



## **Technical Support Bulletin**

### **Q3DTSB-2007-03-16**

# **IG Renderer(IGR4) Network Interface Connection**

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## Revision History

### 1. Initial Release:2007-03-16

Description		
<p>As a result of manufacturing tolerances present in the main board of Independence 3000 (IDX3000) image generator renderers (IGR4), network connectivity can become compromised, especially depending on the type of Ethernet cable connector used in the Ethernet network interface. Although the manufacturing tolerances for the Ethernet parts are within expected range, the network connection may become intermittent or lost. This problem is often aggravated by shipment, movement of the system, or operating the rear door on the system when the previous Ethernet cable types were used which have a very rigid and larger connector 'head'. As a result of this finding, Quantum3D has decided to take corrective actions.</p>		
Product	Module	Model
Independence 3000	Network Interface Connector	IGR4
Operating Systems	BIOS	Driver
NA	NA	NA
Symptoms		
<p>Under certain situations the user of the IDX3000 may experience loss of synchronization while running Mantis, IG lockup, IG start up problems, or an IGR4 can appear to lock-up requiring a system reboot. The IGR4 may also appear offline to the IG Manager (IGM) software on the IGC which may cause loss of replication services.</p>		
Fixes		
<p>The fix includes a cable retention bracket (see Figure 1) and new network cables (see Figure 2) for each IGR4. The fix will ensure that the network connection remains intact during shipping and normal operational use. This fix can only be provided by a Quantum3D Field Service Representative or factory approved technician as all of the new cables must be properly routed, wrapped and tied as shown in Figure 3 at each IGR4.</p>		
Work-A-Rounds		
N/A		N/A
<b>Scheduled Date Available:</b> March 21, 2007		



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Figure 1, retention bracket



Figure 2, retained cable