

PSRM Errors

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Revision History

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1	27 Mar. 2006	Susan Stacey and Jose Delgado	
2	18 May 2006	Susan Stacey and Craig Wilson	Added information about errors 100013, 100054, 100160, 100208, and 100240.
3	21 Aug 2006	Susan Stacey and Craig Wilson	Revised information about error 100160

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PSRM Errors

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PSRM OVERVIEW

1.1 About PSRM

The Post Screening Raster Manipulation (PSRM) component changes screened raster data (SRD) into thermal head raster data (THRD), the format the output device uses for imaging:

- A raster source, such as workflow software, generates the SRD.
- The control software provides PSRM with all the required manipulation parameters, as well as information about the start and end of jobs.
- PSRM performs the manipulation and produces the THRD.
- The THRD is sent to a raster sink (for example, GMCE, TMCE, or a disk file) via high-speed interfaces.

PSRM is used with Print Console 4.x because it provides a common data path for GMCE and TMCE systems, effectively hiding the difference between GMCE and TMCE systems from clients:

- In GMCE systems, image data is delivered over a gigabit Ethernet connection to the CTP.
- In TMCE systems, image data is delivered over a SCSI connection to the CTP.

In addition, PSRM can generate test images from test patterns or from TIFF test patterns.

1.2 About PSRM Errors

This document lists the PSRM errors you may encounter. If known, it provides causes and solutions.

There are two types of PSRM errors, external and internal:

- External errors are those most likely to be seen by an operator. They have a description string and are translated into various user languages.
- Internal errors do not have a description string and are for development debugging purposes only.

2. EXTERNAL ERRORS

This section lists the PSRM errors that operators may encounter. Some errors currently have only an identification number and description. Others have possible causes and solutions.

100054 Timeout waiting for raster buffer to purge

When PSRM starts an image, it expects the data to move in a timely fashion:

- From the workflow

- Through PSRM's internal buffers
- To the output
- To the head

If there is a blockage for more than 10 minutes, PSRM reports this error.

The possible cause is that the raster sink (for example, GMCE, TH3, SCSI) has not consumed data for a long time.

100094 Raster buffer abort

No information about causes and solutions.

100138 Incomplete data received from workflow

This means that the number of bytes received from the workflow does not match the number of bytes expected by PSRM for the raster data.

This may be caused by a version mismatch between **PrintConsoleGDAPI.dll** and **PSRM.dll**. The PSRMRSTR protocol was changed in Magnus VLF CR 3.1. Therefore, if one DLL is from CR 3.1 and the other is from an older controlled release, the **total raster data byte delivered** field will be invalid, causing this error.

100160 Timeout waiting for workflow to connect

After PSRM starts an image, it waits for the workflow to send an OpenRequest command (triggered by the workflow sending the first raster) to connect the flow control channel between the two. PSRM reports this error if it has not received anything from the workflow after 120 seconds.

The probable cause is misconfiguration of the flow control port. The **TCP_PORT_PSRM_RASTER_FC_PORT** field in **CreoBootp.ini** specifies the port that PSRM listens to. The default is **15057**. **TCP_PORT_PSRM_RASTER_FC_PORT** is only configurable starting with these controlled releases:

- Magnus VLF CR 3.1
- Trendsetter 400/800 III CR 1.0

100208 Timeout waiting for thermal head to connect

This means that PSRM issued an OpenReq to the TH3 head (or GMCE board if a TH2 head is being used) but did not receive an OpenAck within 600 ms.

Possible causes include the following:

- The TH3 is in a bad state.
  Action: Cycle power on the device, or open and close a door on the device to cycle power to the head.
- If the system is newly installed, the network configuration may be incorrect.
  Action: Check the IP address of the Gigabit NIC on the workstation. It should be 192.168.100.209, subnet mask 255.255.255.128. Also, jumbo frames should be enabled.

For PSRM to connect to the GMCE or TH3 properly, the **Jumbo Frame** setting on the card must be set to 9014 bytes.

- The IP address of the Gigabit Ethernet NIC may be incorrectly configured in **CreoBootp.ini**.
  Action: Verify that the IPADDR_WS setting is 192.168.100.209.

100209 Timeout waiting for thermal head to respond

No information about causes and solutions.

100210 Timeout waiting for thermal head to disconnect

No information about causes and solutions.

100226 Thermal head aborted raster connection

This means that the raster data sink (either thermal head for TH3 systems or GMCE for TH2 systems) aborted its connection to PSRM.

There are two possible causes for this:

- The Gigabit Ethernet card on the workstation is not set up correctly. For PSRM to connect to the GMCE or TH3 properly, the **Jumbo Frame** setting on the card must be set to 9014 bytes.
- TH3 may be in "Engineering" mode. This forces TH3 to use internally generated test patterns instead of accepting raster data from the workstation. Ensure that the TH3 NVS `set sys imagedata` setting is **1** and the `set sys imagetiming` setting is **0**.

100240 Timeout waiting for workflow to send data

After PSRM starts an image and the workflow has connected, PSRM expects the raster data to flow in within a certain period of time. PSRM reports this error if the workflow stops delivering data for more than 10 minutes.

The probable cause of this problem is a workflow issue. It is possible that a bad input file at the workflow side brought the rendering process to a halt.

100400 Unable to open test pattern Tiff file

No information about causes and solutions.

100602 CPU requirements not met for corner turning

To run PSRM in corner turning mode, the CPU requirements are Pentium4 with MMX and SSE2.

There are two possible causes for this error:

- The workstation CPU is outdated and does not meet the requirements for corner turning (only required for GMCE systems).

- A known PSRM problem in version 0.1.3.16 and earlier (fixed in versions 0.1.3.17 and later). If a pre-2002 workstation is used with a TMCE system, the corner turning flag in PSRM is still enabled.

101006 Timeout waiting for PSRM thread to terminate

No information about causes and solutions.

103002 Output device SCSI port not found

No information about causes and solutions.

103004 Output device SCSI port not ready

No information about causes and solutions.

103009 Fail to write to output device's SCSI port

No information about causes and solutions.

103010 Timeout writing to output device's SCSI port

No information about causes and solutions.

103011 Timeout waiting for workflow to send data for SCSI

No information about causes and solutions.

3. INTERNAL ERRORS

These errors are for development debugging purposes only.

3.1 PSRM Errors 0 - 100099

0 PSRM_ERR_SUCCESS

100001 PSRM_ERR_BUFFER_ALLOCATION_FAIL

100002 PSRM_ERR_BUFFER_WRITE_SIZE_TOO_LARGE

100003 PSRM_ERR_INVALID_ACK_NUMBER_FOR_PURGE

100004 PSRM_ERR_ACK_NUMBER_TOO_SMALL_FOR_PURGE

100005 PSRM_ERR_CREATE_WRITE_EVENT_FAIL

100006 PSRM_ERR_CREATE_PURGE_EVENT_FAIL

100007 PSRM_ERR_SET_WRITE_EVENT_FAIL

100008 PSRM_ERR_SET_PURGE_EVENT_FAIL

100009 PSRM_WINSOCK_STARTUP_FAIL

100010 PSRM_SEND_SOCKET_CREATE_FAIL

100011 PSRM_RECEIVE_SOCKET_CREATE_FAIL

100012 PSRM_SEND_SOCKET_BIND_FAIL

100013 PSRM_RECEIVE_SOCKET_BIND_FAIL

This error can occur if the firmware is reset very soon after starting the workstation. In this case, DCAPI sometimes starts two instances of PSRM, resulting in a conflict over a socket port between the two instances of PSRM.

Workaround: Wait until the workstation has been running for 2 or 3 minutes before resetting the firmware.

If this occurs with Magnus VLF CR 3.0 or Magnus VLF CR 3.1, the workaround is to restart the workstation or to log out and log back in.

Solution: This problem is fixed in DCAPI 2.0.5, which is scheduled to be deployed as part of these controlled releases:

- Magnus VLF CR 4.0
- 4/8 and NEWS GMCE CR 1.0
- NEWS 200 GMCE CR 2.0

100014 PSRM_SEND_SOCKET_CONNECT_FAIL

100015 PSRM_RECEIVE_SOCKET_CONNECT_FAIL

100016 PSRM_ERR_INVALID_SEQ_NUMBER_FOR_SEND

100017 PSRM_SEND_SOCKET_IMAGE_DATA_SEND_FAIL

100018 PSRM_SEND_SOCKET_OPEN_CONNECTION_FAIL

100019 PSRM_SEND_SOCKET_OPEN_CONNECTION_INCOMPLETE

100020 PSRM_RECV_SOCKET_OPEN_ACK_INCOMPLETE

100021 PSRM_INVALID_OPEN_ACK_HEADER_LENGTH

100022 PSRM_INCOMPATIBLE_PROTOCOL_VERSION

100023 PSRM_INVALID_PACKET_HEADER_LENGTH

100024 PSRM_INVALID_ACKNOWLEDGEMENT_NUMBER

100025 PSRM_SEND_SOCKET_CLOSE_CONNECTION_FAIL

100026 PSRM_SEND_SOCKET_CLOSE_CONNECTION_INCOMPLETE

100027 PSRM_RECV_SOCKET_CLOSE_ACK_FAIL

100028 PSRM_RECV_SOCKET_CLOSE_ACK_INCOMPLETE

100029 PSRM_SEND_SOCKET_ABORT_CONNECTION_FAIL

100030 PSRM_SEND_SOCKET_ABORT_CONNECTION_INCOMPLETE

100031 PSRM_RECV_SOCKET_ABORT_ACK_INCOMPLETE

100032 PSRM_RECV_SOCKET_ABORT_ACK_FAIL

100033 PSRM_RECV_SOCKET_ABORT_CONNECTION_FAIL

100034 PSRM_RECV_PACKET_FAIL

100035 PSRM_OPEN_FLAG_EXPECTED

100036 PSRM_CLOSE_FLAG_EXPECTED

100037 PSRM_ABORT_FLAG_EXPECTED

100038 PSRM_RESEND_FLAG_EXPECTED

100039 PSRM_ERR_CANNOT_CREATE_EVENT

100040 PSRM_ERR_ACKNOWLEDGEMENT_RECEIVE_FAIL

100041 PSRM_RESET_RECV_EVENT_FAIL

100042 PSRM_GET_OVERLAPPED_RESULT_FAIL

100043 PSRM_ERR_INVALID_ACK_NUMBER_FOR_RE_READ

100044 PSRM_ERR_ACK_NUMBER_TOO_SMALL_FOR_RE_READ

100045 PSRM_ERR_INVALID_PACKET

100046 PSRM_ERR_SET_ACK_EVENT_FAIL

100047 PSRM_ERR_CREATE_CONNECTION_STATE_EVENT_FAIL

100048 PSRM_ERR_CREATE_ACK_EVENT_FAIL

100049 PSRM_ERR_BUFFER_RE_READ_ERROR

100050 PSRM_SEND_SOCKET_RESEND_REQUEST_INCOMPLETE

100051 PSRM_ERR_RESEND_REQUESTED

100052 PSRM_SEND_SOCKET_SEND_FAIL

100053 PSRM_ERR_TIMEOUT_WAIT_FOR_DATA

100054 PSRM_ERR_TIMEOUT_WAIT_FOR_PURGE

This means that there was a timeout waiting for the raster buffer to purge. When PSRM starts an image, it expects the data to move in a timely fashion:

- From the workflow
- Through PSRM's internal buffers

- To the output
- To the head

If there is a blockage for more than 10 minutes, PSRM reports this error.

The possible cause is that the raster sink (for example, GMCE, TH3, SCSI) has not consumed data for a long time.

100055 PSRM_ERR_TIMEOUT_WAIT_FOR_WRITE

100056 PSRM_ERR_INCOMPLETE_RASTER_SEND

100057 PSRM_ERR_INVALID_SEND_LIMIT_NUMBER

100058 PSRM_ERR_IMAGE_DATA_RECEIVE_FAIL

100059 PSRM_ERR_PULSE_IMAGING_EVENT_FAIL

100060 PSRM_ERR_TIMEOUT_WAIT_FOR_IMAGING

100061 PSRM_SEND_SOCKET_ABORT_REQ_FAIL

100062 PSRM_SEND_SOCKET_ABORT_REQUEST_INCOMPLETE

100063 PSRM_SEND_ACKNOWLEDGEMENT_PACKET_INCOMPLETE

100064 PSRM_ERR_DATA_RECEIVED_WHILE_CLOSED

100065 PSRM_ERR_IMAGING_IN_PROGRESS

100066 PSRM_ERR_INVALID_OPEN_REQ_SEQ_NUM

100067 PSRM_ERR_OPEN_REQ_RECEIVED_WHILE_OPENED

100068 PSRM_ERR_CLOSE_REQ_RECEIVED_WHILE_OPEN_PENDING

100069 PSRM_ERR_ACK_REQ_RECEIVED_WHILE_CLOSED

100070 PSRM_ERR_ABORT_ACK_RECEIVED_WHILE_OPEN_PENDING

100071 PSRM_ERR_ABORT_ACK_RECEIVED_WHILE_OPENED

100072 PSRM_ERR_INVALID_CONNECTION_STATE

100073 PSRM_SEND_CONNECTION_PACKET_FAIL

100074 PSRM_SEND_CONNECTION_PACKET_INCOMPLETE

100075 PSRM_ERR_FAIL_TO_SET_ABORT_TIMER

100076 PSRM_UNEXPECTED_EVENT_STATUS

100077 PSRM_ERR_CREATE_CONNECTION_EVENT_FAIL

100078 PSRM_ERR_SET_EVENT_FAIL

100079 PSRM_ERR_RESET_SEND_EVENT_FAIL

100080 PSRM_ERR_RESET_CONNECTION_FAILED

100081 PSRM_ERR_FAIL_TO_SET_RESEND_TIMER

100082 PSRM_ERR_FAIL_TO_CANCEL_ABORT_TIMER

100083 PSRM_ERR_FAIL_TO_CANCEL_RESEND_TIMER

100084 PSRM_ERR_CREATE_DATA_ACK_EVENT_FAIL

100085 PSRM_ERR_CREATE_RESEND_REQ_EVENT_FAIL

100086 PSRM_ERR_CREATE_CLIENT_ABORT_REQ_EVENT_FAIL

100087 PSRM_ERR_CREATE_SERVER_ABORT_REQ_EVENT_FAIL

100088 PSRM_ERR_SET_DATA_ACK_EVENT_FAIL

100089 PSRM_ERR_SET_RESEND_REQ_EVENT_FAIL

100090 PSRM_ERR_SET_CLIENT_ABORT_REQ_EVENT_FAIL

100091 PSRM_ERR_SET_SERVER_ABORT_REQ_EVENT_FAIL

100092 PSRM_ERR_RESET_RESEND_EVENT_FAIL

100093 PSRM_ERR_CREATE_BUFFER_ABORT_EVENT_FAIL

100094 PSRM_ERR_RASTER_BUFFER_ABORT

100095 PSRM_ERR_RESET_BUFFER_ABORT_EVENT_FAIL

100096 PSRM_ERR_SET_BUFFER_ABORT_EVENT_FAIL

100097 PSRM_ERR_ATTEMPT_TO_OPEN_WHILE_NOT_CLOSED

100098 PSRM_ERR_WAIT_FOR_SHEAR_BLOCK_TIMEOUT

100099 PSRM_ERR_INVALID_VIRTUAL_WRITE

3.2 PSRM Errors 100100-100199

100100 PSRM_ERR_TIMEOUT_WAITING_FOR_SWATH_DATA

100101 PSRM_ERR_SWATH_PURGE_ERROR

100102 PSRM_ERR_SET_SOCKET_OPTION_FAIL

100103 PSRM_ERR_GET_SOCKET_OPTION_FAIL

100104 PSRM_ERR_UNABLE_TO_ALLOCATE_CT_CACHE

100105 PSRM_ERROR_INCORRECT_SCANLINE_BUFFERED

100106 PSRM_ERR_FAIL_TO_CREATE_FILE_MAP

100107 PSRM_ERR_FAIL_MAPPING_FILE_VIEW

100108 PSRM_ERR_FAIL_TO_UNMAP_FILE_VIEW

100109 PSRM_ERR_FAIL_TO_CLOSE_FILE_HANDLE

100110 PSRM_ERR_DATA_WRITTEN_EXCEED_BUFFER_SIZE

100111 PSRM_ERR_OFFSET_EXCEED_BUFFER_LIMIT

100112 PSRM_ERR_INVALID_BUFFER_OFFSET

100113 PSRM_ERR_CLIENT_SOCKET_CONNECT_FAIL

100114 PSRM_ERR_SEND_OPEN_REQUEST_PACKET_FAIL

100115 PSRM_ERR_SERVER_RESPONSE_RECEIVE_FAIL

100116 PSRM_ERR_SERVER_RESPONSE_WAIT_FAIL

100117 PSRM_ERR_RESET_RECV_EVENT_FAIL

100118 PSRM_ERR_UNEXPECTED_EVENT_STATUS

100119 PSRM_ERR_CLIENT_NOT_CONNECTED

100120 PSRM_ERR_SERVER_ERROR

100121 PSRM_ERR_INVALID_PACKET_TYPE_RECV_WHILE_OPENED

100122 PSRM_ERR_SEND_CLOSE_REQUEST_PACKET_FAIL

100123 PSRM_ERR_SEND_RASTER_DATA_SENT_PACKET_FAIL

100124 PSRM_ERR_UNEXPECTED_RASTER_CONNECTION_STATE

100125 PSRM_ERR_INVALID_RASTER_PROTOCOL_VERSION

100126 PSRM_ERR_NO_FREE_RASTER_PORT

100127 PSRM_ERR_INVALID_RASTER_PORT

100128 PSRM_ERR_INVALID_RASTER_PORT_ID

100129 PSRM_ERR_TIMEOUT_WAIT_FOR_OPEN

100130 PSRM_ERR_TIMEOUT_WAIT_FOR_CLOSE

100131 PSRM_ERR_INVALID_RASTER_SIZE

100132 PSRM_ERR_INVALID_RASTER_CONNECTION_STATE

100133 PSRM_ERR_UNKNOWN_RASTER_PORT_TYPE

100134 PSRM_ERR_INVALID_RASTER_PORT_TYPE

100135 PSRM_ERR_INCOMPLETE_PACKET_SENT

100136 PSRM_ERR_INVALID_BUFFER_UPDATE_PACKET_RECEIVED

100137 PSRM_ERR_INVALID_RASTER_WINDOW_SIZE

100138 PSRM_ERR_RASTER_DATA_RECEIVE_INCOMPLETE

This means that the number of bytes received from the workflow does not match the number of bytes expected by PSRM for the raster data.

This may be caused by a version mismatch between **PrintConsoleGDAPI.dll** and **PSRM.dll**. The PSRMRSTR protocol was changed in Magnus VLF CR 3.1. Therefore, if one DLL is from CR 3.1 and the other is from an older controlled release, the **total raster data byte delivered** field will be invalid, causing this error.

100139 PSRM_ERR_INVALID_BUFFER_UPDATE_REQUEST

100140 PSRM_ERR_RASTER_CONNECTION_NOT_OPENED

100141 PSRM_ERR_DATA_READ_EXCEED_BUFFER_SIZE

100142 PSRM_ERR_CLOSE_THRD_FILE_ERROR

100143 PSRM_ERR_TIMEOUT_WAIT_FOR_OPEN_PENDING

100144 PSRM_ERR_RESET_DATA_ACK_EVENT_FAIL

100145 PSRM_ERR_RESET_CLIENT_ABORT_REQ_EVENT_FAIL

100146 PSRM_ERR_RESET_SERVER_ABORT_REQ_EVENT_FAIL

100147 PSRM_ERR_RESET_BUFFER_WRITE_EVENT_FAIL

100148 PSRM_ERR_RESET_BUFFER_PURGE_EVENT_FAIL

100149 PSRM_ERR_INVALID_SEQ_NUMBER_FOR_IMAGING

100150 PSRM_ERR_INVALID_OUTPUT_MANAGER

100151 PSRM_ERR_FAIL_TO_CREATE_PSRM_INSTANCE

100152 PSRM_ERR_FAIL_TO_CREATE_OUTPUT_MANAGER_INSTANCE

100153 PSRM_ERR_IMAGE_NOT_IDLE

This error occurs when DCAPI attempts to create a new image while PSRM is still processing the last image.

This error is more likely to occur on a card cage than on an actual device. On a TMCE card cage setup, the `sim head enable` setting prevents PSRM from sending data via SCSI. Therefore, if the workstation is working at maximum capacity and the simulated drum speed is high, firmware could finish imaging well ahead of PSRM, causing DCAPI to launch a new image while PSRM is still processing the last image.

One solution is to lower the drum speed in the card cage.

100154 PSRM_ERR_IMAGE_NOT_CREATED

100155 PSRM_ERR_IMAGE_NOT_IN_PROGRESS

100156 PSRM_ERR_ATTEMPT_TO_SEND_DATA_WHILE_CLOSED

100157 PSRM_ERR_TIMEOUT_WAIT_FOR_INPUT_FC_LISTEN

100158 PSRM_ERR_CANNOT_CLOSE_EVENT

100159 PSRM_ERR_FAIL_TO_CREATE_WAIT_FOR_FC_THREAD

100160 PSRM_TIMEOUT_WAIT_FOR_FC

This means that there has been a timeout waiting for the workflow to connect. After PSRM starts an image, it waits for the workflow to send an OpenRequest command (triggered by the workflow sending the first raster) to connect the flow control channel between the two. PSRM reports this error if it has not received anything from the workflow after 120 seconds.

The probable cause is misconfiguration of the flow control port. The **TCP_PORT_PSRM_RASTER_FC_PORT** field in **CreoBootp.ini** specifies the port that PSRM listens to. The default is **15057**. **TCP_PORT_PSRM_RASTER_FC_PORT** is only configurable starting with these controlled releases:

- Magnus VLF CR 3.1
- Trendsetter 400/800 III CR 1.0

100161 PSRM_FAIL_TO_WAIT_FC

100162 PSRM_ERR_FAIL_TO_GET_FC_EXIT_CODE

100163 PSRM_FAIL_TO_CLOSE_FC_THREAD_HANDLE

100164 PSRM_ERR_FAIL_TO_OPEN_FILE_MAP

100165 PSRM_ERR_INVALID_SS_DUPLICATION

100166 PSRM_ERR_INVALID_SS_DUPLICATION_PARAMETERS

3.3 PSRM Errors 100200-100299

100200 PSRM_ERR_RECV_OPEN_ACK_WHILE_CLOSED

100201 PSRM_ERR_RECV_DATA_ACK_WHILE_CLOSED

100202 PSRM_ERR_RECV_RESEND_REQ_WHILE_CLOSED

100203 PSRM_ERR_RECV_DATA_ACK_WHILE_OPEN_PENDING

100204 PSRM_ERR_RECV_RESEND_REQ_WHILE_OPEN_PENDING

100205 PSRM_ERR_RECV_ABORT_ACK_WHILE_OPENED

100206 PSRM_ERR_RECV_CLOSE_ACK_WHILE_OPENED

100207 PSRM_ERR_RECV_OPEN_ACK_WHILE_CLOSE_PENDING

100208 PSRM_ERR_TIMEOUT_WAIT_FOR_OPEN_ACK

This means that there has been a timeout waiting for the thermal head to connect. PSRM issued an OpenReq to the TH# head (or GMCE board if a TH2 head is being used) but did not receive an OpenAck within 600 ms.

Possible causes include the following:

- The TH3 is in a bad state.
  Action: Cycle power on the device, or open and close a door on the device to cycle power to the head.

- If the system is newly installed, the network configuration may be incorrect.
  Action: Check the IP address of the Gigabit NIC on the workstation. It should be 192.168.100.209, subnet mask 255.255.255.128. Also, jumbo frames should be enabled. For PSRM to connect to the GMCE or TH3 properly, the **Jumbo Frame** setting on the card must be set to 9014 bytes.

- The IP address of the Gigabit Ethernet NIC may be incorrectly configured in **CreoBootp.ini**.
  Action: Verify that the IPADDR_WS setting is 192.168.100.209.

100209 PSRM_ERR_TIMEOUT_WAIT_FOR_DATA_ACK

100210 PSRM_ERR_TIMEOUT_WAIT_FOR_CLOSE_ACK

100211 PSRM_ERR_INVALID_STIMULUS_WHILE_CLOSED

100212 PSRM_ERR_INVALID_STIMULUS_WHILE_OPEN_PENDING

100213 PSRM_ERR_INVALID_STIMULUS_WHILE_CLOSE_PENDING

100214 PSRM_ERR_INVALID_STIMULUS_WHILE_OPENED

100215 PSRM_ERR_INVALID_STIMULUS_WHILE_ABORT_PENDING

100216 PSRM_ERR_RECV_ACK_REQ_WHILE_CLOSED

100217 PSRM_ERR_RECV_THRD_DATA_WHILE_CLOSED

100218 PSRM_ERR_RECV_OPEN_REQ_WHILE_OPENED

100219 PSRM_ERR_INVALID_CLOSE_REQ_SEQUENCE_NUMBER

100220 PSRM_ERR_WINDOW_OVERFLOW

100221 PSRM_ERR_RECV_ABORT_ACK_WHILE_OPEN_PENDING

100222 PSRM_ERR_RECV_CLOSE_REQ_WHILE_OPEN_PENDING

100223 PSRM_ERR_TIMEOUT_WAIT_FOR_RESEND_ACK

100224 PSRM_SEND_ACKNOWLEDGEMENT_PACKET_FAIL

100225 PSRM_UNEXPECTED_WAIT_FOR_EVENT_RETURN_CODE

100226 PSRM_ERR_SERVER_ABORT_CONNECTION

This means that the raster data sink (either thermal head for TH3 systems or GMCE for TH2 systems) aborted its connection to PSRM.

There are two possible causes for this:

- The Gigabit Ethernet card on the workstation is not set up correctly. For PSRM to connect to the GMCE or TH3 properly, the **Jumbo Frame** setting on the card must be set to 9014 bytes.
- TH3 may be in "Engineering" mode. This forces TH3 to use internally generated test patterns instead of accepting raster data from the workstation. Ensure that the TH3 NVS `set sys imagedata` setting is **1** and the `set sys imagetiming` setting is **0**.

100227 PSRM_INVALID_RASTER_SIZE

100228 PSRM_ERR_RECV_RESEND_REQ_WHILE_CLOSE_PENDING

100229 PSRM_ERR_UNEXPECTED_CONNECTION_STATE

100230 PSRM_USER_CANCEL_IMAGE

100231 PSRM_ERR_CREATE_INPUT_BUFFER_FAIL

100232 PSRM_ERR_CREATE_OUTPUT_BUFFER_FAIL

100233 PSRM_ERR_INVALID_SHEAR_MASK_SIZE

100234 PSRM_ERR_EXCEED_SS_SHEAR_JOG_LIMIT

100235 PSRM_INVALID_SHEAR_BLOCK

100236 PSRM_ERR_INVALID_JOG_SUM

100237 PSRM_ERR_UNKNOWN_JOG_VALUE

100238 PSRM_ERR_UNABLE_TO_ALLOCATE_INPUT_CACHE

100239 PSRM_ERR_INVALID_SHEAR_MASK_COUNT

100240 PSRM_ERR_TIMEOUT_WAITING_FOR_INPUT_DATA

This means that there has been a timeout waiting for the workflow to send data. After PSRM starts an image and the workflow has connected, PSRM expects the raster data to flow in within a certain period of time. PSRM reports this error if the workflow stops delivering data for more than 10 minutes.

The probable cause of this problem is a workflow issue. It is possible that a bad input file at the workflow side brought the rendering process to a halt.

100241 PSRM_ERR_INVALID_LENGTH_OF_DATA_READ

100242 PSRM_ERR_INVALID_MASK_SUM

100243 PSRM_ERR_INVALID_HPPS_FOR_SS_DUPLICATION

100244 PSRM_ERR_PACKET_HEADER_LENGTH_VERIFY_FAIL

100245 PSRM_INVALID_ACK_PACKET_HEADER_LENGTH

3.4 PSRM Errors 100300-100399

100300 PSRM_ERR_NO_SUPPORT

100301 PSRM_ERR_INVALID_EXTRA_SCANLINE

100302 PSRM_ERR_INVALID_STROKE_SHIFT_VALUE

100303 PSRM_ERR_INVALID_SCANLINE_INDEX

100304 PSRM_ERR_INVALID_NON_IMGABLE_PREPAD_SSZ

100305 PSRM_ERR_INVALID_IMGABLE_PREPAD_SSZ

100306 PSRM_ERR_INVALID_IMGABLE_POSTPAD_SSZ

100307 PSRM_ERR_INVALID_NON_IMGABLE_POSTPAD_SSZ

100308 PSRM_ERR_INVALID_ORTHO_PARAMETERS

100309 PSRM_ERR_SCANLINE_READ_INCOMPLETE

100310 PSRM_ERR_SCANLINE_WRITE_INCOMPLETE

100311 PSRM_ERR_INVALID_SHEAR_BLOCK_SSZ

100312 PSRM_ERR_INVALID_SWATH_SIZE

100313 PSRM_ERR_INVALID_SWATH_ROUNDING

100314 PSRM_ERR_INVALID_OUTPUT_SSZ

100315 PSRM_ERR_INVALID_HEAD_PIXEL_PER_STROKE

100316 PSRM_ERR_INVALID_OUTPUT_PIXEL_PER_STROKE

100317 PSRM_ERR_ZERO_HEAD_PIXEL_PER_STROKE

100318 PSRM_ERR_HPPS_NOT_DIVISIBLE_BY_8

100319 PSRM_ERR_TEST_PATTERN_COUNT_EXCEED_LIMIT

100320 PSRM_ERR_INVALID_TEST_PATTERN_FILE_NAME_LENGTH

100321 PSRM_ERR_CREATE_DEVICE_CONTEXT_FAIL

100322 PSRM_ERR_ALLOCATING_BITMAP_MEMORY_FAIL

100323 PSRM_ERR_SELECT_BITMAP_FAIL

100324 PSRM_ERR_CREATE_SOLID_BRUSH_FAILED

100325 PSRM_ERR_FILL_RECT_FAILED

100326 PSRM_ERR_INVALID_SCANLINE_NUMBER

100327 PSRM_ERR_CREATE_PEN_FAIL

100328 PSRM_ERR_SELECT_PEN_FAIL

100329 PSRM_ERR_PEN_MOVETO_FAIL

100330 PSRM_ERR_PEN_LINETO_FAIL

100331 PSRM_ERR_FAIL_TO_GET_FONT

100332 PSRM_ERR_FAIL_TO_CREATE_FONT

100333 PSRM_ERR_FAIL_TO_GET_FONT_SIZE

100334 PSRM_ERR_FAIL_TO_SET_TEXT_COLOR

100335 PSRM_ERR_FAIL_TO_OUTPUT_TEXT

100336 PSRM_ERR_FAIL_TO_SET_BACKGROUND_MODE

100337 PSRM_ERR_NOT_TEXT_LABEL_PATTERN

100338 PSRM_ERR_INVALID_PATTERN_CONFIGURATION

100339 PSRM_ERR_MEMORY_DC_NOT_YET_CREATED

100340 PSRM_ERR_NEGATIVE_MS_SHEAR_NOT_SUPPORTED

100341 PSRM_ERR_MS_SHEAR_DISABLED

100342 PSRM_ERR_MS_SHEAR_PROFILE_ERROR

100343 PSRM_ERR_ANGLE_EXCEED_MS_SHEAR_LIMIT

100344 PSRM_ERR_MSS_PARAM_NOT_YET_CALCULATED

100345 PSRM_ERR_NO_MAIN_SCAN_SHEAR_PROFILE

100346 PSRM_ERROR_INVALID_MS_SHEAR_COUNT

3.5 PSRM Errors 100400-100499

100400 PSRM_ERR_TIFF_UNABLE_TO_OPEN_FILE

100401 PSRM_ERR_TIFF_GET_TIFF_TAG_FAIL

100402 PSRM_ERR_TIFF_INVALID_BIT_PER_SAMPLE

100403 PSRM_ERR_TIFF_INVALID_PHOTOMETRIC

100404 PSRM_ERR_TIFF_UNABLE_TO_READ_SCANLINE

100405 PSRM_ERR_TIFF_UNABLE_TO_WRITE_SCANLINE

100406 PSRM_ERR_TEST_PATTERN_LIMIT_REACHED

100407 PSRM_ERR_INVALID_SCANLINE_INDEX_OF_TEST_IMAGE

100408 PSRM_ERR_INVALID_SCANLINE_SIZE

100409 PSRM_ERR_ALLOCATE_TIFF_BUFFER_FAILED

100410 PSRM_ERR_TIFF_UNABLE_TO_SET_FIELD

100411 PSRM_ERR_INVALID_SWATH_SIZE_IN_THRD_FILE

100412 PSRM_ERR_UNABLE_TO_CREATE_THRD_OUTPUT_FILE

100413 PSRM_ERR_UNABLE_TO_WRITE_THRD_OUTPUT_FILE

100414 PSRM_ERR_UNABLE_TO_CLOSE_THRD_OUTPUT_FILE

100415 PSRM_ERR_INVALID_THRD_FILE_OUTPUT

100416 PSRM_ERR_UNABLE_TO_GET_THRD_OUTPUT_FILE_SIZE

100417 PSRM_ERR_INVALID_THRD_OUTPUT_FILE_SIZE

100418 PSRM_ERR_INVALID_SWATH_COUNT

100419 PSRM_ERR_TIFF_UNEXPECTED_WIDTH

100420 PSRM_ERR_TIFF_UNEXPECTED_LENGTH

100421 PSRM_ERR_INVALID_TIFF_SCANLINE_COUNT

100422 PSRM_ERR_DATA_MISMATCH

100423 PSRM_ERR_NO_TEST_PATTERN

100424 PSRM_ERR_INVALID_TEST_PATTERN_INDEX

100425 PSRM_ERR_TEST_PATTERN_NOT_ADDED

100426 PSRM_ERR_PATTERN_NOT_SUPPORTED

100427 PSRM_ERR_INVALID_PATTERN_LIST

100428 PSRM_ERR_GC_PATTERN_PARAMS_MISSING

100429 PSRM_ERR_HORIZONTAL_TICK_MARK_PARAMS_MISSING

100430 PSRM_INVALID_FUNCTION_CALL

100431 PSRM_ERR_INVALID_MS_SHEAR_PREPAD_VALUE

100432 PSRM_ERR_INVALID_MS_SHEAR_POSTPAD_VALUE

100433 PSRM_ERR_UNABLE_TO_MS_SHEAR_WITHOUT_CORNER_TURN

100434 PSRM_ERR_FAIL_TO_REVERSE_ORTHO

3.6 PSRM Errors 100500-100599

100500 PSRM_ERR_INVALID_CONTROL_PROTOCOL_VERSION

100502 PSRM_ERR_INVALID_INSTANCE_ID

100503 PSRM_ERR_INVALID_INSTANCE

100504 PSRM_ERR_CANNOT_MODIFY_GET_ONLY_IMAGE_PROPERTY

100505 PSRM_ERR_INVALID_IMAGE_PROPERTY_TAG

100506 PSRM_ERR_INVALID_IMAGE_PROPERTY_VALUE_LENGTH

100507 PSRM_ERR_IMAGE_NOT_YET_CREATED

100508 PSRM_ERR_HEAD_TYPE_NOT_SUPPORTED

100510 PSRM_ERR_INVALID_TEST_PATTERN_FILE_NAME

100511 PSRM_ERR_INVALID_RASTER_OUTPUT_FILE_NAME

100512 PSRM_ERR_INVALID_THRD_OUTPUT_FILE_NAME

100513 PSRM_ERR_CANNOT_OPEN_IMAGE_PARAM_FILE_FOR_WRITE

100514 PSRM_ERR_CANNOT_OPEN_IMAGE_PARAM_FILE_FOR_READ

100515 PSRM_ERR_INVALID_IMAGE_PARAM_FILE

100516 PSRM_ERR_INSUFFICIENT_INPUT_BUFFER_SIZE

100517 PSRM_ERR_NO_FREE_PSRM_INSTANCE

This means that DCAPI is attempting to create more than 5 PSRM instances.

This is probably caused by the version of DCAPI (2.0.3.12) that shipped with Magnus VLF CR 3.0. With this version, if the SCSI cable is not connected properly, an instance of PSRM cannot be initialized and DCAPI attempts to create new instances of PSRM until the pool of 5 is exhausted.

This has been fixed in the DCAPI version that ships with Magnus VLF CR 3.1.

100518 PSRM_ERR_NOT_A_TEST_IMAGE

100519 PSRM_ERR_TIG_NOT_CREATED

3.7 PSRM Errors 100600-100999

100600 PSRM_ERR_UNKNOWN_LOGGING_SERVICE

100601 PSRM_ERR_CPU_MIN_REQUIREMENT_NOT_MET

100602 PSRM_ERR_CPU_REQUIREMENT_NOT_MET_FOR_CT

To run PSRM in corner turning mode, the CPU requirements are Pentium4 with MMX and SSE2.

There are two possible causes for this error:

- The workstation CPU is outdated and does not meet the requirements for corner turning, (only required for GMCE systems).
- A known PSRM problem in version 0.1.3.16 and earlier (fixed in versions 0.1.3.17 and later). If a pre-2002 workstation is used with a TMCE system, the corner turning flag in PSRM is still enabled.

3.8 PSRM Errors 101000-101999

101000 PSRM_ERR_THREAD_CREATION_FAILED

101001 PSRM_ERR_SET_THREAD_PRIORITY_FAILED

101002 PSRM_ERR_INVALID_CALLBACK_TYPE

101003 PSRM_ERR_THREAD_START_FAILED

101004 PSRM_ERR_FAIL_TO_GET_THREAD_EXIT_CODE

101005 PSRM_FAIL_TO_WAIT_FOR_THREAD

101006 PSRM_TIMEOUT_WAIT_FOR_THREAD

101007 PSRM_ERR_CANCEL_IMAGE_IN_PROGRESS

3.9 PSRM Errors 102000-102999

102000 PSRM_ERR_INCOMPATIBLE_RSTR_PROTOCOL_VERSION

102001 PSRM_ERR_INVALID_DESCRIPTOR_LENGTH

102002 PSRM_ERR_INVALID_HEADER_LENGTH

102003 PSRM_ERR_INVALID_DATA_LENGTH

102004 PSRM_ERR_TRANSACTION_IN_PROGRESS

102005 PSRM_ERR_INVALID_TRANSACTION_NUMBER

102006 PSRM_ERR_LISTEN_SOCKET_CREATE_FAIL

102007 PSRM_ERR_LISTEN_SOCKET_BIND_FAIL

This means that the flow control TCP/IP port for receiving raster data cannot be bound.

The most common cause is that the port is being used by some other application, usually Prinergy.

- In Magnus VLF CR 3.0, this port is hard coded by GDAPI.dll to 5050, which may conflict with Prinergy or Evo. The only solution is to reboot the workstation.
- In Magnus VLF CR 3.1, this port is still hard coded, but the port number has been reassigned to 15057.
- In the GMCE Trendsetter controlled release, the port number will be configurable where the port number is specified in **CreoBootp.ini** and **PrintConsoleGDAPI.dll** as:
  TCP_PORT_PSRM_RASTER_FC_PORT
  TCP_PORT_PSRM_RASTER_FC_PORT_MASTER
  TCP_PORT_PSRM_RASTER_FC_PORT_SLAVE

102008 PSRM_ERR_LISTEN_SOCKET_LISTEN_FAIL

102009 PSRM_ERR_LISTEN_SOCKET_ACCEPT_FAIL

102010 PSRM_ERR_LOCAL_RASTER_FC_RECEIVE_FAIL

102011 PSRM_ERR_LOCAL_RASTER_PACKET_WAIT_FAIL

102012 PSRM_ERR_LOCAL_RASTER_RESET_RECV_EVENT_FAIL

102013 PSRM_ERR_OVERLAPPED_RESULT_GET_FAIL

The probable cause is that the flow control TCP/IP port for receiving raster data is being used by some other application, usually Prinergy.

- In Magnus VLF CR 3.0, this port is hard coded by GDAPI.dll to 5050, which may conflict with Prinergy or Evo. The only solution is to reboot the workstation.
- In Magnus VLF CR 3.1, this port is still hard coded, but the port number has been reassigned to 15057.
- In the GMCE Trendsetter controlled release, the port number will be configurable where the port number is specified in **CreoBootp.ini** and **PrintConsoleGDAPI.dll** as:
  TCP_PORT_PSRM_RASTER_FC_PORT
  TCP_PORT_PSRM_RASTER_FC_PORT_MASTER
  TCP_PORT_PSRM_RASTER_FC_PORT_SLAVE

102014 PSRM_ERR_LOCAL_RASTER_UNEXPECTED_EVENT_STATUS

102015 PSRM_ERR_INVALID_PACKET_TYPE_RECV_WHILE_CLOSED

102016 PSRM_ERR_SEND_OPEN_RESPONSE_PACKET_FAIL

102017 PSRM_ERR_SEND_BUF_SIZE_UPDATE_PACKET_FAIL

102018 PSRM_ERR_REMOTE_RASTER_DATA_RECEIVE_FAIL

102019 PSRM_ERR_REMOTE_RASTER_DATA_WAIT_FAIL

102020 PSRM_ERR_REMOTE_RASTER_RESET_RECV_EVENT_FAIL

102021 PSRM_ERR_REMOTE_RASTER_UNEXPECTED_EVENT_STATUS

102022 PSRM_ERR_REMOTE_RASTER_RX_THREAD_UNRESPONSIVE

102023 PSRM_ERR_SEND_CLOSE_RESPONSE_PACKET_FAIL

102024 PSRM_ERR_UNEXPECTED_DISCONNECTION

102025 PSMR_ERR_TIMEOUT_WAIT_FOR_BUFFER_UPDATE

102026 PSRM_UNEXPECTED_THREAD_STILL_RUNNING

102027 PSRM_ERR_SHARED_BUFFER_NAME_MISMATCH

102028 PSRM_ERR_SHARED_BUFFER_SIZE_MISMATCH

102029 PSRM_ERR_SHARED_BUFFER_ALIGNMENT_MISMATCH

102030 PSRM_ERR_FILE_MAP_NOT_OPENED

102031 PSRM_ERR_FILE_VIEW_NOT_MAPPED

3.10 PSRM Errors 103000 and higher

103000 PSRM_ERR_INVALID_HEAD_ID

103001 PSRM_ERR_NO_MULTIPLE_HEAD_SUPPORT

103002 PSRM_ERR_SCSI_LTP_PORT_NAME_NOT_FOUND

103003 PSRM_ERR_UNABLE_TO_OPEN_SCSI_PORT

103004 PSRM_ERR_SCSI_TEST_UNIT_READY_FAILED

103005 PSRM_ERR_INVALID_SCSI_PORT_HANDLE

103006 PSRM_ERR_INVALID_RASTER_SOURCE_POINTER

103007 PSRM_ERR_INVALID_RASTER_SOURCE_LENGTH

103008 PSRM_ERR_INVALID_SCSI_EVENT

103009 PSRM_ERR_SCSI_WRITE_FAILED

103010 PSRM_ERR_SCSI_WRITE_TIMED_OUT

103011 PSRM_ERR_TIMEOUT_WAITING_FOR_SCSI_DATA

109999 PSRM_UNEXPECTED_FAILURE