

Technical Support

Technical Bulletin

Distribution:	Application Engineers, Technical Support Engineers, Vision Solutions Engineers, Technical Documentation Group, Worldwide Sales	☐ INTERNAL ONLY
Bulletin No.:	TB-08-002	☒ Internal & Customers (as needed)
Date:	05/08/2008	☐ Internal & Customers (MANDATORY)
Product:	VISIONPRO	Rev: 5.0
Title: DCAM Doctor Security Problem Prevents Image Acquisition		

PURPOSE

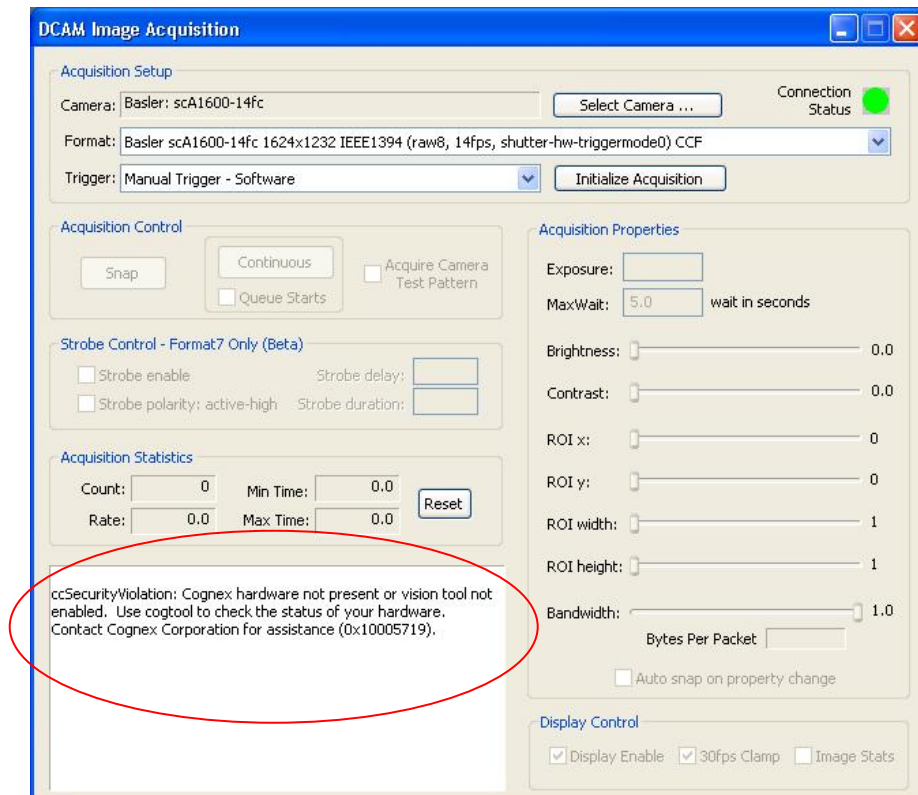
This document describes a problem with DCAM Doctor in VisionPro 5.0 and how to obtain an updated version of DCAM Doctor that resolves the problem.

If you are observing a security violation in DCAM Doctor with VisionPro 5.0 and believe you have a proper security device, please follow the recommendation outlined in this bulletin.

TECHNICAL DETAILS

This update resolves 2 issues.

The first issue occurs when attempting to perform an image acquisition with DCAM Doctor version 1.0.0.3 that is supplied with VisionPro 5.0. You may receive a security violation as shown:



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The message is a security violation on DCAM Doctor's Acquisition Setup dialog box when the Initialize Acquisition button is clicked. The message is as follows: "ccSecurityViolation: Cognex hardware not present or vision tool not enabled. Use cogtool to check the status of your hardware. Contact Cognex Corporation for assistance (0x10005719)".

This message may appear even when the Vx1394DCAM or VxSWAcquisition security bit is present on your security dongle or frame grabber. You can determine what security bits are on your security device by using the utility called cogtool.exe that is supplied with VisionPro.

The second issue occurs when starting DCAM Doctor on PCs with certain combinations of OS language type (non-English) and IEEE 1394 adapter type. The following error may occur using DCAM Doctor versions prior to and including version 1.0.0.4:



After this message is dismissed, DCAM Doctor will continue running, but IEEE 1394 adapters and cameras may not be available.

An updated DCAM Doctor utility **version 1.0.0.5** is required to resolve these problems.

This updated copy can be found on the Cognex Technical Support VisionPro download area:

<http://www.cognex.com/main.aspx>

Place this new version into your VisionPro installation directory: %VPRO_ROOT%\bin (typically located at C:\Program Files\Cognex\VisionPro\bin).

Note: It is important to place DCAM Doctor into this directory since it is dependent upon on DLL's in this directory. Attempting to run DCAM Doctor from a different directory may result in another security violation or an inability to locate your Fire Wire hardware.

MOVING FORWARD

After updating to the new version of DCAM Doctor and you are still experiencing security violation problems with DCAM Doctor please contact Technical Support for further assistance.