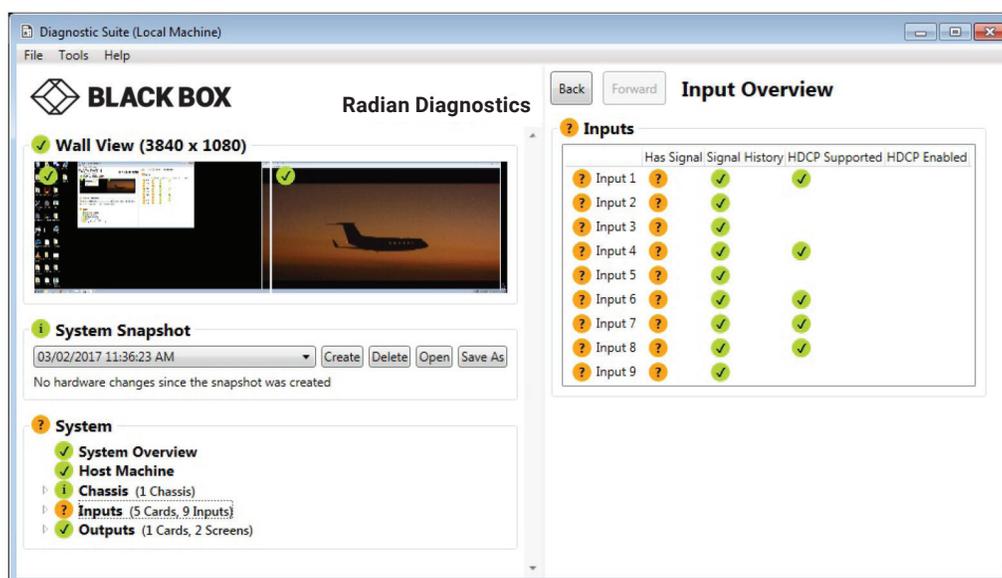


FIGURE 3-2. INPUT OVERVIEW SCREEN

Click on Inputs to display the Inputs Overview panel, which lists all inputs within the system. By clicking on individual inputs, you are able to view detailed information for that particular input including:

- ◆ Current Signal
- ◆ Capabilities
- ◆ Firmware Diagnostics
- ◆ Supported Signals
- ◆ Signal history
- ◆ Channel Diagnostics

## CHAPTER 3: RUN LOCALLY

Open the Inputs list by clicking on the Input dropdown menu.

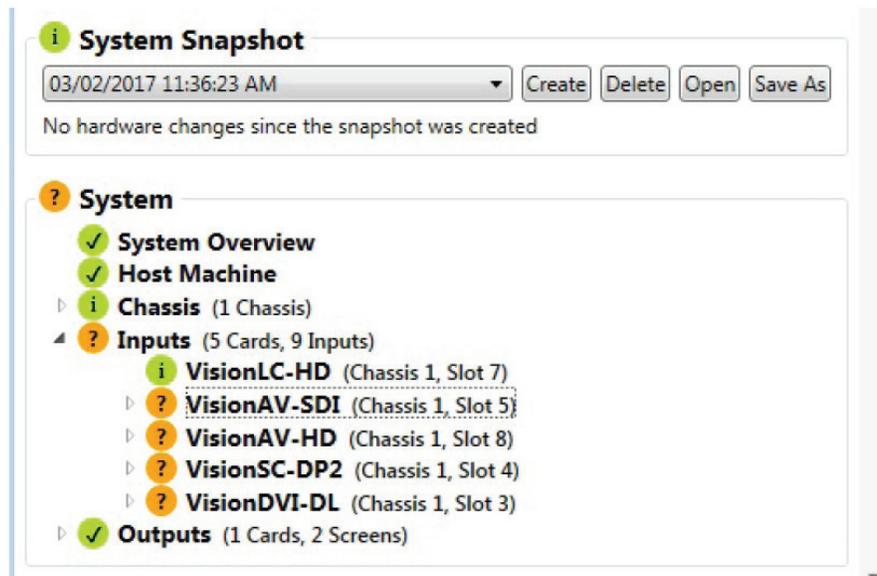


FIGURE 3-3. INPUT DROPDOWN MENU

All Input cards in the system will be listed together with their location.

Click on an individual card to display the card properties:

- ◆ Device Overview
- ◆ Capabilities—Input Count
- ◆ Hardware—Current hardware temperature
- ◆ Inputs—Overview of inputs

## CHAPTER 3: RUN LOCALLY

## 3.7 OUTPUTS

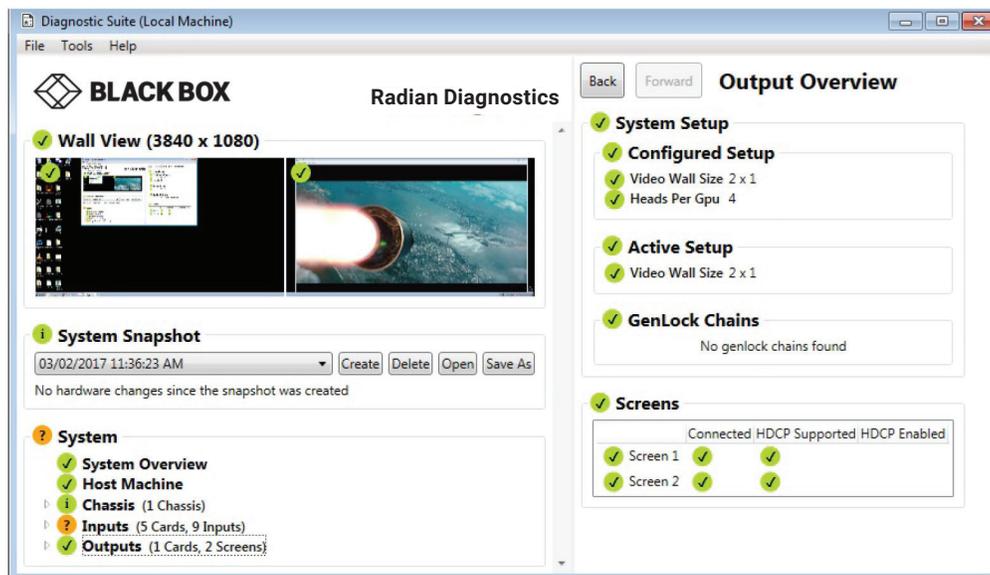


FIGURE 3-4. OUTPUT OVERVIEW SCREEN

Click on Outputs to open the Output Overview panel, which displays information on the system setup including:

- ◆ Configured Setup
- ◆ Active Setup
- ◆ GenLock Chains
- ◆ Screens

Open the Outputs list by clicking the dropdown arrow:

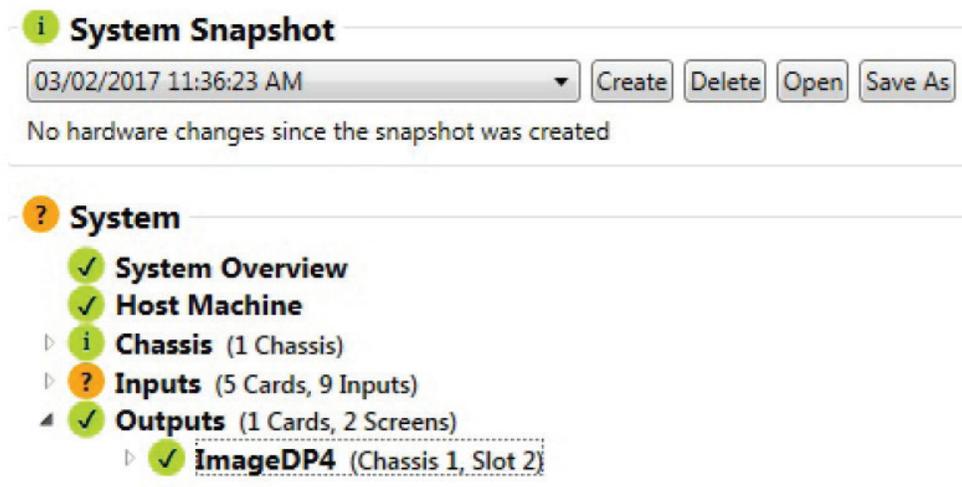


FIGURE 3-5. OUTPUTS LIST

## CHAPTER 3: RUN LOCALLY

All output cards in the system will be listed together with their location.

Click on an individual card to display its properties:

- ◆ Device Overview
- ◆ Hardware—Current hardware Temperature
- ◆ Screens—Screen the device is connected to.

### 3.8 SYSTEM BLUEPRINT

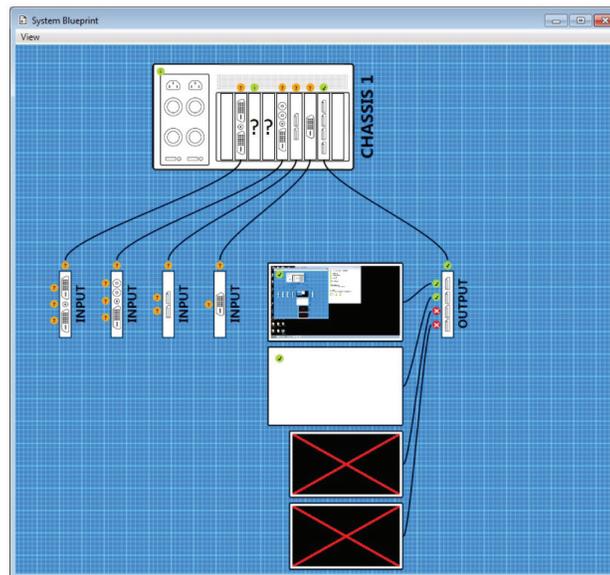


FIGURE 3-6. SYSTEM BLUEPRINT

Select System Blueprint from the Tools menu and a window is opened displaying a graphical representation of the system architecture. Click and drag the Blueprint to move it around the window and use the mouse wheel to zoom in and out.

## CHAPTER 3: RUN LOCALLY

### 3.9 PCI TREE VIEWER

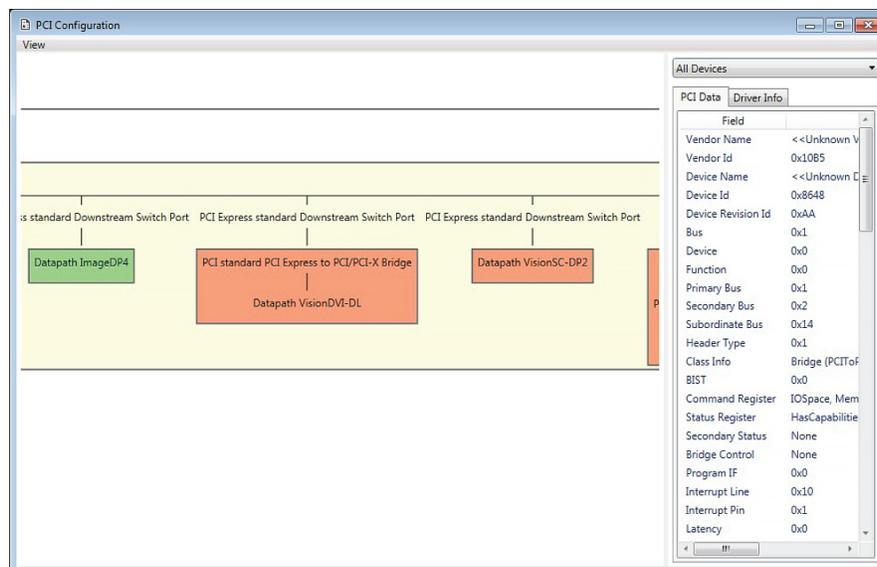


FIGURE 3-7. PCI TREE VIEWER

Select PCI Tree Viewer from the Tools menu and a window is opened displaying the architecture of the PCI configuration. Click on the highlighted elements within the PCI Tree Viewer to display the PCI Data or Driver Information.

Click and drag the PCI Tree Viewer to move it around the window and use the mouse wheel to zoom in and out.

### 3.10 OPTIONS

Select Options from the Tools menu and the options dialog is displayed:

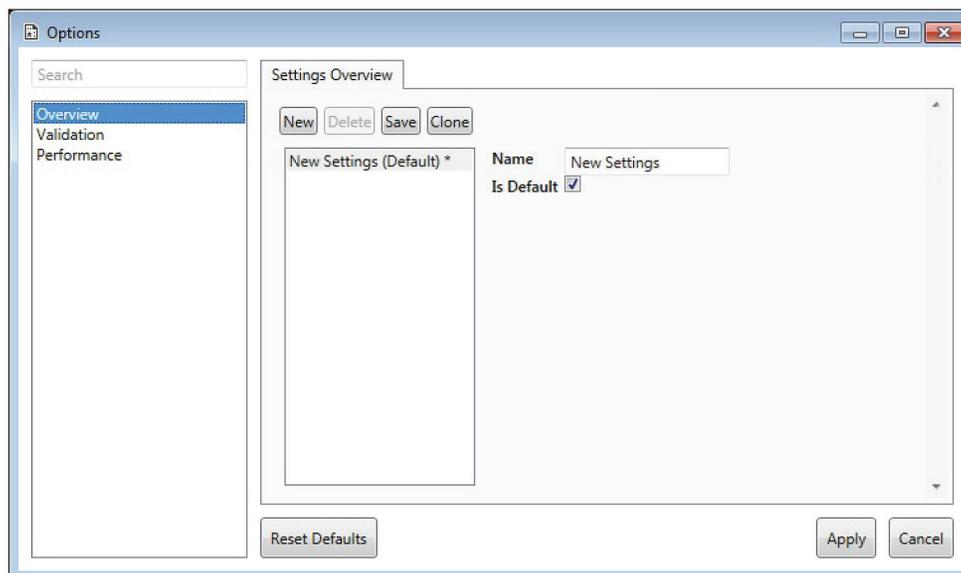


FIGURE 3-8. OPTIONS SCREEN

## CHAPTER 3: RUN LOCALLY

The Options dialog is used to create specific Validation and Performance settings, enabling you to customize the output of a diagnostics report.

### SETTINGS OVERVIEW

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To create a new settings group click on New and using the edit box, give the settings group a title. Click on your new settings group to select it. With the new settings group selected, you can now access the Validation and Performance settings.

### VALIDATION OPTIONS

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When selected, a list of validation options are displayed. Each heading can be opened to display specific attributes, for example, when opened, the System settings displays check boxes for "The driver could not be found" and "System is in safe mode". Un-check options that you do not wish to appear in the diagnostics report or select an option from the drop-down list for the type of error you want included in the report.

Once all required validation options have been chosen, click on Apply.

### PERFORMANCE OPTIONS

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When selected, a list of Performance Options are displayed. Each option has an edit box that states how often, in seconds, the specific element is scanned for information for the diagnostics report.

Once all the required Performance Options have been entered, click on Apply.

Once your new settings have been applied, you can set your new settings group as the default on the Options Settings Overview page.

Any settings created are specific to the client on which they have been created. All settings can be reset to default settings by clicking Reset Defaults.

## CHAPTER 4: CONNECT TO A SERVER

A server is a system that has the Diagnostic Tool Server element installed.

To connect to a server, open the Diagnostic Tool Viewer Start/Programs/Diagnostic Suite Viewer and select Connect to a Server. The following dialog is displayed:

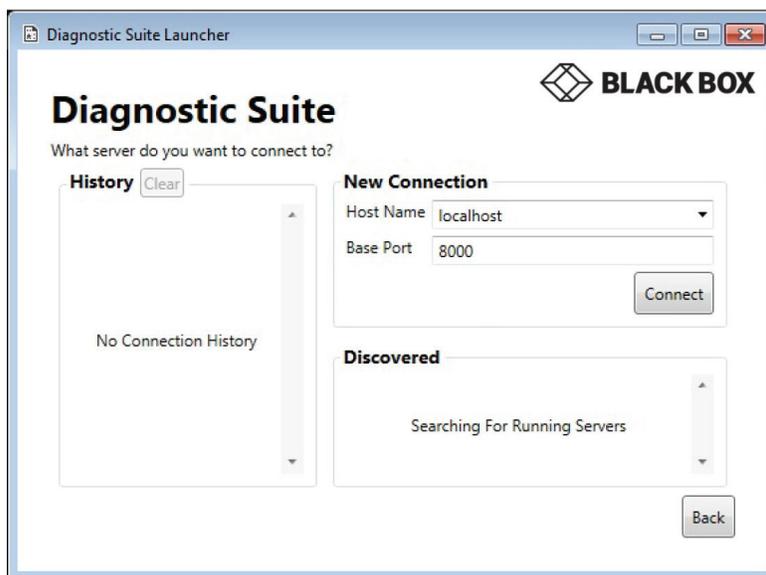


FIGURE 4-1. NEW CONNECTION SCREEN

The Diagnostic Suite can connect to a server on a local network enabling you to run a diagnostic test remotely.

### 4.1 HISTORY

The application saves a record of all servers you have previously connected to over the network. To connect to a previously accessed server, simply locate the server in the History panel and double-click, this will automatically connect to the server. To remove all historical connections from the list, click Clear.

### 4.2 DISCOVERED

When the Connect to a Server is opened, the application will automatically search the local network for any system currently running the server element of the Diagnostic Tool. Located servers are listed the Discovered panel.

Double-click on the server you wish to connect to.

### 4.3 NEW CONNECTION

If a server is not automatically discovered, you can manually connect to it using the New Connection panel.

Type in the Host Name of the system and input the Base Port number and click Connect. The Diagnostics Tool will then search the network for the server and connect to it.

Click the Back button to return to the Diagnostic Tool Launcher.

## CHAPTER 5: OPEN SNAPSHOT

Click on Open Snapshot to open a previously saved diagnostic snapshot. A snapshot is a file (.snp) that has been created by the Diagnostic Tool application that gives a diagnostic report of a system. Snapshot files can be made available to support staff when requested.



## CHAPTER 6: DISCLAIMER/TRADEMARKS

### 6.1 DISCLAIMER

Black Box Corporation shall not be liable for damages of any kind, including, but not limited to, punitive, consequential or cost of cover damages, resulting from any errors in the product information or specifications set forth in this document and Black Box Corporation may revise this document at any time without notice.

### 6.2 TRADEMARKS USED IN THIS MANUAL

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