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Technical bulletin

SCSI Access Problem

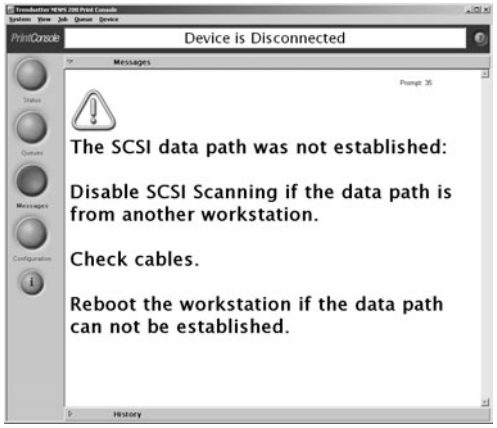
Recent Microsoft Security Updates May Cause SCSI Connection to Fail

When you are setting up a CTP system, you may find that you cannot establish the SCSI data path between Print Console and the output device. This can happen with any version of Print Console and will become apparent only after the workstation is connected to the device.

- In Print Console 3.17 and later (for workstations running either Windows Server 2000 or Windows Server 2003), you will be prompted to locate and run a utility that is already included in the Print Console installation. This utility will set up security settings that will allow the SCSI connection to be established.



- For all versions of Print Console earlier than 3.17 that have been set up with a specific ghost image of Windows Server 2000, you will need to download the utility from TechPlanet, run the utility under the administrator account, and select the option to apply the security settings.



Procedure for Setting SCSI Access Rights for Print Console versions earlier than 3.17

If you see the message **The SCSI data path was not established** in a version of Print Console earlier than 3.17, check the cabling and SCSI cards. If they are not causing the problem, check to see if the Windows 2000 operating system is the Slipstreamed SP4 Base Image. If it is, you will need the utility.

1. Use one of the following methods to see if the ghost was created with the Slipstream version:
   - (Recommended method) Check **Services** for **WinVNC**.
   - Check for "WUServer"="http://WINDOWSUPDATE.CREO.COM" in **HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\Windows\Update**.
2. If the ghost image was created with the Slipstream version, download the SCSI Access Rights Utility (zipped file) from the TechPlanet **Downloads** page for the version of Print Console you are using.
3. Extract the .exe file to the PrintConsole directory.
4. Log onto Print Console under the administrator account.
5. Run the utility from the PrintConsole directory.
6. Select the option to apply the security settings.
7. Restart Print Console.

About Creo

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