Neuralog 300x Release Notes

FW Version: 1739

Date Released: 10/5/17

Improvements and Bug Fixes

Files with Chinese character file name not printing (Windows 7)

Chinese "Wide" characters were being written to the job info causing problems for Windows 7 users, causing incorrect printing or no printing. This problem did not occur in Windows 8 and above. The problem is resolved.

***Initial Slow Print* Time Increased**

The time allowed for *Initial Slow Print* or Slow Start was found to be too short. In this version of the firmware we doubled the slow start time at the beginning of the print. *Initial Slow Print* helps avoid unnecessary wear on the printer.

Additional Print Quality Tools

The ability to access additional print quality tools has been added to this version of the firmware. These tools will be accessed through the 300x Toolbox. More information will be available when the next version of Toolbox is released.

FW Version: 1715

Date Released: 4/11/17

Improvements and Bug Fixes

Spit Removed between prints. The "spit" that occurs between log prints has been removed when the next print is sent to the printer within about 30 seconds of the previous print end time. This effectively means that the spit will not occur between log copies, and the spit will not occur between two logs printed in rapid succession. Keep in mind that If more than 30 seconds elapse between prints, "spitting" will need to occur to keep the print head healthy.

FW Version: 1706

Date Released: 3/16/17

Improvements and Bug Fixes

Toolbox Enablement. The firmware has additional programming that allows it to work with the 300x Toolbox. Toolbox is an application available from Neuralog that allows manual correction of quality issues. It supplements the automated 300x quality calibration routines.

FW Version: 1633

Date Released: 8/15/2016

Previous FW Version: 1606 (2/12/16)

Improvements and Bug Fixes

Log Header Synching Issue. Feeding the well log paper through the printer before starting the print could cause incorrect header placement in some cases. This has been resolved.

NOTE: For best folding results, feed the unmarked page first. The printer will "synch" to the marked page.

FW Version: 1606

Date Released: 2/12/2016

Previous FW Version: 1547 (12/4/2015)

Improvements and Bug Fixes

Flow Control Bug. Flow control is used to slow down the printer if its data feed is too slow. It prevents "data starvation" or underruns, which can happen with very old slow computers or very busy networks. There was a firmware bug causing the slow down algorithm to sometimes not be activated. The control flow issue has been corrected and verified.

Certain Ink Error could trigger "runaway" blank printing. A printer condition that can result from air in the printline was causing the printer to get in an error state and print blank pages. The root cause has been found and corrected.

High coverage printing, especially using Cyan, could trigger printer errors. The root cause of this issues has been found and the issue has been resolved.

Jogging slightly between prints could miss the next mark. Jogging only a few inches or less than an inch between prints could cause a missed mark in the next print. The error has been fixed.

No need to remove media after Mark Error. Previous versions of firmware required the media to be removed from the printer if a No Marks, Mark Early, or Mark Late error occurred. As of version 1606, the user no longer has to remove the media from the printer after any type of mark error.

Note: NeuraView NLI Driver bug fix. An issue was found in the built in 'NLI Driver' in NeuraView V2015.12 that causes the printer to stop responding after an ink out or paper out condition. The next NeuraView release will correct this issue. Not that this problem did not occur in the "regular" Neuralog Windows driver, but is only relevant to the special NLI Driver.

FW Version: 1547

Date Released: 12/4/2015

Previous FW Version: 1534 (9/9/2015)

New Features & Fixes

Network Printing Stability during Heavy Use. When multiple jobs were being simultaneously sent to the printer, the printer could become unresponsive if a triggering event such as ink out or media out occurred. The event would cause the network port to "hang" and required a printer reboot. This issue has been fixed.

Mark Tracking. The first mark was sometimes missed on a new paper load. This has been corrected so that the well log is always printed on the first mark seen.

Support for NeuraQ Printer Monitoring and Control. Functions have been included internally in this firmware version to support NeuraQ. NeuraQ is a desktop application that allows job and printer monitoring and control from a remote location. It is useful for Printing Service Centers running multiple printers. Contact your Neuralog representative for more information.

FW Version: 1534

Date Released: 9/9/2015

Previous FW Version: 1524 (6/19/2015)

New Features

NOTE: These features are accessed through the 300x printer Web Server Interface. Select **Settings** from the top menu choices and then expand **Preferences** on the side bar. Choose **Continuous Printing** and the features will be displayed.

Robust Mark Detect is available to allow for more accurate mark detection. Robust Mark Detect may be needed if the printer is missing media marks because of poor mark quality. This feature is accessed through the Web Server interface. It is unlikely that Robust Mark Detect will be needed for most well log media and it is recommended that this feature remain at the default value of *Disable*.

WARNING: Robust Mark Detect may cause the printer motors to run at increased temperatures. For this reason, printing is limited to 500 feet when this setting is enabled.

Image Stretch adjustment is available to fine tune the vertical (continuous direction) image stretch. This feature is accessed through the Web Server interface. Use this feature for precision control of well log vertical scale accuracy.

Data Flow Control is enabled to allow the printer to better deal with a slow network or computer. The printer will automatically slow down to the rate it is receiving data. This feature is accessed through the Web Server interface. It is recommended that this feature remain at the default value of *Low*.

NOTE: A data underrun error should not occur on the 300x if Data Flow Control is set to either High or Low. If you receive a data underrun error during printing, it is likely your printer needs to be properly configured. Contact Neuralog support if you need assistance.

Fixes

Mark Tracking allows the printer to begin the well log print at the correct form location. There were some cases where mark tracking was lost after cut sheet jobs and after jogging the printer. These cases have been fixed.

There were errors that could occur in certain circumstances when printing simple single page copies; a case not relevant for well log printing. These have been fixed and simple copies printing has been significantly sped up.

Trailing blank pages was broken for some cases. This has been fixed.

FW Version: 1524D

Date Released: 6/19/2015

Corrected Issues since last release: N/A

NOTE: FW 1524D is the initial firmware release for Neuralog 300x Well Log printer.