

<b>Printronix Technical Bulletin</b>	Number 7-0008	Revision A
	Product Type P7000	Date 08/08
<b>Subject</b> <b>V6 PPC Controller with Onboard nic.</b>	Originator George Petronis	Page 1 of 2

**Symptom:** The Ethernet menus do not show up on the front panel, or on the configuration printout. However the user can see the RJ-45 ethernet connector sticking out the back of the printer.

**Cause:** The integrated onboard PrintNet nic, found on the new V6 PPC controller boards, is activated by a security key. If the customer did not purchase the PrintNet ethernet option, it is disabled. **Note:** This only applies to the integrated onboard nic. The PCI nic is unaffected.

**Troubleshooting:**

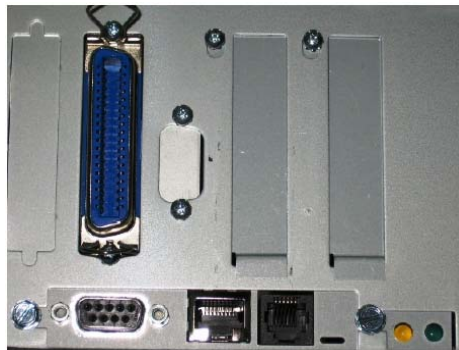
#1. Verify that the P7000 contains a V6 PPC with an onboard nic.

By Visual Hardware Identification:

Looking at the backside of the printer, three connectors are visible along the bottom of the card cage. The connector on the far left is a DB9 Serial connector. The connector on the far right is a 6-pin RJ-11 Debug port. **The connector in the center of the three is the RJ-45 Ethernet connector, which is unique to the V6 Controller.** This connector belongs to the onboard NIC, and is not present on earlier PPC controllers.



**V5 Controller**



**V6 Controller**

By Configuration Code on the Configuration Printout:

Look at the 6-digit alpha-numeric Configuration Code in the top section of the printout. An example of this code may look like **“FH06AF”**, where the 3<sup>rd</sup> and 4<sup>th</sup> digits indicate the hardware version of the PPC controller. **The “06” indicates that a V6 Controller is installed.**

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**#2.** Use the Configuration printout to verify that the onboard ethernet feature is not enabled. Look at the Features Enabled near the top of the configuration printout.

006 FEATURES ENABLED 365093 (ASCII)

...

368384 (ETHERNET) <- only appears if the option is enabled.

...

**Remedy:** If the ethernet feature is not in the features list, order field kit part# 253889-001 to activate the onboard nic. The customer must purchase the option to activate the nic.