

TechNote TN100401-1
Subject: Installing on Windows XP: A Workaround
Applies to: Greenleaf ViewComm Async, Async Plus, and Viewer
Date: April 4, 2002 (Revision B)

Problem:

Installing VCS on Windows XP system produces a "...benign error..." message and VCS does not function.

Background:

Recognizing the importance of Windows XP, we are working with the developers and testing a permanent fix. The serial driver for XP is the same one as for Windows 2000. sysFire expects to have a new version of VCS products within 2Q02.

Workaround:

0. If VCS is installed on the XP system, remove it entirely.
1. Install VCS by double-clicking the EXE file. When asked "Do you want to install the Windows 2000 driver?" click Yes. Setup will soon offer to restart the system:
2. Choose to Restart Windows – but press F8 in time to boot to Safe Mode.
3. In Safe Mode, use Explorer to navigate to WINDOWS\System32\Drivers.

You will find a Serial.sys that is approximately 62Kb. This is the Microsoft serial driver. You should also find a file "serial2K.fts". This file is 93 Kb. Copy it to "Serial.sys"

IF you do not find "serial2K.fts" as above, navigate (still in Safe Mode) to

Program Files\ViewComm Async\Windows 2000 Driver Support

...where you will find "serial2K.fts." Copy that to WINDOWS\System32\Drivers and rename it Serial.sys. You may find that there is a Serial.sys already there – if so, rename it SerialMS.sys before the copy. You should end up with a Serial.sys that is about 93 Kb.

4. Restart Windows normally (not to Safe Mode).
5. VCS should work normally at this point.

Also:

You can verify that VCS has access to the proper driver by going to:

Start | Programs | ViewComm Async | Windows 2000 Driver Support – click "Show Serial Driver Information." You should see a dialog with one entry for each COM port like:

COM1 is managed by FTS Serial Driver Version 20000915

This indicates that the VCS software and serial driver are properly installed.

The special driver has been extensively tested and is 100% compatible with the Windows serial driver.