

SBS-1 Trouble Shooting Guide

This trouble-shooting guide is designed to assist SBS-1 users who are experiencing difficulty with their SBS-1 unit and Basestation software.



Reinstalling Drivers

If after installation, the SBS-1 is not connecting with the Basestation software the following notes may be of assistance in correcting the situation.

Step 1

Disconnect the SBS-1 unit from the USB port.

Step 2

Run FTCLEAN from the root directory of the installation disc. Be careful about the answer to the third question: it is 'No'.

Step 3

Re-connect the SBS-1 to the USB port and the Hardware Installation Wizard will run.

Step 4

In the Hardware Installation Wizard DO NOT ALLOW WINDOWS to use drivers other than those on the installation disc. Updates from Microsoft may not be suitable.

Step 5

The Wizard will run twice and install RS2232C Channel A and RS2232C Channel B. This can be checked by looking in Control Panel as follows: Control Panel > System > Hardware > Device Manager > Universal Serial Bus Devices

General Notes

Some Anti-virus software and/or Firewall software can interfere with the installation. In these cases we suggest disconnecting from the internet and then stopping both anti-virus and firewall software and then running the procedure outlined above. You should re-boot the machine to restart the anti-virus and firewall software before reconnecting to the internet.

If you running other "after market" software in conjunction with Basestation software, that might be causing the problem. Uninstalling the other software before correcting the drivers may be the only solution in these cases. It may be possible then to reinstall the other software.