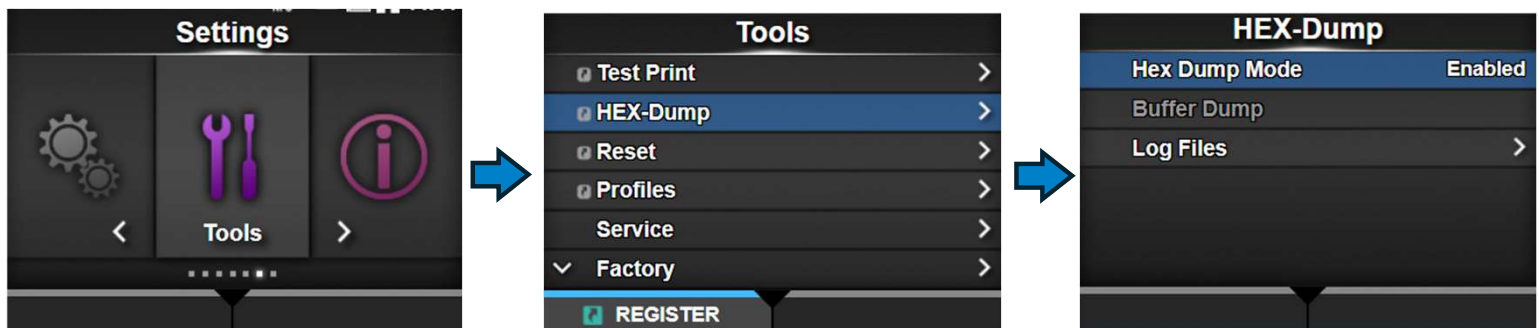


TT-010 Capture a Hex-Dump

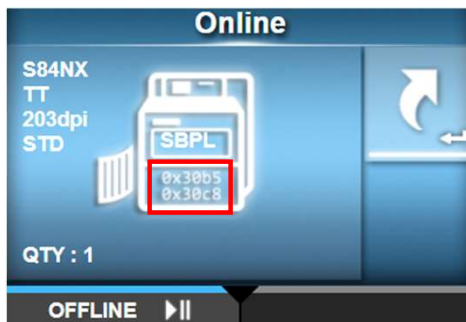
S84NX/S86NX

A Hex-Dump is a way of capturing the data being received by the printer. If applicable, it is best practice to capture a Hex-Dump of **NORMAL** behavior and **BAD** behavior. This way we can compare and see if any differences stand out.

1. With the printer Offline, enter the [Settings] Menu and select [Tools]. Then use the down arrow to select [Hex-Dump]. Select [Hex Dump Mode] and Enable it.



2. The printer will now create a file of the received data which it stores inside “hexdump/” on the printers memory. The Hex-Dump file name will begin with type of interface receiving the data. For example, received data through LAN will create a file named LAN00xx.bin. Returning to the home screen you will see the following icon when Hex-Dump mode is Enabled:



LAN0001.bin

The contents of the receive buffer for LAN.

NFC0001.bin

The contents of the receive buffer for NFC.

PIPE0001.bin

The contents of the receive buffer for pipe.

SCI0001.bin

The contents of the receive buffer for RS-232C.

USB0001.bin

The contents of the receive buffer for USB.


WIFI0001.bin

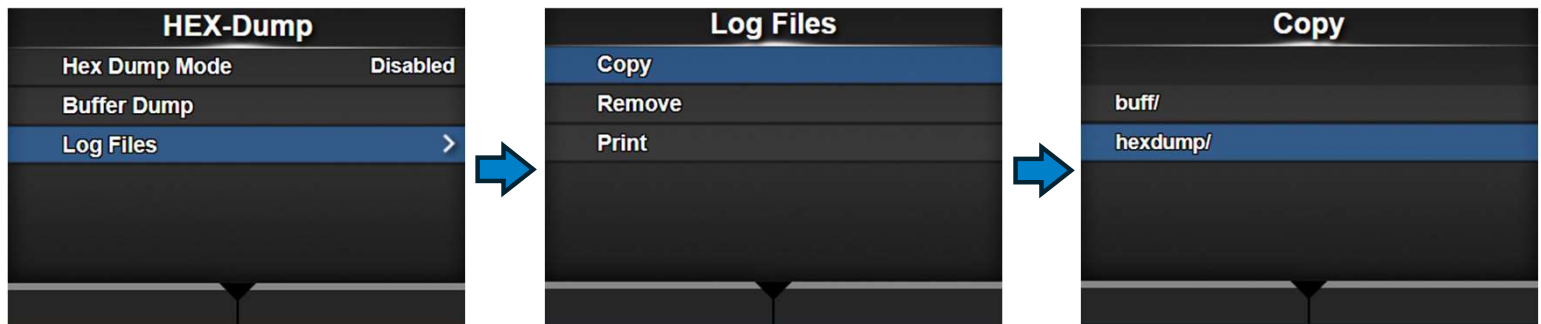
The contents of the receive buffer for wireless LAN.





3. Allow the printer to run with Hex-Dump enabled until the issue occurs. The Hex-Dump file will begin to overwrite itself if a memory limit is reached. The printer can store up to 10 Hex-Dump files per interface type (this can vary depending on amount of data per file).

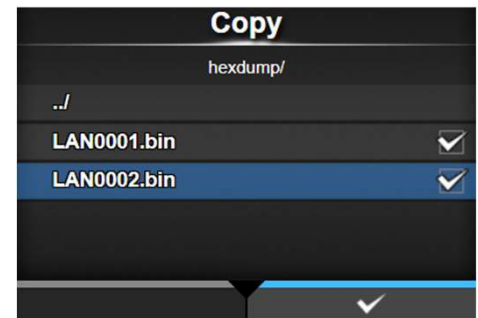
TT-010 Capture a Hex-Dump

S84NX/S86NX

4. Last, we want to transfer the captured Hex-Dump from the printer to a USB memory device. Insert a USB stick into one of the USB-A ports on the print engine. You will see this icon  in the top right corner of the LCD. Back at the Hex-Dump menu, select Log Files → Copy → hexdump/. Note that [Copy] will not be available unless a USB stick is inserted.



5. Select the Hex-Dump files you wish to copy to the USB stick. Use the   buttons and the  button to select the files you wish to copy. Then press  to complete the process of copying the Hex-Dump files to a USB stick.



6. If connected via LAN, you can also capture a Hex-Dump using the SATO WebConfig tool and save directly to a laptop.

