



Technical Support Bulletin

Independence Series IG

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Technical Support Bulletin

5/21/2007

TSB Description		TSB Number	
HOSTS File on the IGC can be corrupted.		037-0009-01	
Product	Module	Model	
Independence Series IG	IGC	ALL	
Operating Systems	BIOS	Driver	
Windows Server 2003	N/A	N/A	
Symptoms			
The HOSTS File on the IGC can be corrupted during an IG Configure or IG Rename operation. Inconsistent IG performance may occur with a bad or missing HOSTS file.			
Fixes		Scheduled Date Available	
1. Any IGC HOSTS file.		N/A	
Work-A-Rounds			
Use the instructions contained herein to update your IGC HOSTS file.			



Create a new HOSTS File

1. Remove the IGC from the external network by disconnecting the RJ45 connector on the I/O panel located on the bottom of the Primary IG Cabinet. The External Network Connection in Windows should have Status Network Cable Unplugged.
2. On the IGC, copy the file *Q3dFixHOSTSFile.cmd* to the folder: *C:\Program Files\Q3D\IGM*
3. Launch the **Windows Command Prompt**
 - a. Click on **Start** → **All Programs** → **Accessories** → **Command Prompt**
4. In the **Command Prompt** window type:
 - a. `cd /d "C:\Program Files\Q3D\IGM"`
 - b. `Q3dFixHOSTSFile GO`

The command may take a few minutes to complete.

Verify the new HOSTS File

1. Verify the first line of the HOSTS file is
`#Q3D_IGU_BGN -- Do not remove or edit this line.`
2. Verify the IP Addresses and Host names for each IGU computer in the IG is correct.
3. Verify the last line of the HOSTS file is
`#Q3D_IGU_END -- Do not remove or edit this line.`