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RocketPort® Serial Hub (RPSH) and VS1000/VS1100 Driver Installation with Windows® 95/98

How to Use this Document

You can use the interactive Table of Contents to locate the information you need.

Driver Requirements

This document discusses installing and configuring the RocketPort Serial Hub and VS1000 device driver for the Windows 9x platform. The RocketPort Serial Hub or VS1000 requires at least one host server running Windows® 95 or Windows 98.

Note: *The driver for the **RocketPort Serial Hub** **Si** is different than the driver for the **RocketPort Serial Hub/VS1000** and they are **NOT** interchangeable.*

For hardware specific information or the product overview, see the *Hardware Installation* documentation that is available on the Comtrol media (diskette or CD) shipped with your product or download the current version from the ftp/web site.

Driver updates can be downloaded at no charge from the Comtrol ftp/web site. Always check the web or ftp sites to make sure that you have the current driver and documentation. Software downloaded from the ftp/web site are self-extracting zipped files that you must extract before installing.

Connectivity Requirements

An Ethernet connection (10 Mbps), either to an Ethernet hub or to a network interface card (NIC) in the host server. See the *Hardware Installation* documentation for information regarding hardware installation, including building crossover cables.

Note: *If connecting the RocketPort Serial Hub or VS1000 directly to the server NIC card, an **Ethernet crossover** cable is required.*

Interactive Table of Contents

Installing the Device Driver

Use the following procedure to initially install the RocketPort Serial Hub (RPSH) or VS1000/VS1100 software. See the *Removing the Driver* discussion before re-installing a driver.

Note: *You may need to extract the driver files to a subdirectory on your system or a diskette. Drivers on the Comtrol CD and downloaded from the ftp/web site are self-extracting zip files.*

1. Open the Control Panel and double-click on the **Add New Hardware** icon.
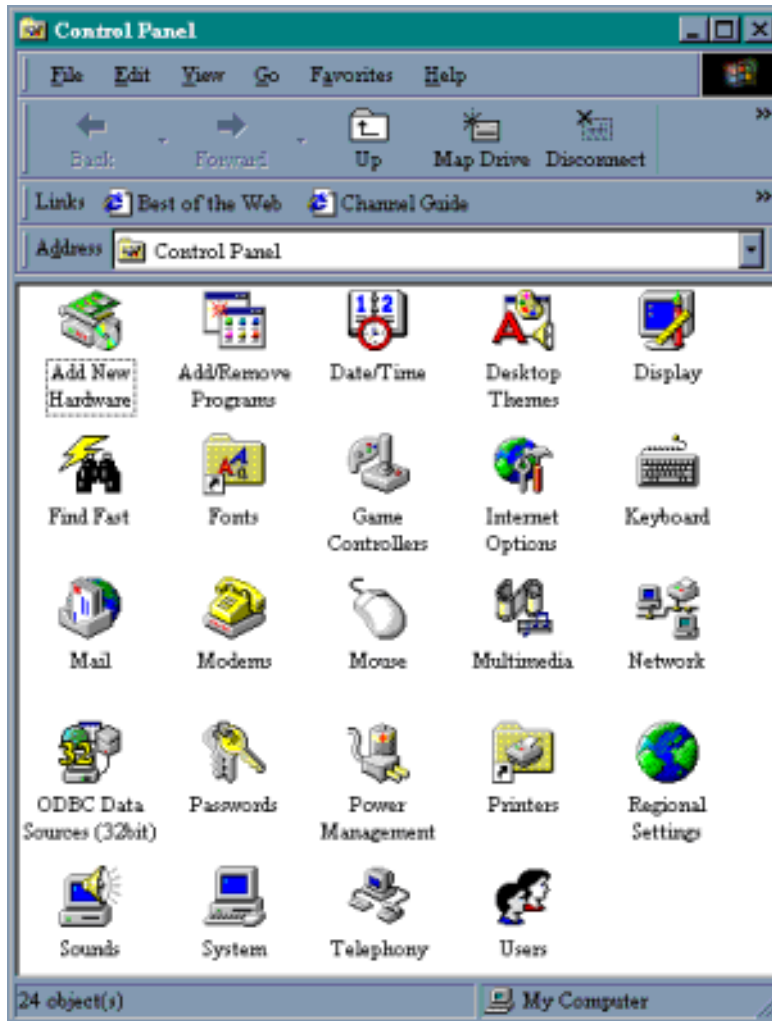
Note: *This document illustrates a version of Windows 98 screens. Windows 95 is similar and you may have to make slightly different selections.*

2. If **Windows 98**, select **Next** at the first screen and **Next** when it wants to search for Plug and Play devices.
   If **Windows 95**, select **No** at the *Do you want Windows to search for your new hardware?* prompt.
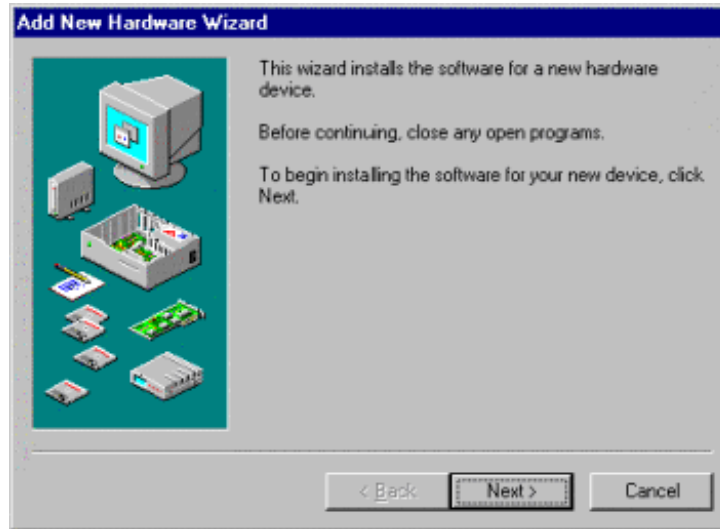
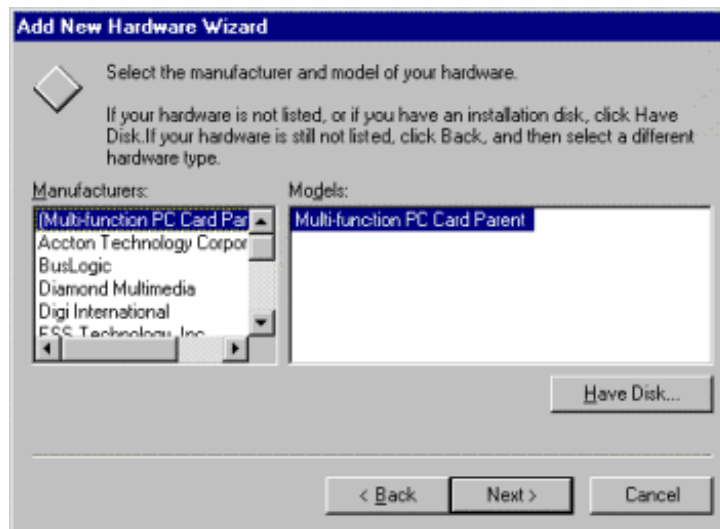3. Select **No, the device isn't in the list** and the Next button.
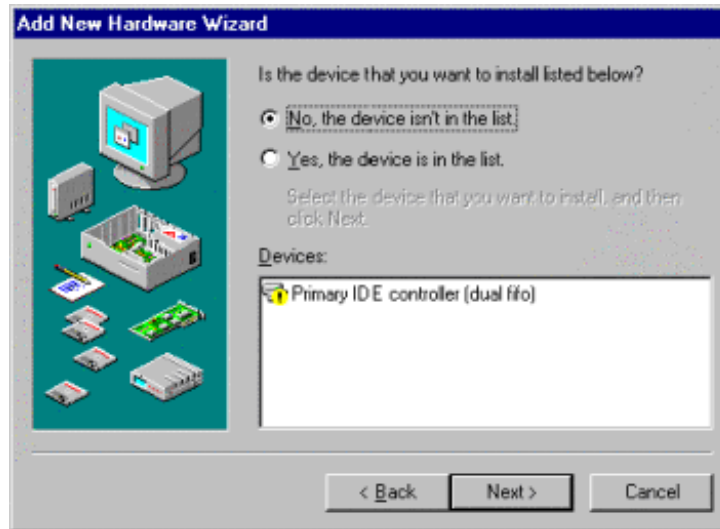
4. Select **No, I want to select the hardware from a list** and the Next button.

5. Highlight **Multi-function adapters** and select **Next**.
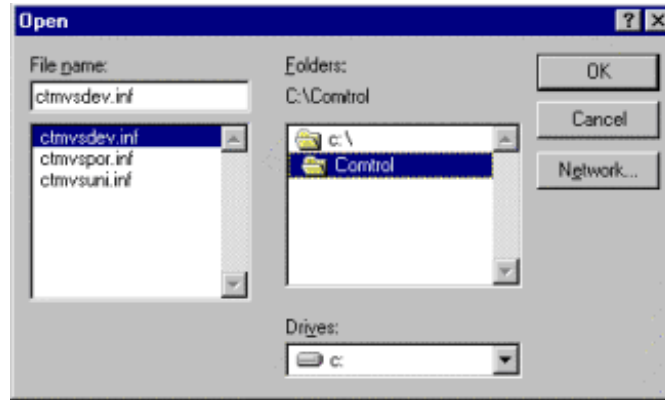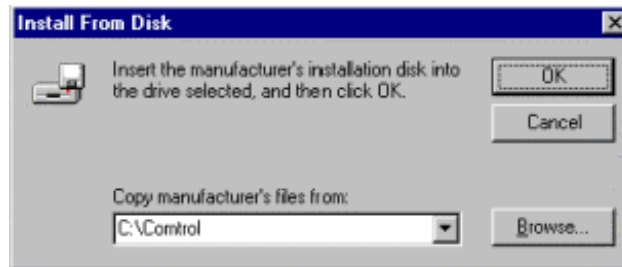

6. Select the **Have Disk** button.
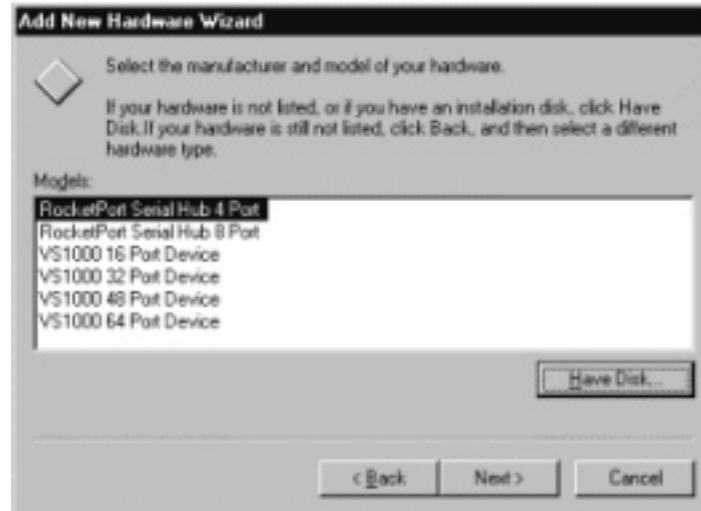

7. Select the **Browse** button.

8. Highlight the directory where the unzipped driver files are located and select the **OK** button. For example:

9. Select the **OK** button.

10. Highlight the Comtrol device you want to install and select the **Next** button.
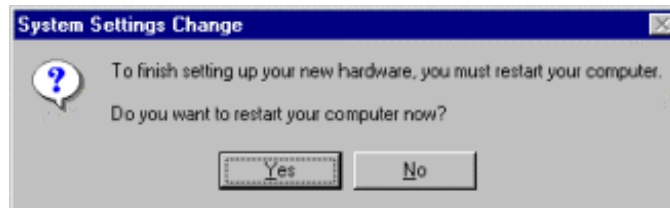

Note: This driver does not support the VS2000.
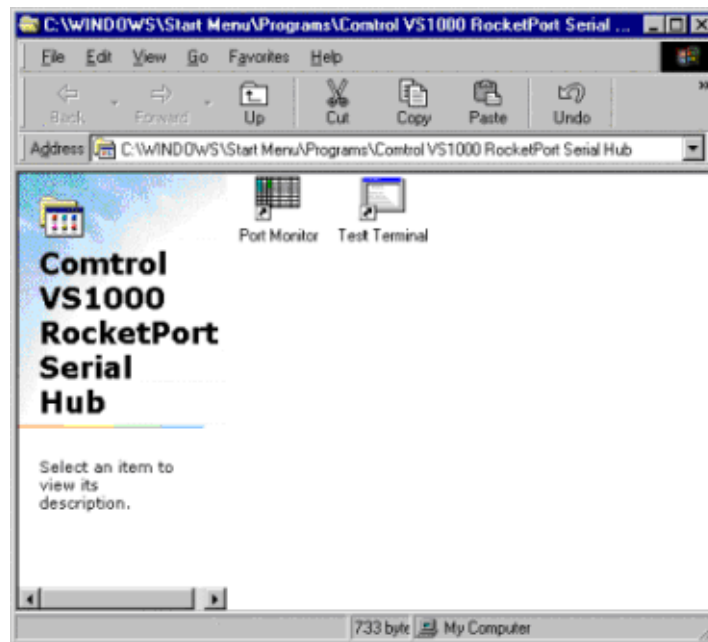
11. Select **Finish**.

12. Select **Yes** to the *restart your computer* query.

   After rebooting your system, a new hardware wizard appears for each port on the device and the Comtrol VS1000 and RocketPort Serial Hub proram group appears.

13. **Close** the program group window.

14. Select **Yes** when this message appears.

15. Go to [Step 7](#) on Page 11 to configure the device.

Configuring the Device

Use the following procedure to configure the device and it's properties. You must configure device properties for the device to function. You can also use this procedure to change device or port properties any time.

1. Right-click on the **My Computer** icon and select the **Properties** button or open the Control Panel and double-click on the System icon.

2. Select the **Device Manager** tab.

3. Double-click on **Multi-function adapters**.

4. Highlight the device you want to configure and select the **Properties** button.

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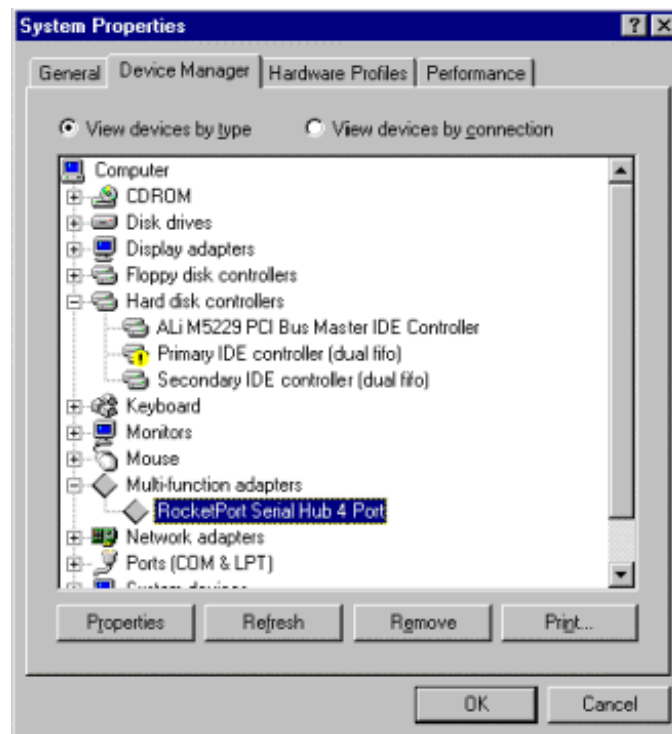
5. Select the **Device Setup** tab.
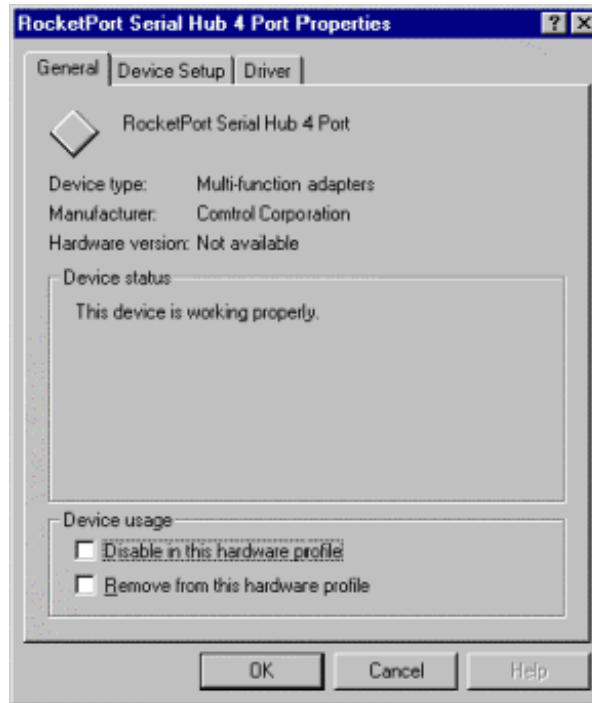
6. Select the **Configure** button.

Note: *If you see a* **Setup** *button instead of a* **Configure** *button, select the* **Setup** *button.*

7. Highlight the device for which you want to configure and select the **Properties** button.

8. Enter the following into the Device Properties screen:

Note: *For information on any field definitions, use the Help button or the ? in the title bar.*

• Optionally, enter a different device name.

• Enter the MAC address for the device. The MAC address is located on a sticker on the bottom of the RocketPort Serial Hub or on the back panel of the VS1000.

• Optionally, change the starting COM port number.
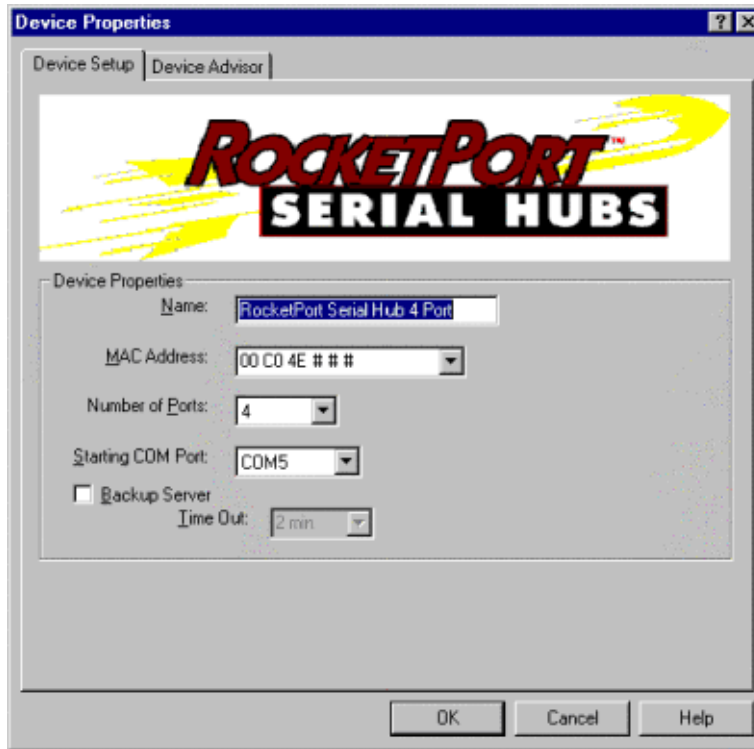
Note: *The screen for the VS1000 displays a different graphic.*

9. After entering the device properties, select the **OK** button. The Main Setup screen appears:

10. Optionally, select the **Options** tab to set any of the following device features:
    - Small send windows
    - Scan rate
    - RS-485 mode (convertor box required)

    Note: *Use the Help button or the ? in the title bar for definitions of features.*
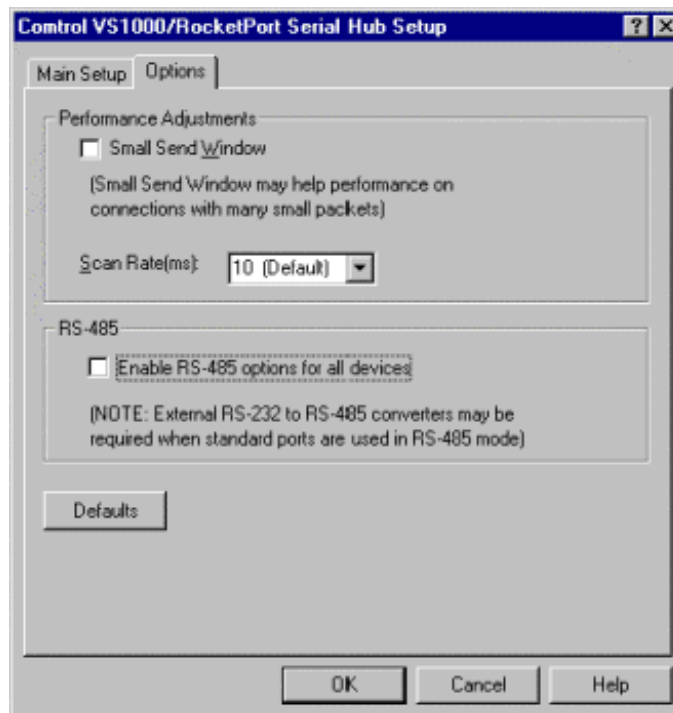
   a. Select the options you want to enable.
   b. Select the **Main Setup** tab.

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11. Optionally, highlight the port that you want to configure and select the **Properties** button You can configure port for the following features:

- Overriding and locking the baud rate
- Lock baud rates
- Set a timeout time on transmit data on a port
- Map CD to DSR
- Map 2 stop bits to 1
- Wait for physical transmission before write
- Clone port settings
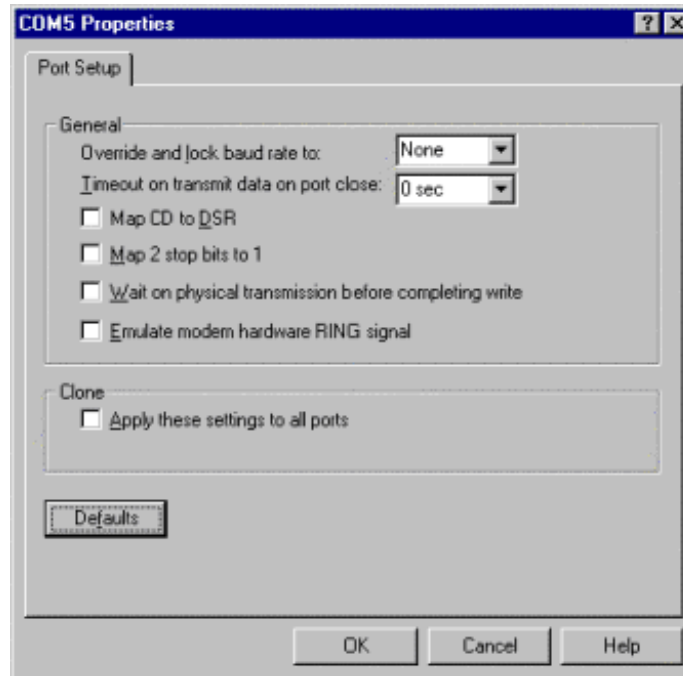
Note: *Use the Help button or the ? in the title bar for detailed information regarding these fields.*

If you enabled RS-485 mode in the **Device Options** tab, an **RS-485** tab exists in the COM Port Properties window. The RS-485 tab allows you to:

- Override and lock RS-485 toggle mode
- Toggle RTS low

12. After completing all necessary configuration, select the **Ok** button to close the Main Setup screen.
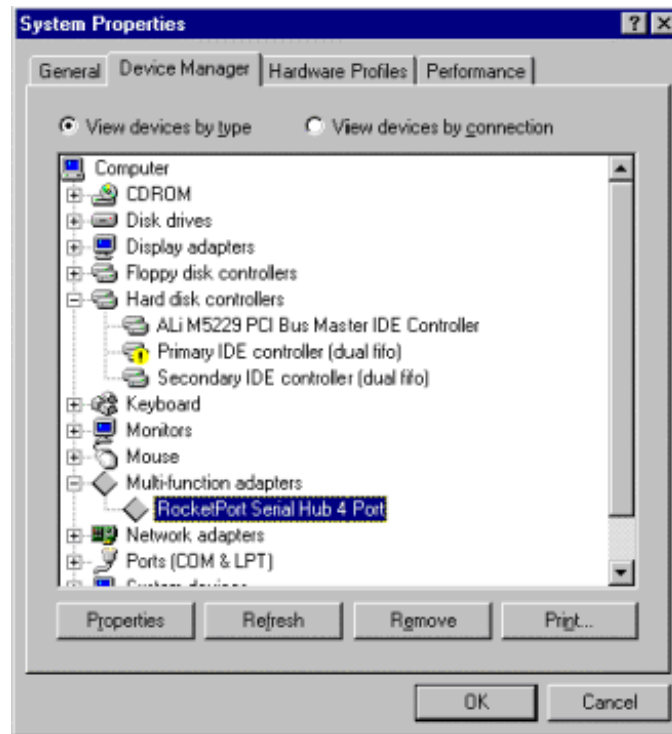

13. Select **Ok** in the Port Properties screen.

14. Select **Ok** in the System Properties screen.


15. If you have not done so, install the hardware and connect your peripheral devices. See the Configuring Modems discussion to install a modem on a port.

Configuring Modems

The RocketPort Serial Hub can support any asynchronous serial modem for use by any application that uses Windows 95/98 COM ports.

Follow these steps to install and configure modems.

1. Connect the modem(s) to the desired port(s).

2. Power up the modem(s).

3. Open the **Control Panel** window.

4. Double-click on the **Modems** icon. The Install New Modem wizard starts:
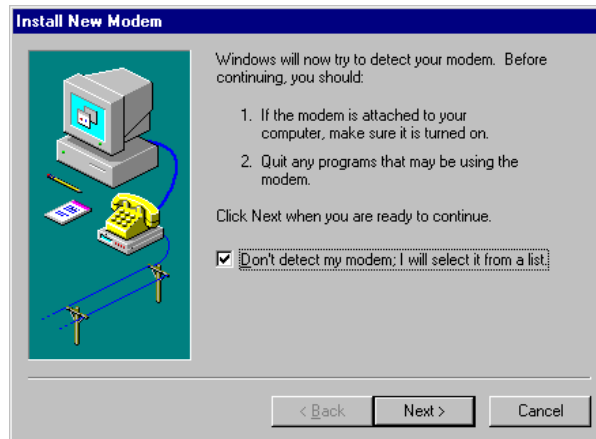
> ***Note:*** *Screen appearances may differ slightly between different versions of the operating systems. You may need to adapt as necessary.*

5. Check the **"Don't detect my modem"** box.

> ***Note:*** *Do **not** use the auto-detect feature. The Windows modem auto-detect function does not recognize ports above COM10, and it scans **down**, beginning with the highest detected COM port. This can produce extremely confusing modem-to-port numbering and naming sequences.*

6. Click **Next**. A list of modem manufacturers and models displays:
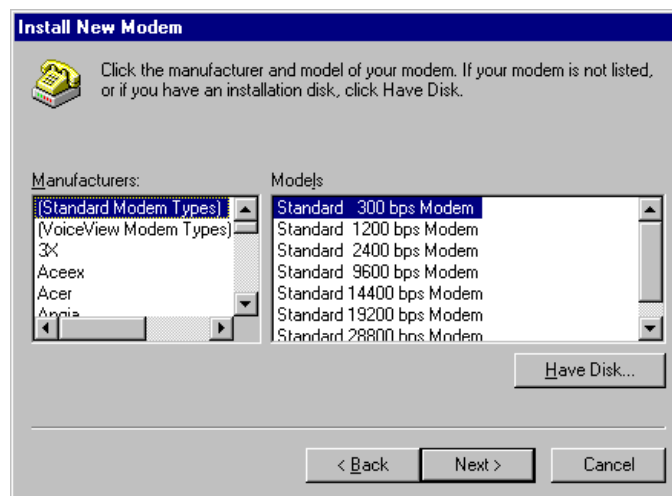
7. Select the manufacturer and modem type from the list or click **Have Disk**.

8. Click **Next**. The list of available ports displays:

9. Select the port to which the modem is attached and click **Next**. The system installs the modem software.

10. Click **Finish**. The Modems Properties window displays:
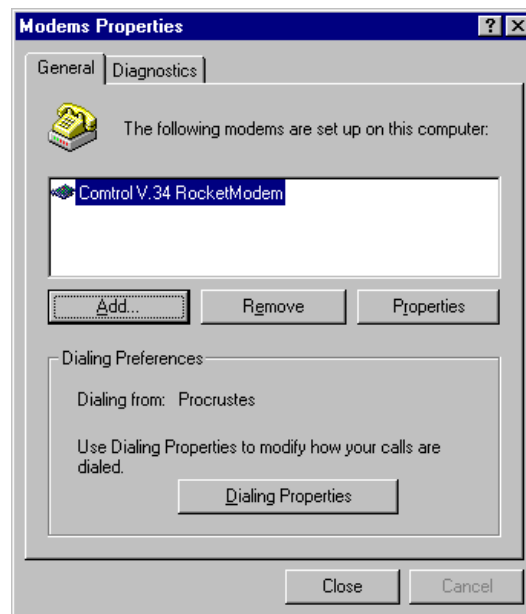
11. To add more modems, click the **Add** button and repeat Steps 4 through 9.

12. **Optionally**:

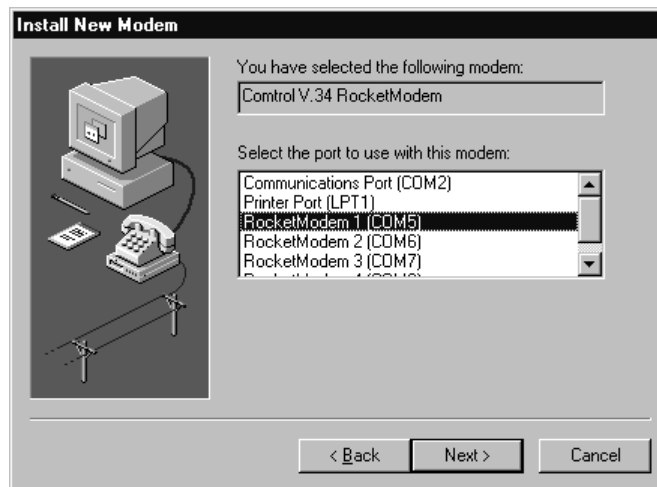   a. Click **Dialing Properties** to configure basic phone service information.

    b. Highlight a modem and click **Properties** to configure port speed, data bits, parity, and so on.

    c. Click the **Diagnostics** tab, then select a port and click **More Info** to query and test the modem.

13. When you are done, click **Close** or (**Ok**, depending on the operating system version) to exit the Install New Modem wizard. Your changes take effect immediately. No reboot is required.

Verifying the Ports are Available

Use the following procedure to verify that the COM ports are available to Windows 98:

1. Right-click on the **My Computer** icon.
2. Select **Properties**.
3. Select the **Device Manager** tab.
4. View your system's ports by clicking on the plus (+) sign for Ports (COM & LPT).

Troubleshooting

If you are having problems, you can try the following:

1. Verify that you are using the correct types of cables, see the *Hardware documentation* for pin out information.
2. Verify that all cables are connected securely.
3. Reboot the server.
4. Verify that you are addressing the port correctly. In many applications, device names above COM9 require the prefix **.**\ in order to be recognized. For example, to reference COM10, use **.****COM10** as the file or port name.
5. Use the Test Terminal program (**WCOM32**) to troubleshoot communications on a port-by-port basis.
6. Remove and reinstall the driver.

Removing the RocketPort Serial Hub or VS1000/VS1100

There are two steps to removing a RPSH/VS1000.

- If you want only to remove a device, follow *Removing a Device*.
- If you want to completely remove the device and driver, first follow *Removing a Device*, then *Removing the Driver*.

Removing a Device

1. Follow *Steps 1* through 5 in the *Configuring the Device* discussion.
2. Highlight the device you want to remove and select **Remove**.
3. Close the Device Manager.

Removing the Driver

To remove the Comtrol Windows 95/98 device driver:

1. Follow *Steps 1* through 5 in the *Configuring the Device* discussion.
2. Select **Add/Remove Programs**.
3. Select **Comtrol Serial Port Tools**.
4. Select the **Add/Remove** button.
5. When the process is complete, select **OK** to exit.

Installing Additional Devices

Use the *Installing the Device Driver* discussiong to add an additional device.

Using Test Terminal (WCOM32) to Test Ports

Test Terminal (WCOM32) is a terminal program that enables you to open a port, send characters and commands to the port, and toggle the control signals.

Use the following procedure to run Test Terminal to test the RocketPort USB Serial Hub ports.

1. To start the Test Terminal (WCOM32), select **Test Terminal** from the Comtrol program group. The program window displays:

2. Select **Open Port** from the **Port** menu. A list of possible COM port numbers displays.

3. Select the COM port you want to test, for example, COM5.

   Note: Signals displayed in gray and lowercase are inactive and green uppercase signals are active.
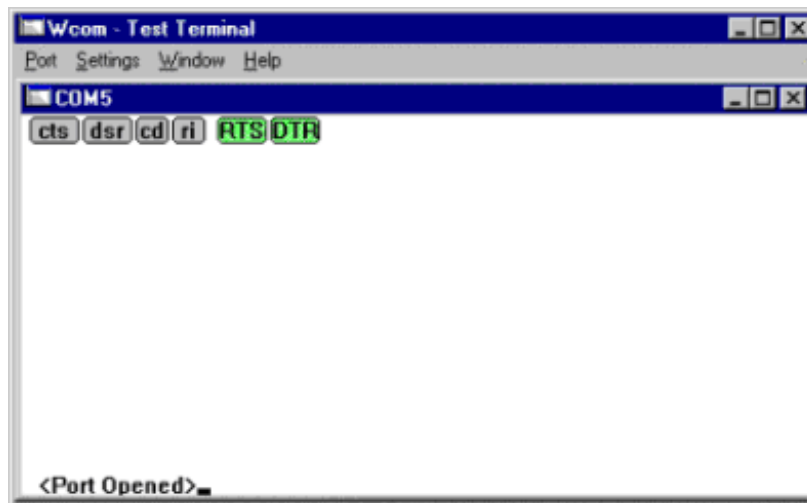
   Note: If the COM port does not exist or if it is currently being used by another program, a Create File Error message displays.

4. Place a loopback plug on the COM port you want to test. Make sure all connectors are seated firmly. If you need to build loopback plugs, see the *Hardware documentation*.

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5. From the Port menu, select **Send Test Data**. The program sends out a repeating data stream.

> ***Note:*** *If the loopback plug is in place and the port is working correctly, the test data should be echoed back to the screen. If the loopback plug is not in place or the port is not working correctly, no data or garbled data is echoed back to the screen. If no characters appear, try putting the loopback plug on an adjacent port. It may be that you have the ports mixed up.*

6. To stop sending data, uncheck the **Send Test Data** option.

> ***Note:*** *It takes a few moments for the buffer to empty and the data to stop displaying on the screen.*

7. If further testing is required, select **Loopback Test** from the **Port** menu. If the loopback plug is in place and the port is working correctly, the system displays:

> ***Note:*** *If the loopback plug is not in place or the port is not working correctly, the system returns a "Failed" message.*

Contacting Technical Support

Comtrol has a staff of support technicians available to help you. Before you call, please have the following information available:

- Model number
- Serial number
- Operating system type and release
- Device driver version
- PC make, model, and speed

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