



Merlin II LS “Empty Document” Error

Occasionally, Merlin II LS will display the “Failed to create empty document” error. Usually the software will simply close after you close the error window. First, let’s discuss what is involved with the error. In the Merlin Parameters folder (C:\Telesis\Laser\Merlin\Params) there is usually a file named Host, or Host.dat. This file holds the settings for communication via the serial or Ethernet ports. When Merlin opens, it checks this file for the appropriate settings for communication. If it finds the file, it attempts to communicate with the serial device. If the device can’t be found, it tries to create a new Host.dat file, but is blocked by the existing file, and so it “Failed to create an empty document”.

There are two things that can create this problem:

1. A device has been used to communicate through the serial or Ethernet ports, and is no longer there.
2. The computer shut down abruptly during a write cycle. In this case, the file is opened when communications begins, and the unit shuts down (usually because of a power failure) before the communication is complete, and the file is not closed normally.

In either case, the solution is to open the Parameters folder (C:\Telesis\Laser\Merlin\Params) and delete the Host file. This will allow Merlin to create the empty document, Host.dat., and start normally.

PTR Sales Team

John Callaghan 269-209-7291 Phil Theaker 248-361-7063

John@ptrsales.com

phil@ptrsales.com

Jon Boynton

jon@ptrsales.com

