

TechNote TN-040902-02
Date: April 9, 2002
Affects: All Greenleaf ViewComm Async users with Quatech PCMCIA serial ports: Win2K, XP
Subject: **YOU MUST NOT INSTALL QUATECH SOFTWARE**

General

The Quatech SSP-100 and other compatible Quatech multiport boards for laptops are shipped with one or more floppies containing software drivers for a variety of operating systems supported by the Quatech hardware. A number of sysFire customers have installed Quatech cards and have provided the Quatech floppy when prompted by the Windows 2000 or XP operating systems' Plug n Play software upon detection of newly installed hardware. This has resulted, in a number of cases, in making ViewComm Async products unable to use the port(s).

Disclaimer

We are NOT telling you to disobey the Quatech installation instructions; only that the normal Windows 2000 or XP serial driver must be allowed to control the serial ports on Quatech cards without any intervening or additional software from the manufacturer.

In fact, we have many successful installations—indeed we installed Quatech cards on laptops with the Quatech software still in the box, unused. We therefore know that Windows 2000 and XP, on laptops, fully supports the hardware with no additional software (in some cases you may be asked for the Windows installation CD, and it is appropriate to insert it at that time).

Instructions for Installing Quatech SSP-100 on Windows 2000 or XP

1. Plug the hardware into an available CardBUS or PCMCIA slot.
2. If Windows is running, a "New Hardware Found" dialog will appear, then a Wizard.
3. Do not tell the Wizard you have a manufacturer's software disk. The card will be installed using only Windows software. If you are prompted to insert your Windows CD, do so and click "Next."
4. Reboot Windows.
5. Go to Control Panel | System | Hardware | Device Manager, open the Ports tree, and right-click each serial port. Click "Properties" then select the Driver tab. The Driver Provider should read "Microsoft."
6. Click Driver Details, then highlight "...\serial.sys" – At this point, the Provider should read "Microsoft Corporation." Note that after you install VCS, this will change to "National Instruments..."