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SiteSentinel[®] iSite[™] & Integra[™] Maintenance Kit Procedure Guide

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1 Introduction

Part # 20-4407

The Hardware Maintenance Kit includes a USB key and a USB mouse. The two (2) USB devices can be plugged into either of the external USB ports on the left-hand side of the console. The two devices can be used in the event of system failure or when retrieving key troubleshooting files.



Figure 1-1 USB Mouse



Figure 1-2 USB Key

1.1 Use of Maintenance Kit

The USB mouse will be used in the event of the touchscreen losing calibration, not being calibrated or touchscreen failure. This will allow the navigation of the mouse to get the screen back into working order.

The USB key contains a file (from the factory) that will be used to access the Windows®-side of the console, view log files or transfer files to and from the console. This key will temporarily shutdown the user interface (not causing anything to stop running). This key should not be used on a regular basis.

In the event of a system problem that cannot be resolved over the phone, users should insert the key into one of the external USB ports on the console and after a few seconds the user interface will shutdown, giving users access to the Windows® platform. From here users will be able to retrieve files to send to the technician for evaluation. After the files are removed, remove the key and the system will return back to a normal state.

Do not delete any files off of the system unless instructed to do so by OPW Technical Support.

```
Apr 15 11:18:35 WindowsCE ota/pnet1[e492f8d2]: shutting down
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: register unit [B4]
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: register unit [Y1]
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: register unit [Y2]
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: register unit [I1]
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: add product probe 561200 SN: 10458
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: add product probe 561400 SN: 1469389-006
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: add product probe 561500 SN: 1473010-F04
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: add product probe 561600 SN: 0922040100
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: add product probe 561700 SN: 120114-A02-0708
Apr 15 11:18:37 WindowsCE OTA[6510b7a2]: pnhost: add product probe 562000 SN: 10459
```

Figure 1-3 Factory USB Files