

Known Issues

Summary of Known Issues Associated with Boost.LAN v1.0.79 and Firmware v2.08



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1. Preface

If you encounter any of the issues mentioned below, please visit www.brainboxes.com for the latest version of the software and/or firmware for your device. Alternatively please contact support@brainboxes.com.

2. Boost.LAN Manager Application

2.1. Issue: Setup.exe Installation problems

Description: If you are attempting to run the Setup.exe over the network, you may encounter installation error messages. CD and USB drive directories are not affected.

Workaround: Copy the software package to a CD, USB drive or to the desktop of the target PC and run the Setup.exe from there instead.

Fix: This issue will be addressed in the next release of the Boost.LAN application.

2.2. Issue: Help button does not work

Description: The Help button does not work in the Boost.LAN application

Workaround: Use the Product's Manual available on the CD or download from www.brainboxes.com

Fix: This issue will be addressed in the next release of the Boost.LAN application.

2.3. Issue: Overlap in text.

Description: On certain occasions, there are slight text overlaps for a couple of seconds on the left hand panel of the Boost.LAN Application.

Workaround: None.

Fix: This issue will be addressed in the next release of the Boost.LAN application.

2.4. Issue: Clicking "Install Device" makes left hand panel go grey

Description: Clicking "Install device" in the Boost.LAN Manager application results in the left hand panel turning grey, and no installation of the device occurring. This is known to occur if the Proxy Server settings are enabled in Explorer.

Workarounds:

- a) Turn off proxy server in Internet Explorer. You will then be able to install the device.
- b) Speak to your network administrator, and request the IP address of the ES device to be added to the proxy server.

Fix: This will be addressed in the next release of the Boost.LAN application.

2.5. Issue: COM ports disappearing

Description: The COM ports may disappear from the COM ports Sections in Boost.LAN application. This applies to devices that are installed, online in Boost.LAN Manager, **and** with Proxy Server enabled in Internet Explorer. It does not affect port usability. To determine the COM ports for the device, try one of the workaround options below.

Workarounds:

- a) Open Device Manager and check the ports listed under the “Ports” entry.
- b) Turn off proxy server in Internet Explorer.
- c) Use a different browser (e.g. Mozilla) with the proxy setting turned off.
- d) Speak to your network administrator, and request the IP address of the ES device to be added to the proxy server.

Fix: This issue will be addressed in the next release of the Boost.LAN application.

3. Web Page

3.1. Cannot Open Webpage

Description: If the Proxy Server setting is enabled in Internet Explorer, it can prevent webpage access to the ES device. This is because Explorer is configured to search for a relay server as soon as it launches. Once found, you will be restricted by the proxy server.

If Proxy Server settings is not enabled, see Troubleshooting section in Product Manual.

Workarounds:

- a) Turn off proxy server in Internet Explorer.
- b) Use a different browser (e.g. Mozilla) with the proxy setting turned off.
- c) Speak to your network administrator, and request the IP address of the ES device to be added to the proxy server.

Fix: This will be addressed in the next release.

3.2. Options greyed out after closing ports.

Description: Accessing the webpage whilst the port is open prevents users from changing any network or serial port settings by disabling the options and providing a warning message at the top of the page. However, closing the port and refreshing the same page removes the warning message but the options are still disabled. This is an issue with the firmware and will be addressed in the next release. In the mean time,.

Workaround: To re-enable the settings, simply click the link to the desired page on the left hand menu. The options will then become available

Fix: This issue will be addressed in the next release of the firmware

4. Version History

Version	Date	Author	Checked By	Comments
1.0	11.09.09	AH	EW, XS	Specific to Boost.LAN v1.0.79 and Firmware v2.08