ComPort Connection - Trouble Shooting Guide

This tutorial outlines ways to resolve BigComm communication failures, as seen in the screen prints below.

Radio Shack is now selling a new USB to Serial cable for use with Windows Vista machines. This cable is backwards compatible for use with all other Windows operating systems, like XP, under part number 26-949. Radio Shack's detailed installation instructions must be followed to ensure proper functionality with the GEN3 ECU.

The instructions below are primarily focused at Radio Shack's parallel to USB interface cable, part number 26-183, which was intended to be used with Microsoft XP and earlier machines.

This tutorial also assumes that the BigComm software was installed per the instructions outlined in the GEN3 Users Manual, but that ComPort connection problems persist.

The Radio Shack USB to serial cables are sensitive to which COM port it is used in to communicate with the GEN3 ECU, so it is important to continue to use the same laptop USB slot that the cable was initially set up to run from. In other words, **if the USB to serial cable was originally installed and operated in the top USB slot (where there are more than one USB slots), the top USB slot should always be used when attempting to communicate with the GEN3 ECU.** Sometimes when the second or third slot is used, communication between the GEN3 ECU and laptop cannot be easily established. We are not sure if this is a Radio Shack driver issue or Windows issue.

If needed, the Radio Shack USB to Serial driver can be downloaded from their website using the link below.

http://support.radioshack.com/soft.htm

The software (driver) is catalog number 260-0183. The screen prints below are from Radio Shack's website and show the driver software for the USB to serial cable referred to in this document.

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Code	Description	Download	Size
			122 KB
200-1001	RadioShack DigiTraveler Personal GPS Navigation System for PDA - XMap Handheld Update	XMAPUPD001.EXE	8.43 MB
200-1002	RadioShack DigiTraveler Personal GPS Navigation System for Notebook - Street Atlas 2003 RSE Update	SA2003UPD001.EXE	3.54 MB
220-0168	Digital Multimeter PC Interface Software 1.21 for Windows 95	DVMPC121.EXE	566 KB
220-0805	Scopeview Software for Windows 98	22805.EXE	974 KB
220-0812	Meterview 1.0 for PC Interface 46-Range Digital Multimeter	220-0812.EXE	6.53 MB
250-0350	Compaq Presario 2176RS Notebook PC WinFlash Utility for Notebooks System BIOS Update	250-0350.EXE	1.40 MB
250-0947	Palm V/Vx Power Tip - Drivers for Windows 98, ME, 2000 and Mac	250-0947.EXE	156 KB
250-3009	USB Dual-Mode Digital Camera Drivers Note: Does not include bundled software	250-3009.EXE	4.34 MB
250-3050	USB Flatbed Color Scanner Update For Windows 2000/ME Note: You must have the original software already installed for this update	RSKUSBENG.EXE	3.26 MB
250-3052	Drivers for External USB 6X 4X 6X CD Rewriter	250-3052.EXE	740 KB
250-3090	USB 56K FaxModem - Drivers for Windows 2000 Note: Does not include bundled software	253090_W2K.EXE	618 KB
250-3090	USB 56K FaxModem - Drivers for Windows 9X Note: Does not include bundled software	253090_W9X.EXE	905 KB
250-3090	USB 56K FaxModem - Drivers for Windows ME Note: Does not include bundled software	253090_WME.EXE	614 KB
250-3090	USB 56K FaxModem - Drivers for Windows XP Note: Does not include bundled software	253090_WXP.EXE	610 KB
250-3091	4-Port USB 2.0 PCI Card	250-3091.EXE	758 KB
250-3121	Color VGA Computer Camera	250-3121.EXE	1.77 MB
260-0173	USB Link - Networking Cable V. 1.0	260-0173.EXE	953 KB
260-0183	USB to Serial Cable - V. 1.0 for Window 98, ME and 2000	260-0183.EXE	140 KB
260-0184	USB-to-Parallel Port Printer Cable - V. 1.0 for Windows 98, Windows 98SE and Windows ME	260-0184.EXE	166 KB
260-0304	PSX-to-USB Game Adapter with Vibration Driver	260-0304.EXE	1.32 MB
260-0311	USB 2.0 4-Port Hub and 2.0 PCI Card Solutions Kit	260-0311.EXE	758 KB
260-0326	2-Button Serial Mouse	260-0326.EXE	746 KB
260-0551	Dual Wheel Scroll Mouse Driver	SC-MOUSE.EXE	442 KB
260-0552	RadioShack USB Mouse	260-0552.EXE	1.14 MB
260-0553	RadioShack Two-Button Wireless Scroll Mouse Driver V.5.5	260-0553.EXE	851 KB
260-0592	Illuminated Mini Optical Scroll Mouse	260-0592.EXE	1.04 MB
260-0633 260-0633A	Compaq PS2 Scrolling Mouse Driver	260-0663A.EXE	1.24 MB
260-0701	Digital USB/Game Port Flight Joystick - Game Port Drivers	26-0701G.EXE	789 KB
260-0701	Digital USB/Game Port Flight Joystick - USB Drivers	26-0701U.EXE	842 KB
260-0750	Compaq Internet Keyboard - Installation CD	260-0750.EXE	2.14 MB
260-0752	Compaq Optical Scroll Mouse - Installation CD	260-0752.EXE	1.58 MB
260-0765	Compaq 27MHz Rechargeable Wireless Optical Scroll Mouse	2600765.EXE	1206 KB
260-0950	RadioShack USB Electronic Scale - Installation CD Complete	260-0950.EXE	7737 KB
260-0950	RadioShack USB Electronic Scale - Mac OS X Drivers	USBScale.zip	403 KB
420-4058	RadioShack MD-1121 MIDI Keyboard	Available Downloads	(varies)
420-4062	RadioShack MD-1800 MIDI Keyboard	Available Downloads	(varies)
420-4069	RadioShack LK-1500 MIDI Keyboard Modifications Made / RadioShack LK-1500 MIDI Keyboard Drivers	420-4069.txt 420-4069.exe	(varies)
420-8086	Olympus m:robe MR-100 5GB MP3 Player Firmware Upgrades from Olympus (Increase the Volume)	Olympus Website	
600-1207	Drivers for Kid's Digital Camera	600-1207.EXE	1.45 MB
610-2417	ActiveHome Software V 1.42 for Microsoft Windows 3.x, 95, 98, NT4.0 and 2000	X10AH142.EXE	3.68 MB
630-1015	AccuWeather Software V 5.3 for Microsoft Windows 95, Windows 98, and Windows NT 4.0.	AWIN53.EXE	2.78 MB
650-0717	384K Data Organizer - Windows Link V. 2.3 (130)	650-0717.EXE	8.08 MB

Downloadable software

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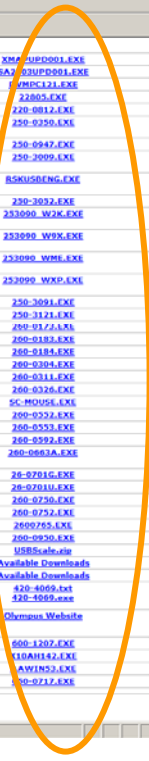
Software Downloads, Updates and Recoveries - Windows Internet Explorer

http://support.radioshack.com/soft.htm

File   Edit   View   Favorites   Tools   Help

Google radioshack usb driver   Go   Bookmarks   0 blocked   Check   Look for Map   AutoFill   Se

Software Downloads, Updates and Recoveries

200-1601	RadioShack DigiTraveler Personal GPS Navigation System for PDA - XMap Handheld Update
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220-0812	Meterview 1.0 for PC Interface 46-Range Digital Multimeter
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250-3090	USB 56K FaxModem - Drivers for Windows ME **Note: Does not include bundled software**
250-3090	USB 56K FaxModem - Drivers for Windows XP **Note: Does not include bundled software**
250-3091	4-Port USB 2.0 PCI Card
250-3121	Color VGA Computer Camera
260-0173	USB Link - Networking Cable V. 1.0
260-0183	USB to Serial Cable - V. 1.0 for Window 98, ME and 2000
260-0184	USB-to-Parallel Port Printer Cable - V. 1.0 for Windows 98, Windows 98SE and Windows ME

Driver software needed.

Like with the initial software installation, any BigComm software upgrades must be installed in the Window's "Program Files" folder as shown below

The BigComm software **must** to be installed in the Windows **Program Files** Directory!
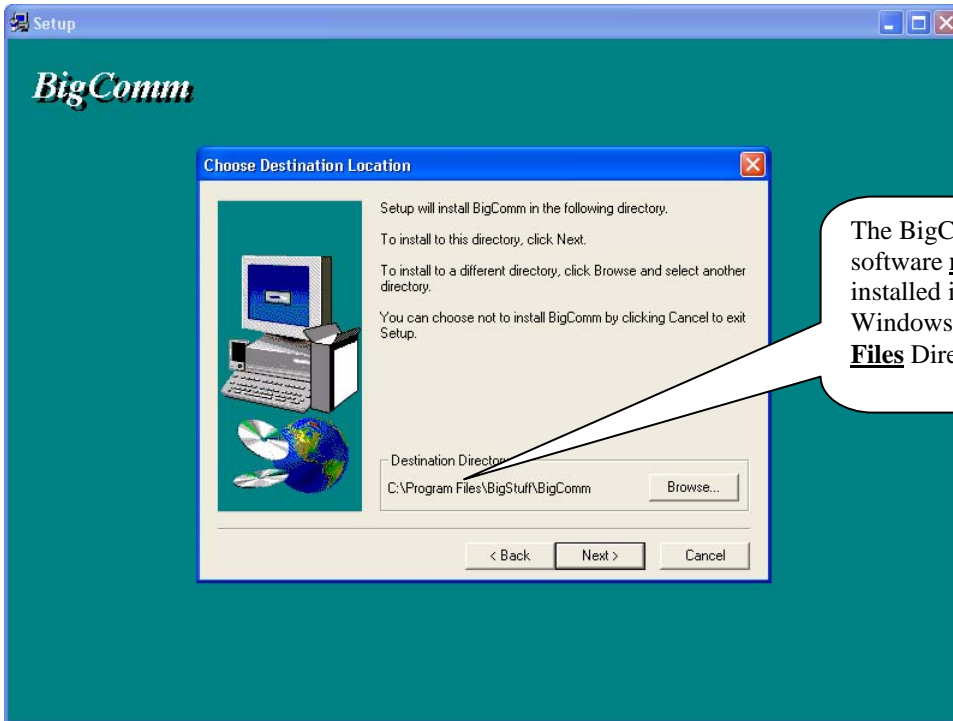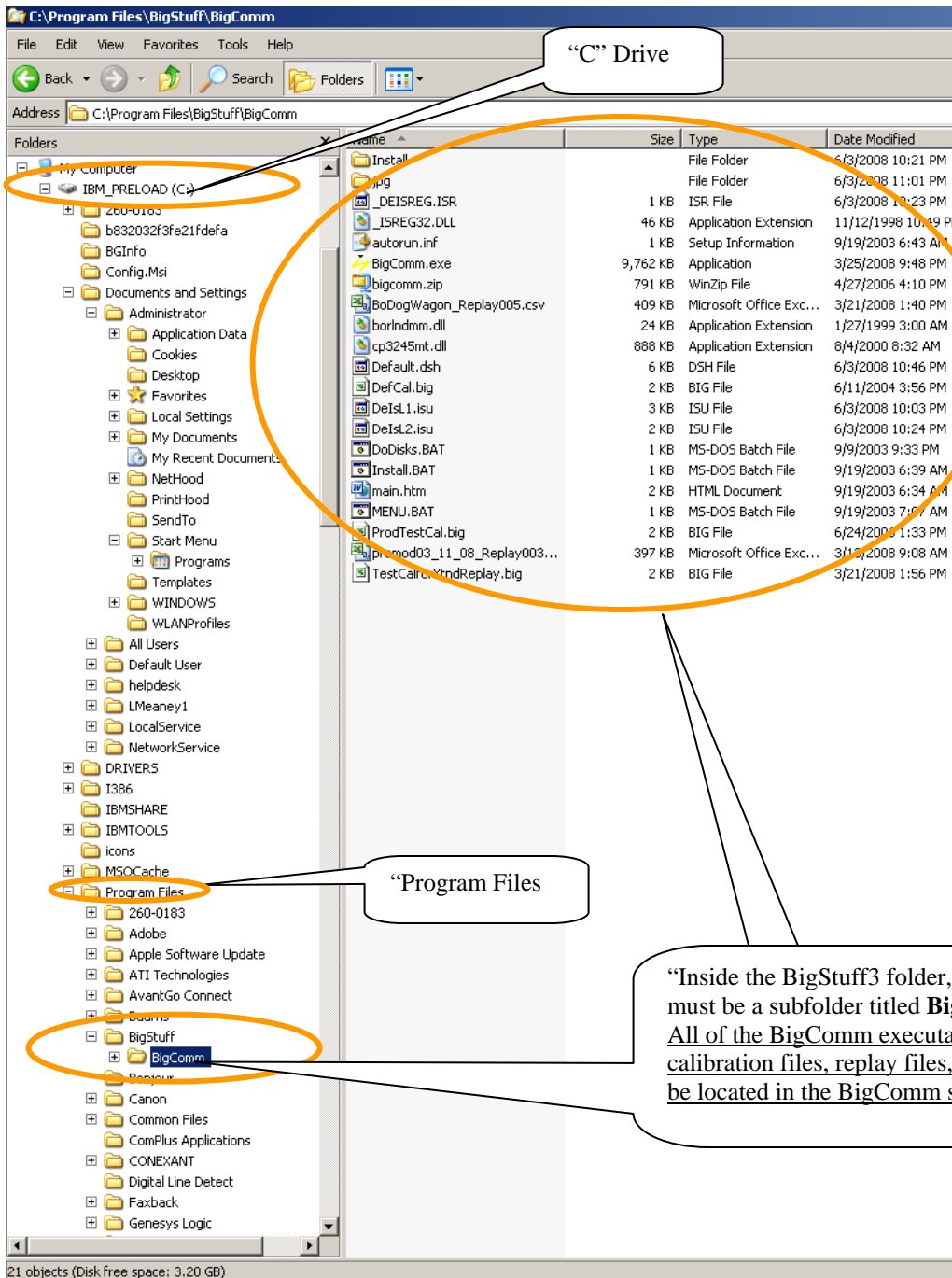
The file path from the C drive should be as shown directly below and more specifically as in the screen prints following, which show the file path as:

C: Drive
      Program Files
                         BigStuff3
                              BigComm

"C" Drive

"Program Files

"Inside the BigStuff3 folder, there must be a subfolder titled BigComm. <u>All of the BigComm executable files, calibration files, replay files, etc must be located in the BigComm subfolder</u>

Assuming the BigComm Software is install as shown above, a quick way to try to re-synch the GEN3 ECU to the laptop is to "PC" tab in the GEN3 Tool Bar. From the "PC" drop-down screen go to "ComPort", try each of the five ComPorts available, as shown below.
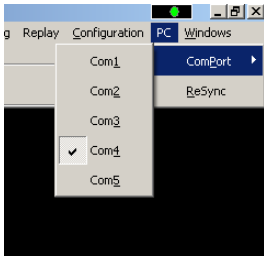
If communication between the GEN3 ECU and laptop cannot be achieved, the ComPort that the USB-to-serial cable may not be set to operate from COM ports 1 to 5. To check which ComPort the USB to serial cable is operating from, follow the instructions below.

From the Windows Desktop, click the "Start" button in the bottom right hand corner. Click the control panel link shown below. Next, select "System" as shown below.
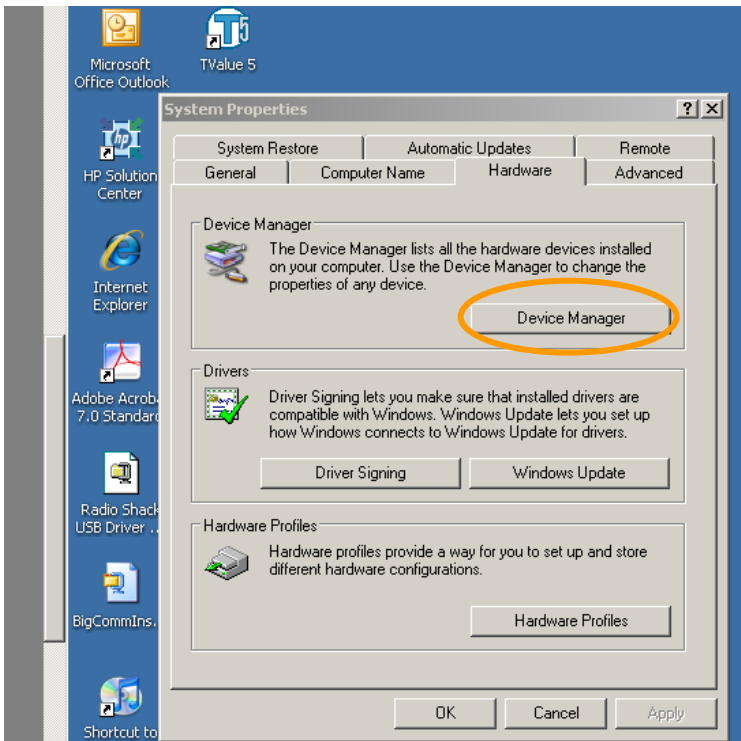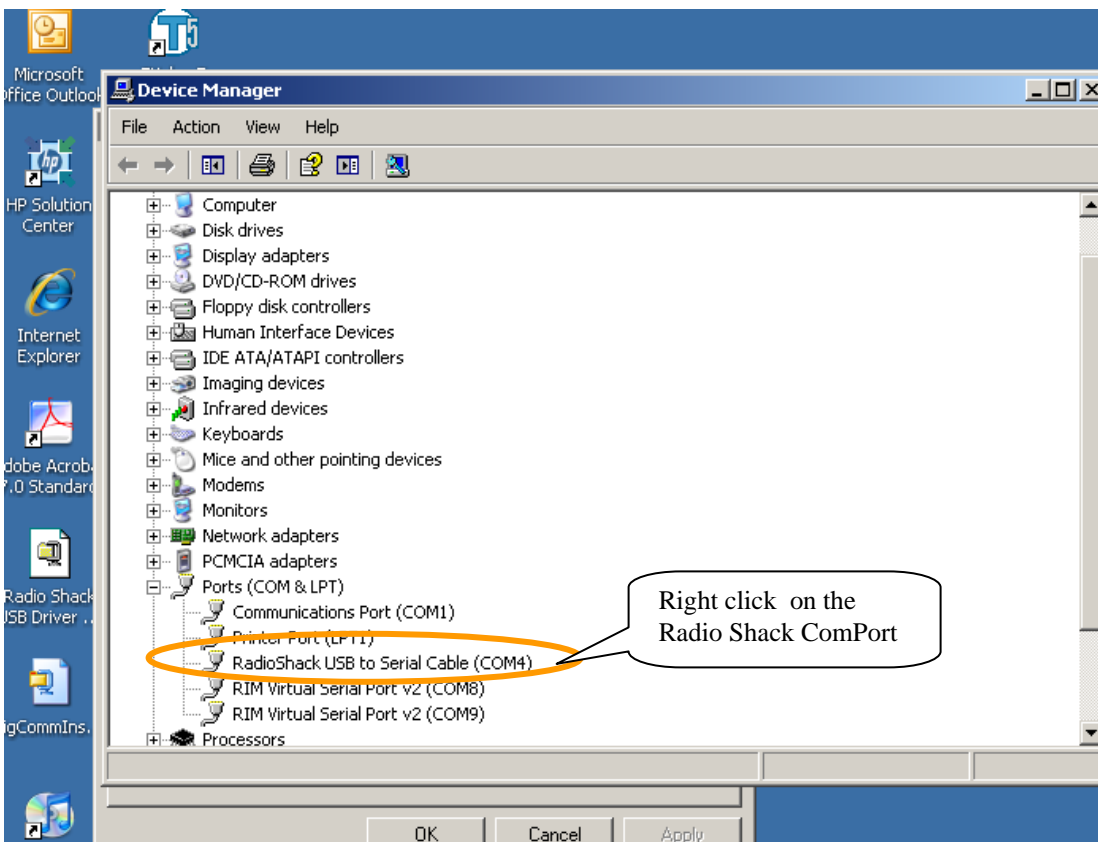
Click the "Hardware" tab as shown below.
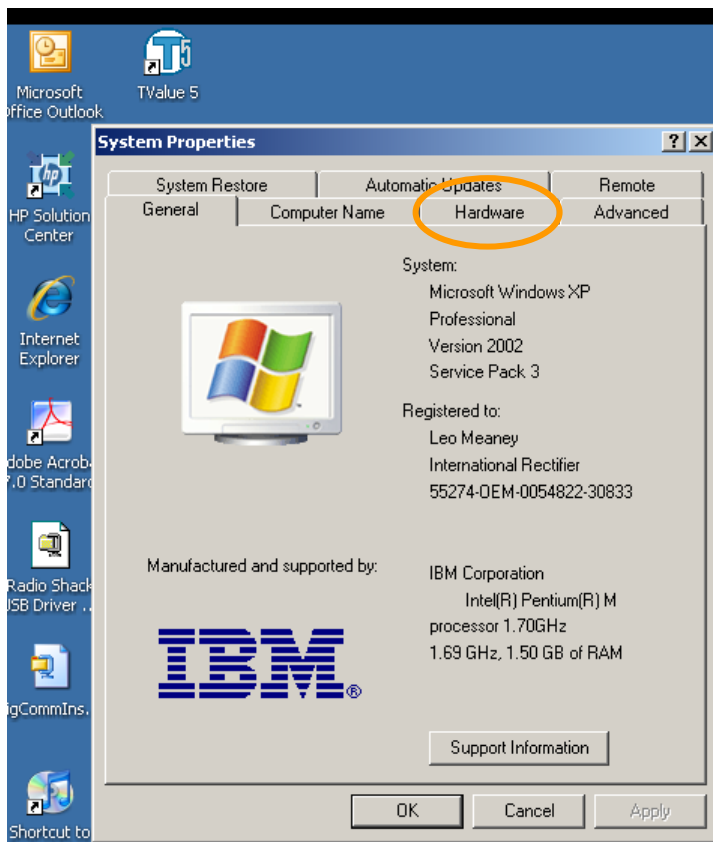
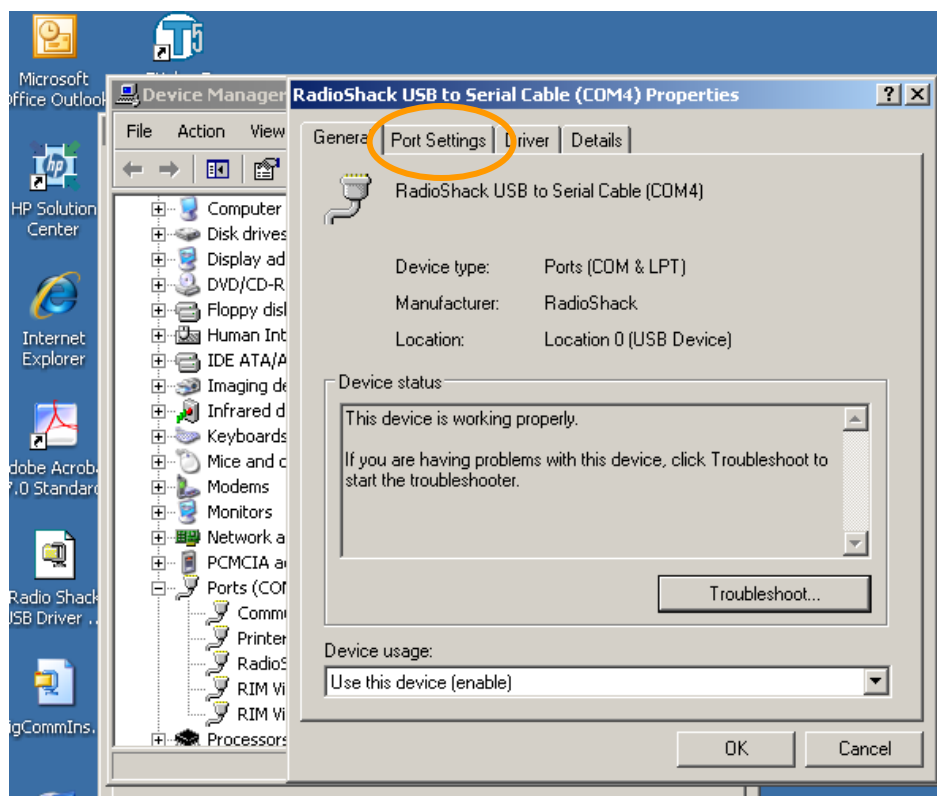Click the "Device Manager" tab as shown below.

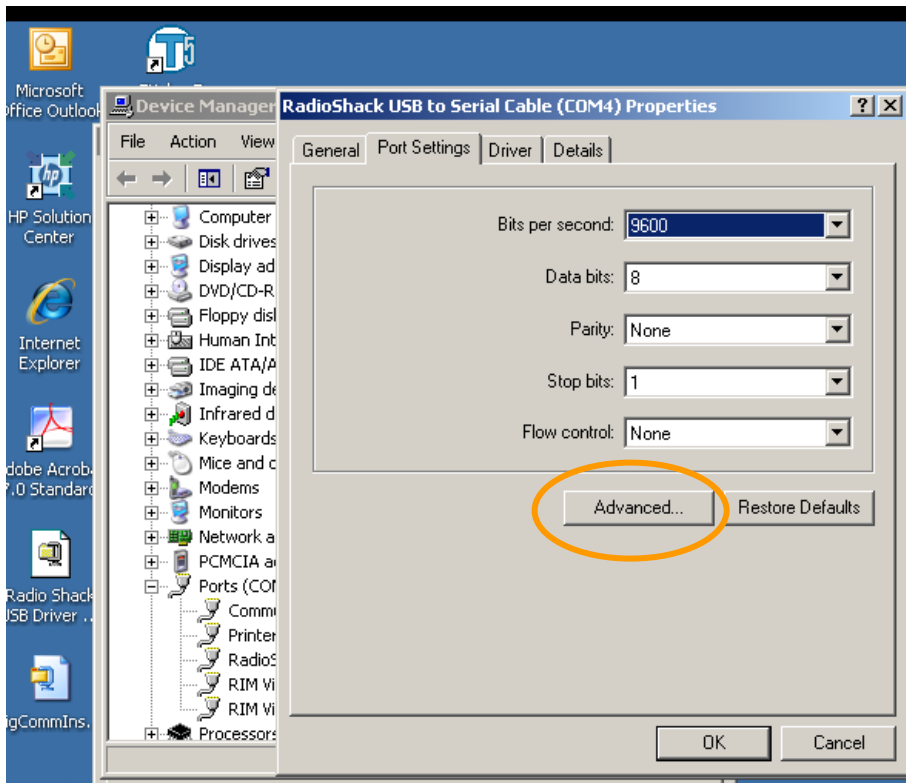Click on the + sign next to "Ports". The Radio Shack USB driver should be listed in the drop-down as shown below.

Right click on the Radio Shack ComPort

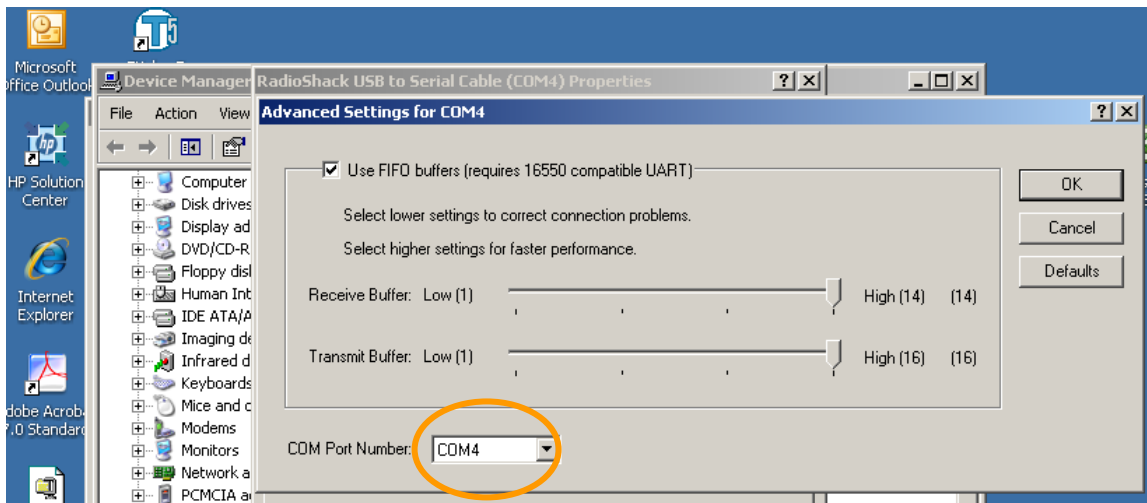Right click on the Radio Shack ComPort and go to "Properties". The screen below will open.
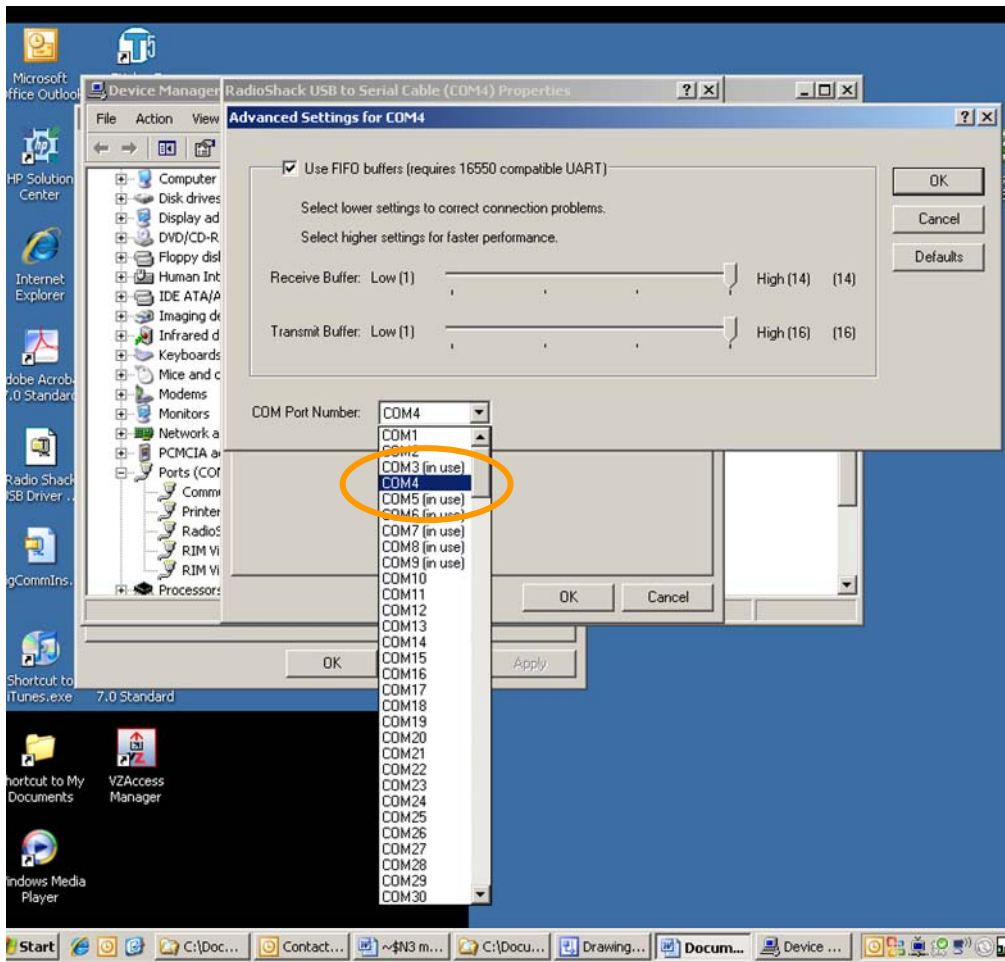
Click on the "Port Settings" tab.


Click on the "Advanced" button.

The Com Port Number associated with the Radio Shack USB to Serial will be shown as per the screen print below.

If the Com Port number shown is not 1 through 5, you will need select one of them, even if you need to over-write one that is listed as "in use".

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When you do so the following message will appear, select "Yes". This will associate the Com Port number selected with USB to Serial cable.
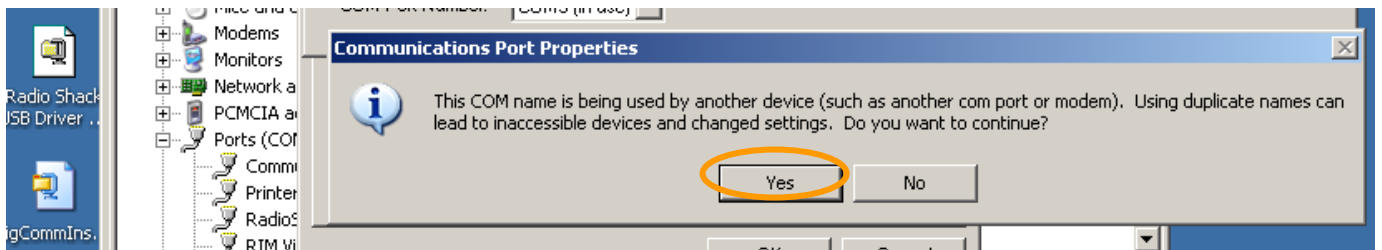
Go back and confirm that the Com Port associated with the Radio Shack USB to serial cable is now the one selected.

Try to communicate with the GEN3 ECU. It may be necessary to shut off power to the ECU for a few seconds and in some cases (with Windows Vista) it may be necessary to reboot the laptop before communications can be achieved.

Important Note: As mentioned above, it is important to continue to use the same laptop USB slot that the cable was initially set up to run from. See above via link (Use_the_Same_Laptop_USB_Slot).

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