

Topic:

vxformat Error (TIFF)

- a) "Can't read message from formatter"

VXServices, LLC
1
3 1230 Hunter Court, Longmont, CO 80501
F Voice 303-651-6519 Fax 303-651-7693

Solution Report

Symptoms/Condition:

When scanning and formatting with the "TIFF" option:

- Scan does not complete, and
- Receive an error:

Error: "Can't read message from formatter"

Solution:

1. Move the `/files/vexcel/cal/rfhosts.cal` to verify that the path is the same as where the correct `vxformat` lives.
2. Also, verify only "3" fields for each *host_name* listed (in the `rfhosts.cal` file):

```
host_name      /path/vxformat      4000
```

3. Be sure you are using the "TIFF" `vxformat` by doing the following:

```
$ cp vxformat_sparc.tiff /path/vxformat
```

=====

The problem most likely is that not enough memory has been allocated for the image on the host machine. Therefore, edit the file `rfhosts.cal` in the `files/vexcel/cal` directory. The changes are made to the number following the hostname and the path to the `vxformat` program. The number should be 8,000 for 9x9 scans and 16,000 for scans that are approximately 18x9.

If the problem still exists, verify that the memory is being allocated by looking at the **vxscan** output. Look for the line **command: rcmd and logname vxformat**. After this line is the formatter information. By looking through this, you can see formatter host, formatter base, path, output, format, and memory and so forth. The memory information defines how much memory is being allocated. If this number is other than what you have set it to, then there is a problem in the **rfhosts.cal** file, or, it cannot find your new **rfhosts.cal** file (the one that you have edited). An example is shown below where 0 memory was allocated. Again, this number should match the one in the **rfhosts.cal** file which you modified.