

Known Issues

Summary of Known Issues Associated with Serial Solutions 6.2

Version: 1.0



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1. Windows 98 / Millennium

1.1. Multiplier setting when used with Duplex mode

For RS422/485 cards, if the multiplier setting is changed to a value other than x1, subsequent changes to the duplex mode do not apply correctly and the drivers need to be uninstalled and reinstalled. If the duplex mode and multiplier settings need to be changed, change the duplex mode first.

1.2. Multiplier setting for Universal cards and later revision PCMCIA cards

There are no multiplier settings in Device Manager for Universal PCI cards or PCMCIA cards later than revision 5. To access higher baud rates than 115200, simply use an application that can specify the required baud rate directly. A suitable application called SSCTRM32 is available from the CD.

1.3. LPT ports problem

It is not possible to change the LPT port label. Windows 98 only supports LPT1 to LPT3 so if the LPT port is on LPT4 and up, it won't work properly. This is a limitation of Windows 98.

PC fails to start if a printer cable is attached to the LPT port on Brainboxes PCI card. (UC-146, UC-203, UC-257, UC-475) To resolve the issue, please detach the printer cable from LPT port and then boot up your machine.

1.4. Half duplex not supported with 1 port RS422/485 PCMCIA card

PM-154 and PM-120 will not operate in Half duplex in Win 98.

1.5. UC-357 baud rate problem

The RS232 port will not operate on extended baud rate. The RS422/485 port can operate on extended baud rate.

2. Windows 2k/XP

1.6. Bluescreen when upgrading from older versions of Serial Solutions

Due to the major improvements made recently in our Serial Solutions driver, newer versions of the driver are not compatible with the old ones. If upgrade driver is selected from device manager, then the PC will Bluescreen. This is due to our serial cards requiring two separate drivers and Device Manager is only able to upgrade them one at a time.

The only way that Brainboxes recommend to upgrade from a previous version of Serial Solutions is to fully uninstall your previous drivers, using our excellent ssunist.exe application, and reinstalling the cards with the latest drivers.

If you do encounter this issue, the PC will Bluescreen on every startup. To cure this, boot into safe mode, and delete ssinstal.sys and ssport.sys from c:\windows\system32\drivers.

1.7. PCMCIA 2-port cards' COM label assignment

The ports may install the opposite way around to how you would expect i.e. port 1 may install on COM 4, say, and port 2 will install on COM 3. The COM labels can be changed following installation from Device Manager (Control Panel/System/Hardware) should this prove to be too confusing.

1.8. PM-121 2 Port RS-422/485 Card failed installation in 2K

Windows 2000 may install the standard operating system driver by default for the PM-121 preventing the Brainboxes driver from being installed.

For the PM-121 PCMCIA 2 Port RS422/485, if you double click on Generic Multifunction PC-Card to open the properties page > driver > select update driver, it will allow you point to the Brainboxes inf and install the Brainboxes driver for the card.

1.9. PM-121 2 Port RS-422/485 card – 100% CPU usage in XP.

If the PM Cable is plugged into the PM-121 and the RTS/CTS line is floating, then you may see 100% CPU usage.

To get around this you should choose the CTS true option which is set in the Advanced Port settings. This is accessed through the Card Properties, found under the Multiport serial adapters section in Device Manager.

Port Settings - Port 1 [?] [X]

Trigger Levels

Flow Control Trigger Level : (80%)

Rx Interrupt Trigger Level : (80%)

Tx Interrupt Trigger Level : (10%)

Software Transmit Limit : (13%)

OK

Cancel

Apply To All

422/485 Options

Duplex Operation : RS422/485 full-duplex mode

CTS true :

Baudrate Settings

Maximum Baudrate : 921600 Baudrate Multiplier : 1

UART Type : BB950 FIFO Depth : 128 FIFO Off :

3. Windows NT 4

3.1. Accessing LPT port information

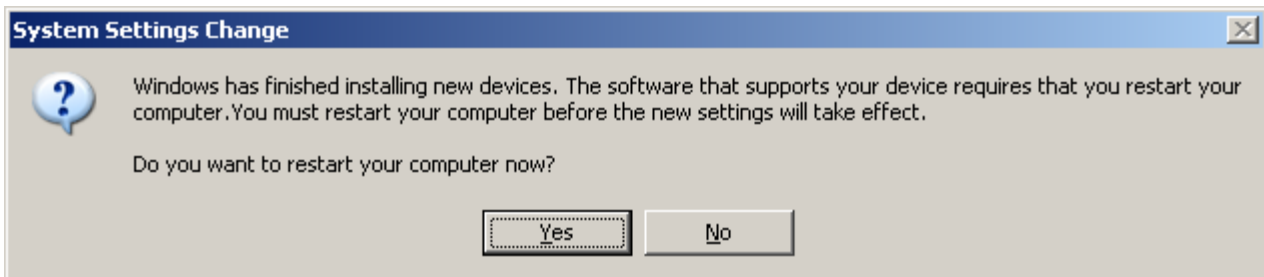
There is an issue when you try to access LPT and Serial port settings for the following cards: UC-203, UC-257, UC-475 in Windows NT. A modification of serial or parallel port in Serial Solutions for NT may cause ports to disappear from menu. Please reboot your machine in order to get BB ports displayed again.

3.2. PCMCIA cards are not supported in NT

4. Windows Server 2003

4.1. Systems Settings Change

When our cards are installed on a Server, a message may be displayed saying that the Server will need to be restarted.



In a test environment, this issue is found to not be present when the modem and telephone logging device, normally connected to the onboard com ports of the Server, are detached. This indicates that the issue is due to the interaction of the serenum upper filter driver (which ships with the Operating System) when enumerating the modem / telephone logging device. It is serenum on our serial port that is in a state which makes the system think it needs a reboot.

5. DOS

5.1. CC-324 - Cannot use set485.exe with CC-324 in DOS

When install the CC-324 in DOS using newcom.sys - run set485.exe will display message "Did not find any Brain Boxes PCI RS422/485 card".

CC-324 is not supported in DOS.

6. Serial Test application

SerialTest.exe application does not work with CC cards.

(The test application is only applicable to UC cards).