

Connecting with Your Companion

Direct Communication Issues

Introduction

This application note describes how to resolve communication issues that may occur when making a direct connection from a Windows computer to the CombiFlash® Companion™ (Figure 1).

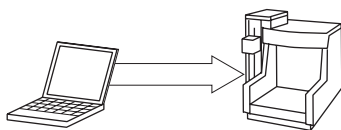


Figure 1: Direct Connection

These instructions assume that the Companion is using the latest software release. Software updates are available from <http://www.isco.com/companion/>.

Also, note that the Companion will not communicate with other devices until after the system successfully completes its start-up diagnostic routine. Both green LEDs on the front panel of the Companion will be illuminated when it is ready to communicate with a controlling device.

Refer to Technical Note 4 if you are experiencing network connection problems, or Technical Note 5 if you are experiencing difficulties controlling the Companion from an iPAQ running PocketPC 2003.

System Requirements

Some problems arise because system components do not meet the minimum or recommended system requirements. Direct connections require the following:

- CombiFlash Companion
- Crossover cable (blue) for local connection (Isco P/N 480-6545-02)
- PC meeting minimum requirements:
 - Pentium class, 266 MHz or higher processor speed
 - The computer must have the minimum recommended RAM for the operating system.
 - SVGA display, 800 × 600 pixels, minimum
 - Ethernet port
 - Microsoft Windows Operating System (Windows 98, Second Edition; Windows NT4; Windows 2000 with Service Pack 3; Windows XP Professional; or later)
 - TCP/IP services installed
 - Microsoft Internet Explorer 5.5 or later, with support for ActiveX controls and plug-ins

Troubleshooting

Symptom: Login screen does not appear, browser displays; “this page not available”, or similar text

Hardware Configuration Problems — Ensure that the cable connecting the Ethernet ports of the PC and the Companion is connected correctly. This cable should show no signs of damage, especially at the connector ends. For direct communications, this cable must be a “cross-over” cable, which is different from a standard Ethernet Network cable.

Ensure that your PC is supporting only a single network card. Or, if there are multiple cards, ensure that the card being used is the correct one.

TCP/IP Configuration Problems — Refer to the CombiFlash Companion Installation Guide to properly configure the TCP/IP settings according to the PCs operating system.

Internet Explorer Configuration Problems — Refer to the CombiFlash Companion Installation Guide to properly configure the Internet Browser settings according to the PCs operating system.

Address Problems — Make sure the address in the browser address bar is correct. The default address is: <http://192.168.1.51/login>. If this address has changed, verify the new address by “pinging” the Companion’s new address.

Pinging is a procedure that sends a packet burst from your system to test if a device exists at a specified location. To ping the Companion:

1. From the Windows Start button, select Run. In the Run dialog box, type “cmd” and click the OK button. A Command window opens.
2. At the C:\> prompt (or similarly displayed prompt), type: “ping 192.168.1.51” (or the Companion’s reassigned address).
3. If the PC can successfully ping the Companion at the entered address, the window will display information about the replies from that address. If the ping is unsuccessful, the usual message is that the “Request Timed Out,” meaning that there is not a live connection.

Symptom: After logging in, PeakTrak’s Main Window displays, then immediately closes

Administrator Privileges — Communication with the Companion requires access to specific files and directories on the Windows computer. On Windows NT, 2000, and XP, logging in with a different user account may

restrict access to these files and directories. When this occurs, PeakTrak shuts down because it cannot load all of the components.

To prevent this from occurring, the first time a connection is made with the Companion on these operating systems use an account that has administrator privileges. This may require you to contact your IT department before establishing the connection. Under an account with administrator privileges, PeakTrak is able to install all of the components in locations that are accessible to any user who may log onto the Windows computer.

Outdated or Corrupted Files — When first connecting to the Companion, it automatically installs PeakTrak program files. These files at times may become outdated or damaged. Removing the files will force the Companion to re-install the PeakTrak files which may correct the problem.

To remove the files:

1. Open Internet Explorer. From the menu, select “Tools>Internet Options...”
2. In the Internet Options Window, locate the section labeled “Temporary Internet files” and click the “Settings...” button.
3. In the Settings window, click the “View Objects...” button.

4. A window opens, displaying all downloaded program files. Delete all files named “PeakTrak.UserDoc” and “PeakTrak.udcPeakTrak”. If you are unable to delete some of the files, restart the computer, then repeat this procedure.
5. After deleting the installed PeakTrak files, Open the Companion’s login screen and connect. The Companion restores the files deleted in step 4. If successful, the PeakTrak main window is displayed.

Symptom: Low Registry Quota Error Message

Windows NT users may experience a “Low Registry Quota” error message when the registry size limit is set too low.

Refer to Microsoft’s Knowledge Base Article 176083 for corrective measures.

<http://support.microsoft.com/default.aspx?scid=http://support.microsoft.com:80/support/kb/articles/Q176/0/83.ASP&NoWebContent=1>

Assistance Available

If, after going through this troubleshooting list a connection is still not made please contact Isco Technical Service. ☎

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