



Eddyfi Robotics Inc.
2569 Kenworth Road, Suite C
Nanaimo, BC, V9T 3M4
CANADA

+1.250.729.8080
info@eddyfitechnologies.com
www.eddyfitechnologies.com

ICON TROUBLESHOOTING GUIDE

TABLE OF CONTENTS

Installation.....	3
A Mandatory Prerequisite Was Not Installed.....	3
Symptom(s).....	3
Cause(s).....	3
Resolution.....	3
Clean Installation.....	4
Symptom(s).....	4
Cause(s).....	4
Resolution.....	4
Video.....	5
Blackmagic Does Not Appear In ICON.....	5
Symptom(s).....	5
Cause(s).....	5
Resolution.....	5
Blank Video Preview.....	6
Symptom(s).....	6
Cause(s).....	6
Resolution.....	6
No Video Signal.....	7
Symptom(s).....	7
Cause(s).....	7
Resolution.....	7
Communication.....	9
No Serial Ports Found.....	9
Symptom(s).....	9
Cause(s).....	9
RESOLUTION(S).....	9

Serial Device(S) Not Found	9
Symptom(S).....	9
Cause(S).....	9
REsolution(S).....	9
Job Issues.....	10
Can't Start Job.....	10
Symptom(S).....	10
Cause(S).....	10
Resolution(S).....	10

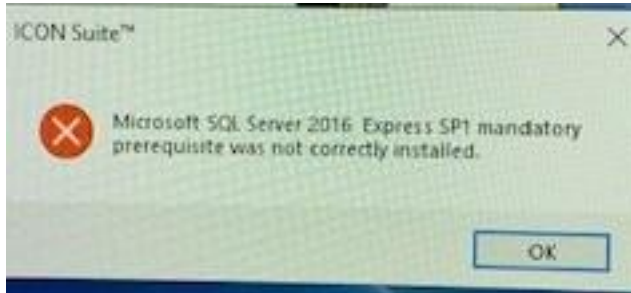
Template 0062	Revision B03	Document UMCF017392	Revision A04	Date 19 Jan 2021	Author CG	IPN 3092392-A04
Date 11 Mar 2018	Source Location c:\epdm\isleg\products\cf-inuktungui\manuals\umcf017392.docm					Page 2 of 11

INSTALLATION

A MANDATORY PREREQUISITE WAS NOT INSTALLED

SYMPTOM(S)

During the installation process of ICON the following error message appears












CAUSE(S)

- Computer needs to be restarted
- Windows updates need to be installed
- User is not an administrator
- System is not running Windows 10
- Conflict with installed version of Microsoft SQL Server Data-Tier Application
- Firewall/Anti-virus
- SQL Server - Attempted to perform an unauthorized operation (Windows 10 20H2)

RESOLUTION

1. Check Windows Update. Make sure all patches are installed (This may take multiple restarts and check for updates).
2. Ensure Window version is Window 10
3. Ensure user has administrator permissions to install software on the machine.
4. Remove the following Microsoft SQL Server components if they exist in Apps & Features
 - a. Microsoft SQL Server 2016 (Remove IconSuite4 Instance)
 - b. Microsoft SQL Server Data-Tier Application Framework (x64)
 - c. Microsoft SQL Server Data-Tier Application Framework (x86)

Template 0062	Revision B03	Document UMCF017392	Revision A04	Date 19 Jan 2021	Author CG	IPN 3092392-A04
Date 11 Mar 2018	Source Location c:\epdm\iseng\products\cf-inuktungui\manuals\umcf017392.docm					Page 3 of 11

	Microsoft SQL Server 2008 Setup Support...	39.0 MB	30 Nov 2018
	Microsoft SQL Server 2012 Native Client	7.20 MB	30 Nov 2018
	Microsoft SQL Server 2016 (64-bit)		29 Aug 2019
	Microsoft SQL Server 2016 Setup (English)	162 MB	17 Jul 2019
	Microsoft SQL Server 2016 T-SQL Languag...	7.25 MB	30 Nov 2018
	Microsoft SQL Server 2016 T-SQL ScriptDom	7.37 MB	30 Nov 2018
	Microsoft SQL Server Data-Tier Application...	39.2 MB	06 Dec 2017
	Microsoft SQL Server Data-Tier Application...	19.7 MB	05 Sep 2018
	Microsoft SQL Server Management Studio...	2.83 GB	29 Aug 2019

Remove ICON 4 folder from C:\ProgramData

(Folder is hidden by default)

6. Follow Microsoft article KB4594205 for Attempt to perform an unauthorized operation (Windows 10 20H2) <https://support.microsoft.com/en-ca/help/4594205/kb4594205-setup-or-patching-sql-server-instances-fail-with-error-attem>
7. Restart Computer
8. Run Icon Installer

CLEAN INSTALLATION

SYMPTOM(S)

Sometimes it may become necessary to perform a clean installation if ICON because of upgrades or failed installations.

CAUSE(S)

- Major Upgrade
- Failed Installation

RESOLUTION

1. Uninstall the following Items from Apps & Features
 - a. ICON
 - b. Microsoft SQL Server 2016 (Remove IconSuite4 Instance) SQL Server 2016 (ICONSUITE4 Instance)
 - c. Microsoft SQL Server Data-Tier Application Framework (x86 and x64)
 - d. Microsoft XNA Framework Redistributable 4.0 Refresh
 - e. Medialooks MPlatform SDK
2. Remove the Medialooks folder from C:\Program Files (x86) if found
3. Remove ICON 4 folder from C:\ProgramData (Folder is hidden by default)

Template 0062	Revision B03	Document UMCF017392	Revision A04	Date 19 Jan 2021	Author CG	IPN 3092392-A04
Date 11 Mar 2018	Source Location c:\epdm\islang\products\cf-inuktungui\manuals\umcf017392.docm					Page 4 of 11

4. Remove ICON folder from C:\ProgramFiles if found

VIDEO

BLACKMAGIC DOES NOT APPEAR IN ICON





SYMPTOM(S)

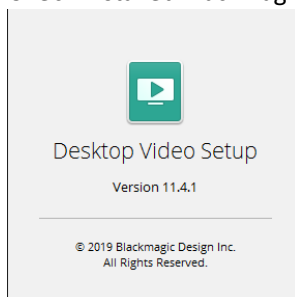
- Blackmagic capture devices do not appear as selection options in the Grabber Device dropdown menu

CAUSE(S)

- Blackmagic device drivers not installed
- Correct Blackmagic driver version installed
- Upgraded ICON version

RESOLUTION

1. Check Blackmagic is installed.
 - a. Apps & Features: Blackmagic Desktop Video (Should be in the Apps & Features list)
 - b. Device Manager: No Unknown devices. Should show up under Sound, video and game controllers
 - ▼  Sound, video and game controllers
 -  Blackmagic DeckLink Studio 4K
 -  Blackmagic DeckLink Studio 4K Audio
 -  Blackmagic DeckLink Studio 4K AVStream
2. Check Installed Blackmagic version (Version 11.6 or greater required as of November 16, 2020)



- a. If version is less than 11.6.x (ie. 10.8.6). Upgrade to the latest version available from blackmagicdesign.com
3. If still not resolved Uninstall Blackmagic Desktop Video from Apps & Features. Reinstall with latest version available from blackmagicdesign.com

Template	Revision	Document	Revision	Date	Author	IPN
0062	B03	UMCF017392	A04	19 Jan 2021	CG	3092392-A04
Date	Source Location					
11 Mar 2018	c:\epdm\iseng\products\cf-inuktungui\manuals\umcf017392.docm					Page 5 of 11

BLANK VIDEO PREVIEW

SYMPTOM(S)

- Blank screen appears where video should be displayed in ICON.

CAUSE(S)

- A monitor was added or removed
- Windows was locked
- Alt-Ctrl-Delete was used to lock the system or launch Task Manager

RESOLUTION

Close ICON and relaunch the application.

- This only affects Preview, not capture.
- All these functions cause a change to how windows drive the display. This requires a refresh to the Direct X device managed by our Video API Vendor (Medialooks) to reset. This was turned off on purpose to avoid the preview from flickering on systems without powerful graphics.

Template 0062	Revision B03	Document UMCF017392	Revision A04	Date 19 Jan 2021	Author CG	IPN 3092392-A04
Date 11 Mar 2018	Source Location c:\epdm\isleg\products\cf-inuktungui\manuals\umcf017392.docm					Page 6 of 11

NO VIDEO SIGNAL

SYMPTOM(S)

- Launching ICON results in a “No video Signal” screen being shown.



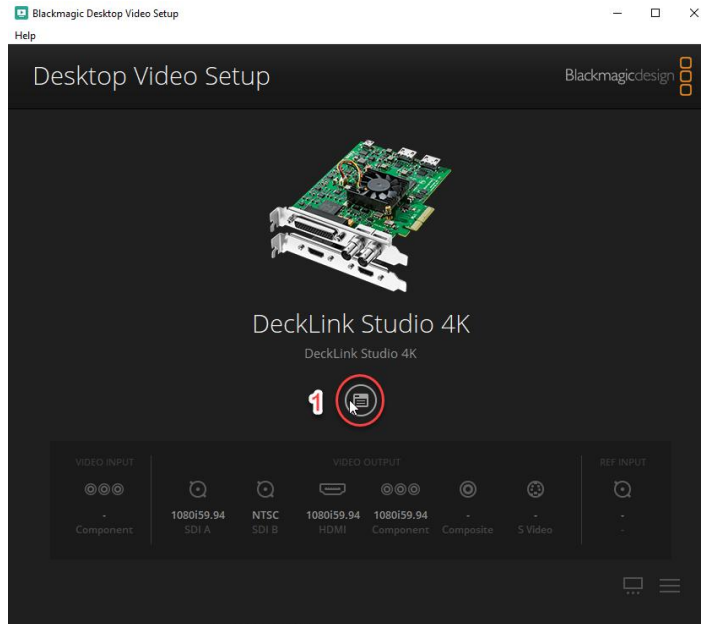
CAUSE(S)

- Grabber Device configuration incorrect
- Power issues with camera/system and top end interface
- Video cable(s) have become loose or disconnected
- Video Grabber device driver issue
- Video signal issue

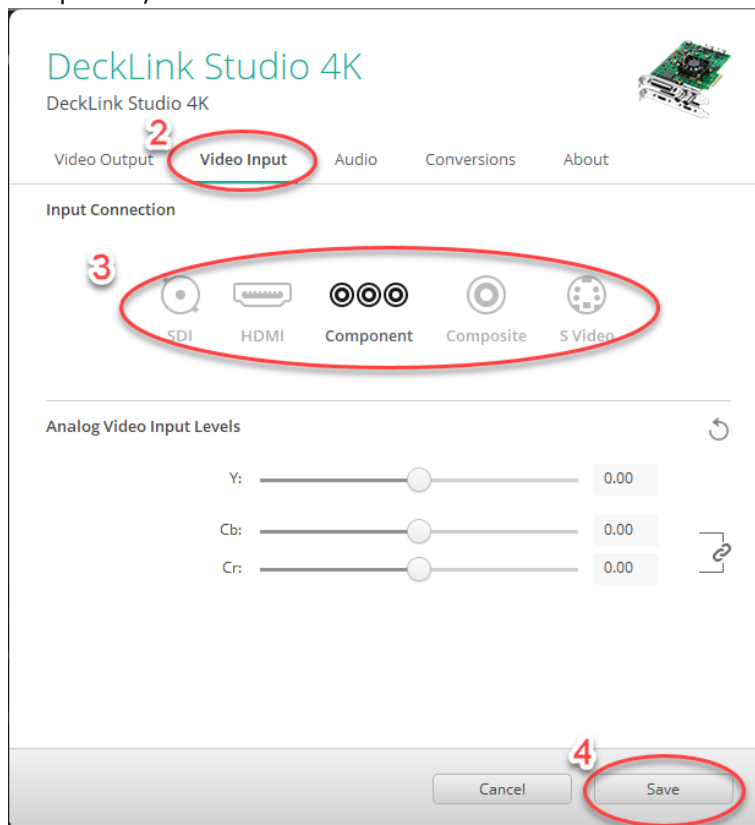
RESOLUTION

1. Check that the Grabber device has been configured correctly. Refer to the ICON user manual for how to adjust the grabber settings. Refer to the camera/system/interface manuals to find the correct video format.
2. Ensure the camera and interface have power and are plugged in and turned on.
3. Check videocables from interface to grabber. Make sure they are plugged in correctly. Unplug and plug them back in to make sure they are connected properly. Check interface manual to make sure cable is plugged into the correct video output jack.
4. Grabber device driver issue. The Blackmagic driver has been observed to not switch the input line on the grabber. The resolution is as follows.
 - a. Open Blackmagic Desktop Video Setup
 - b. Select grabber and open settings

Template 0062	Revision B03	Document UMCF017392	Revision A04	Date 19 Jan 2021	Author CG	IPN 3092392-A04
Date 11 Mar 2018	Source Location c:\epdm\isleg\products\cf-inuktungui\manuals\umcf017392.docm					Page 7 of 11



- c. Select the Video Input tab. Select the correct input connection to be used (Example. Component). Click Save.



- d. Repeat steps b and c for each Blackmagic grabber installed.
5. If there is a suspicion of a videosignal issue (Distorted image, flickering, no signal) after all previous steps have been attempted. Contact Eddyfi Robotics Service and Support.

Template 0062	Revision B03	Document UMCF017392	Revision A04	Date 19 Jan 2021	Author CG	IPN 3092392-A04
Date 11 Mar 2018	Source Location c:\epdm\islen\products\cf-inunktungui\manuals\umcf017392.docm					Page 8 of 11

COMMUNICATION
NO SERIAL PORTS FOUND
SYMPTOM(S)

- The serial port(s) for my system do not appear in the drop-down menu in ICON

CAUSE(S)

- USB to serial converter cable is unplugged or damaged
- Interface box is unplugged or turned off
- USB to serial converter driver is not installed

RESOLUTION(S)

1. Inspect USB cable used for communications for PC to Interface box for damage (kinks, cuts, etc..). Replace if damage is found or cable is missing
2. Unplug the cable at both ends and plug back in to make sure cable is plugged in and seated properly
3. Ensure the interface box is plugged in and powered on
4. Install the latest FTDI Chip Serial driver from website, <https://www.ftdichip.com/Drivers/D2XX.htm>
5. If problem persists, uninstall, and reinstall serial port drivers

SERIAL DEVICE(S) NOT FOUND
SYMPTOM(S)

- During system initialization in ICON a Device Connection Error occurs
- Device fails discovery in ICON Diagnostics

CAUSE(S)

- Device(s) are unplugged or powered off
- Device Serial number and or Node ID conflict
- Device Serial number entered incorrect

RESOLUTION(S)

1. Ensure device is plugged in properly and is powered on.
2. Inspect cabling for damage (kinks, cuts, etc.)
3. Using ICON Diagnostics, Scan for Devices. Does the device appear?
 - If the device does appear do the following
 - i. Hook up the device separately and use Broadcast function
 - ii. If the device appears verify the serial number is correct. If not update the serial number.
 - If the device does not appear. Contact Service.
4. Verify the device serial number is correct in the loaded ICON configuration

Template 0062	Revision B03	Document UMCF017392	Revision A04	Date 19 Jan 2021	Author CG	IPN 3092392-A04
Date 11 Mar 2018	Source Location c:\epdm\islang\products\cf-inuktungui\manuals\umcf017392.docm				Page 9 of 11	

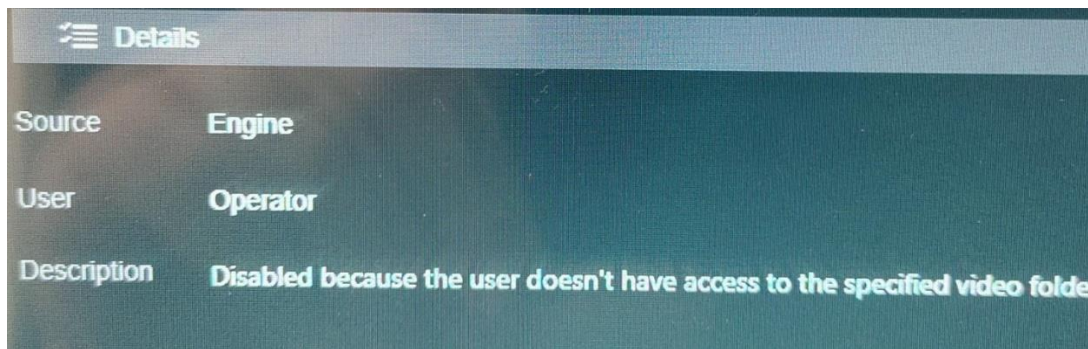
- In ICON Diagnostics scan the system. If device(s) do not appear scan using their serial number. If they appear verify there are no duplicate node id's or serial numbers. If there are resolve the conflicts by changing the necessary serial number(s) or node id's with ICON Diagnostics
Contact Service if problem persists.

JOB ISSUES

CAN'T START JOB

SYMPTOM(S)

Upon starting a job an error message appears with the following details.



CAUSE(S)

- User does not have permissions to access the recording folder

RESOLUTION(S)

- Add Full Control Permissions to the C:\ProgramData\ICON 4 folder to all Users.

