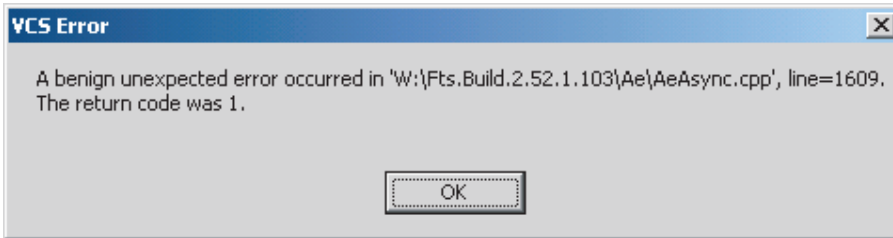


Greenleaf ViewComm Async, Async Plus, and Viewer

Installing the Quatech SSP-100 Single Port RS-232 PCMCIA Card on a Windows 2000 Laptop: A Tutorial Walkthrough



1

The "Benign Error" occurs when you start VCS.

This is the first of several dialogs leading to inability of VCS to function.

Q: WHY can't VCS work when this error occurs?

A: BECAUSE it cannot find one or more ports OR the ports are not under the control of the special VCS driver

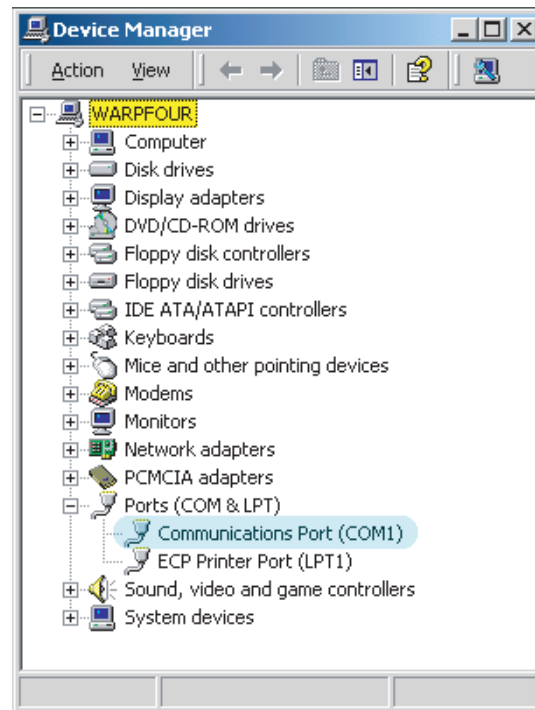
At this point, stop, go to Control Panel | System | Hardware | Device Manager.

Right click the tree branch for Ports (COM & LPT)

This machine has one standard serial port, COM1 plus a parallel printer port.

The internal modem uses a separate IRQ and I/O address.

At this point we will leave the modem out of the discussion about serial ports. Yes, it uses one, but the hardware may not really look like a COM port and so we consider it a different type of device.



2

This is "Ground Zero," the starting point from which we will proceed to install the Quatech SSP-100. If you've previously installed the board, it may also be listed as a COM port in the above dialog.

1. Right click the port, and select "Uninstall"
2. Follow through the succession of dialogs until the port does not appear. You should see only COM1 as in the above illustration. You should not need to reboot the machine at this point.
3. Physically unplug or remove the Quatech card.

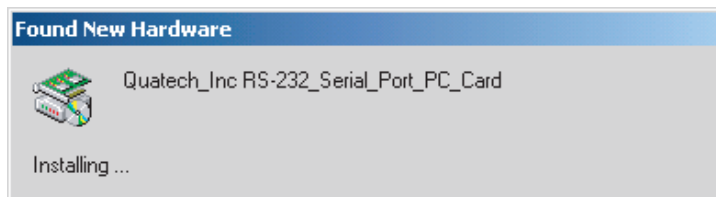


3

Restart or Shut Down Windows.

Plug in the Quatech SSP-100 device. Connections (RSS-232) are optional at this point.

Windows restarts...



4

Windows Plug n Play will detect the new hardware and tell you as much.



5

The "Found New Hardware" wizard will come up next.

It offers to help you install a driver for your new hardware.

Click NEXT

Go to next page --->



6

The wizard will indicate that a Quatech PC-Card has been detected. It will suggest that you search for a suitable driver.

Do not do it. Instead, click the second radio button to "Display a list of the known drivers for this device..."

Click the second button.

Q: Why don't we search for a suitable driver, as Microsoft Windows recommends?
A: Because there is a standard driver that we need to use at this point.

We will get to the installation of the VCS driver in a little while.

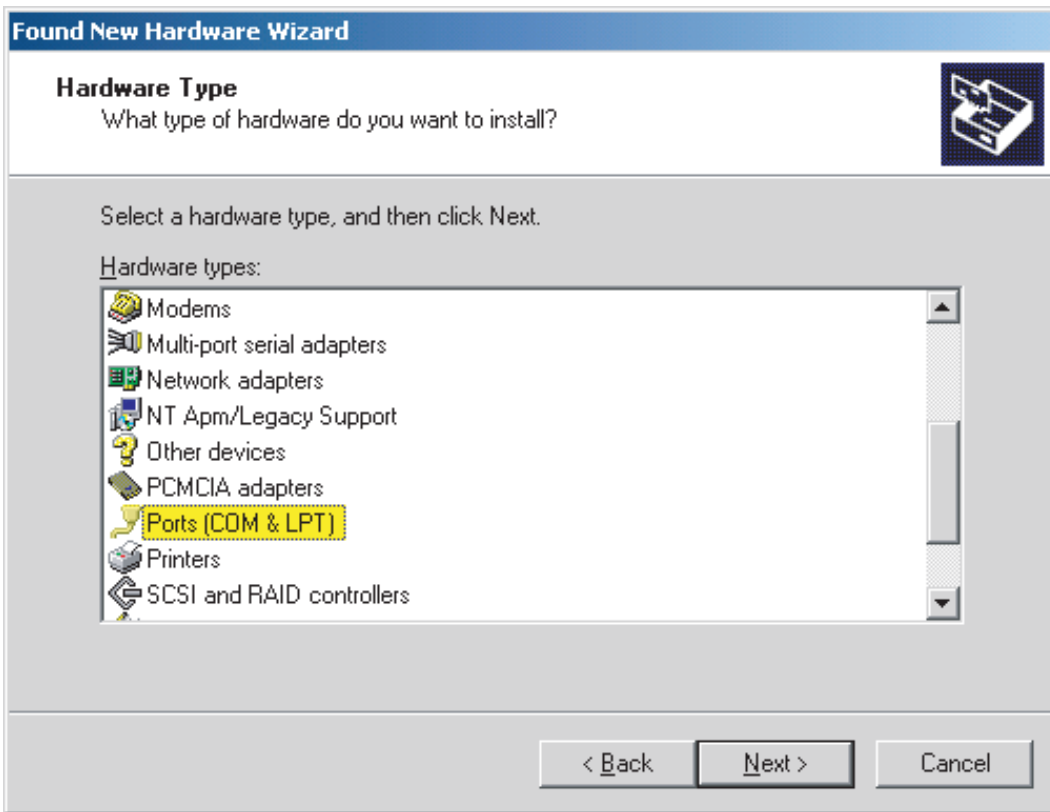


7

The same dialog as above only with the selection changed so that Windows will list "known" drivers

Click NEXT

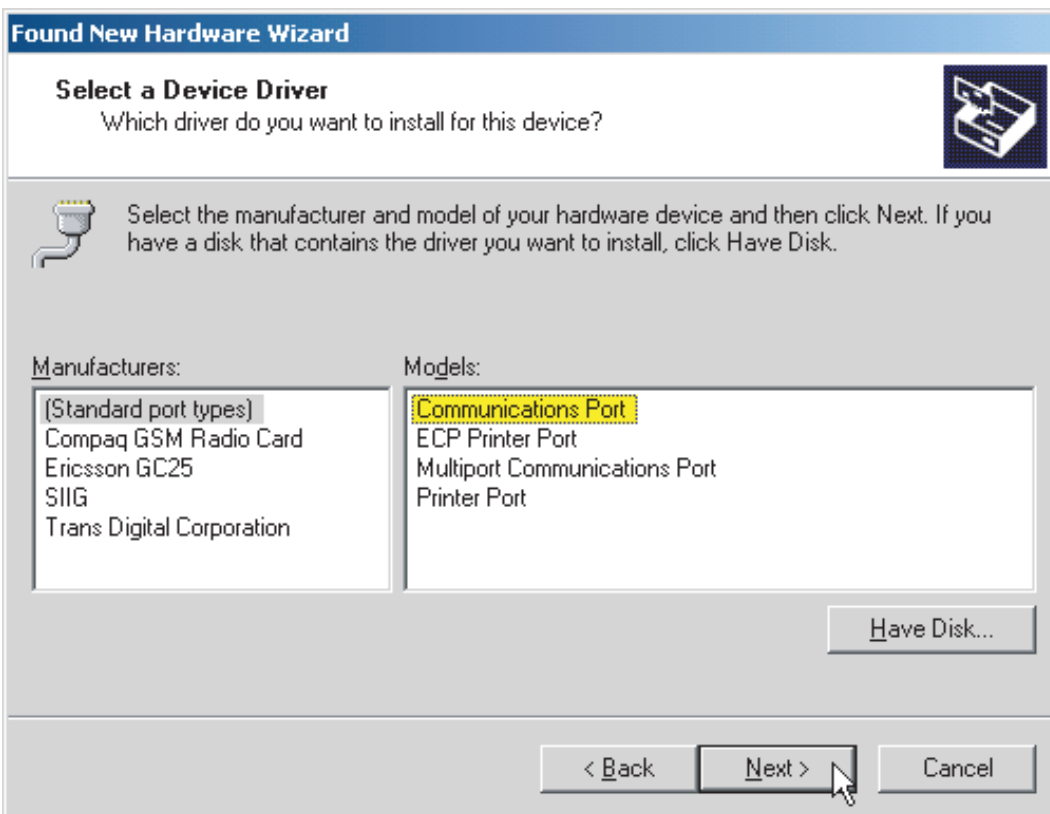
Go to next page --->



8

The wizard lists various types of devices. Find the one for Ports (highlighted at left)

Click NEXT



9

The category "Standard Port Types" must be highlighted.

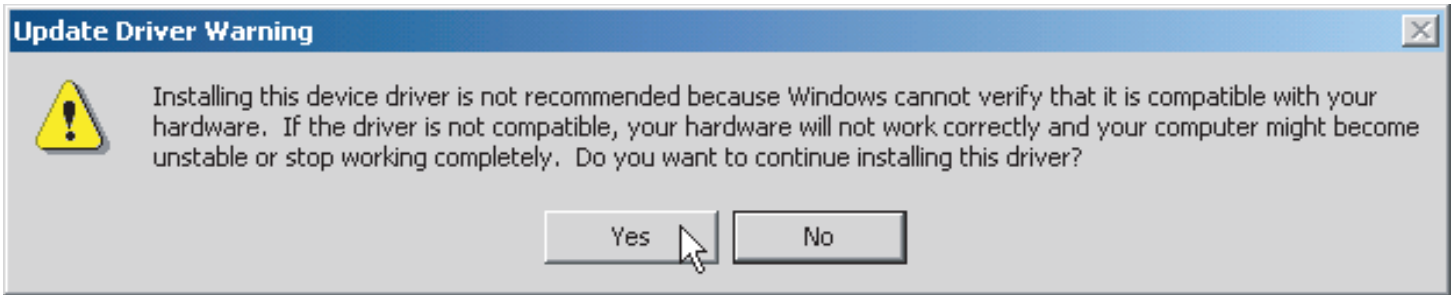
Select "Communications Port."

DO NOT CLICK "HAVE DISK"

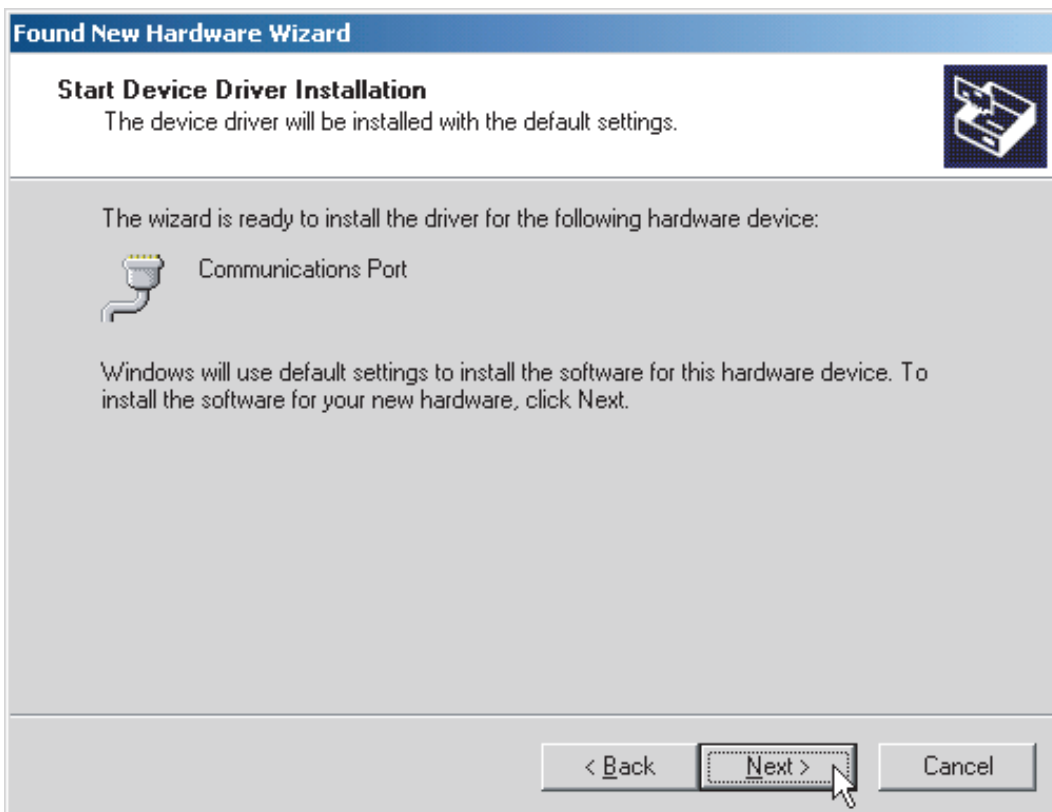
Click NEXT

When you clicked NEXT, Windows warns you that the driver may not be suitable for the device. Although you should be aware of this possibility, in this particular case, the driver IS suitable for the serial port hardware. It's not correct for VCS but let's take that after we get the card set up.

10



Click YES



11

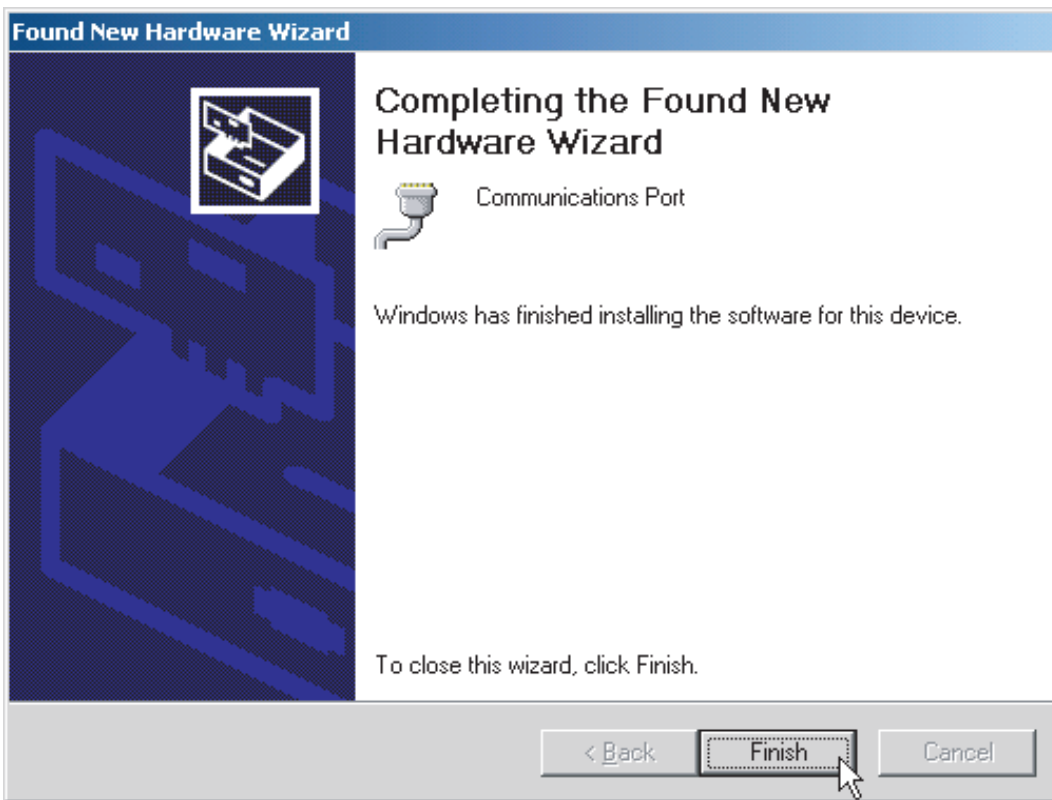
Now the Wizard is ready to actually do something.

Click NEXT to begin copying the files, installing the standard Microsoft Windows 2000 serial driver.

Click NEXT

Go to next page --->

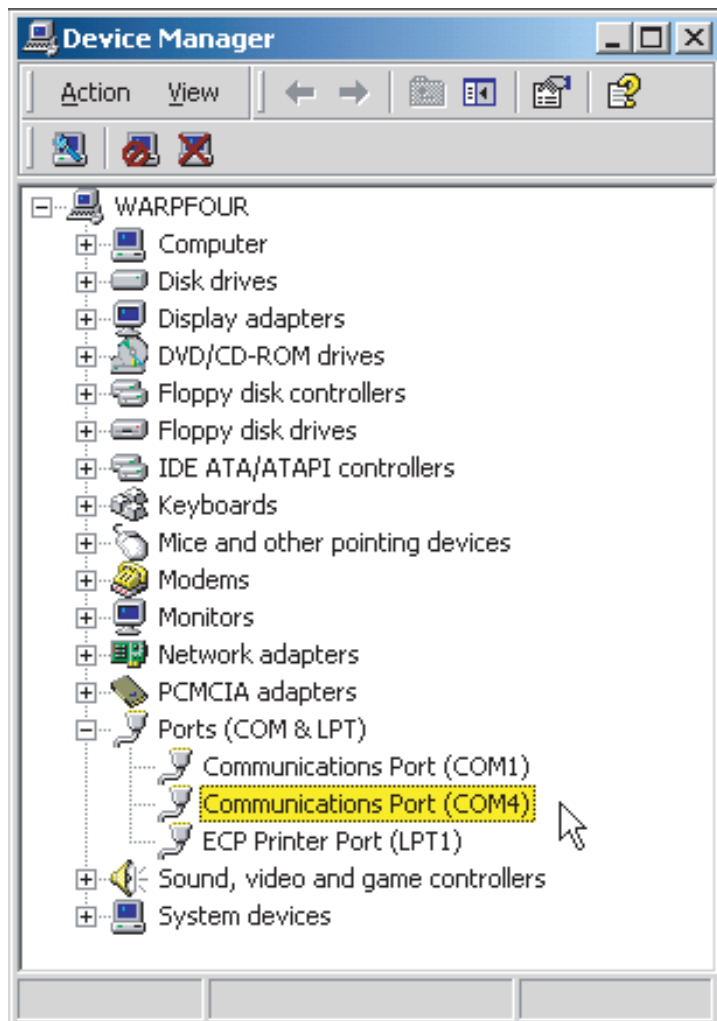
12



You've now installed the standard Microsoft driver.

We'll inspect this to be sure it's really there and then we will install the VCS serial driver and start VCS...just to be certain it runs OK this time. No more nasty "Benign Error" messages.

Click FINISH



13

Again bring up the Device Manager and expand the Ports node.

This time you see that the system has installed a new port, COM4.

Other documentation notwithstanding, there is no good reason why we cannot use VCS with COM1 and COM4. That is precisely what we're going to do.

First, let's check to see what serial driver is really installed for COM4.

Right-click COM4 and highlight Properties (see next illustration)

Go to next page --->

14

With COM4 highlighted, right-click and select Properties.

Left-Click Properties

15

This is the properties dialog for COM4.

We're going to check out the serial.sys criver for the port -- see who manufactured it.

Click the Driver tab

Go to next page --->
