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, <u>if the USB to serial cable was originally installed and</u> <u>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.</u> 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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200-1601	RadioShack DigiTraveler Personal GPS Navigation System for PDA - XMap Handheld Updat	te	XMA UPD001.EXE	8.43 MB
200-1602	RadioShack DigiTraveler Personal GPS Navigation System for Notebook - Street Atlas 2003	3 RSE Update	SA7 03UPD001.EXE	3.54 MB
220-0168	Digital Multimeter PC Interface Software 1.21 for Windows 95		MPC121.EXE	366 KB
220-0805	Scopeview Software for Windows 98		22805.EXE	974 KB
220-0812	Meterview 1.0 for PC Interface 46-Range Digital Multimeter		220-0012.EXE	6.53 MB
250-0350	Compag® Presario 2176RS Notebook PC WinFlash Utility for Notebooks System BIOS Update	Downloadable	250-0250.EXE	1.40 MB
250-0947	Palm** V/Vx Power Tip - Drivers for Windows 98, ME, 2000 and Mac	Downouddore	250-0947-EXE	156 KB
250-3009	USB Dual-Mode Digital Camera Drivers Note: Does not include bundled software	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		RSKUSDENG.EXE	3.26 MB
250-3052	Drivers for External USB 6X 4X 6X CD Rewriter		250-3052.EXE	740 KB
250-3090	USB S6K 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		252090_WXP.EXE	618 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 Mi	8	200-0184.EXE	166 KB
260-0304	PSX-to-USB Game Adapter with Vibration Driver		200-0304.EXE	1.32 MB
260-0311	USB 2.0 4-Dort Hub and 2.0 PCI Card Solutions Kit		200-0311.EXE	738 KB
260-0326	2-Button Senar House		200-0320.EXE	746 KB
260-0552	RadioShark USB Mouse		260-0552 EXE	1.14 MB
260-0552	RadioShark Two-Rutton Wireless Smill Mouse Driver V.5.5		200-0553.EXE	851 KR
260-0592	Illuminated Mini Optical Scroll Mouse		260-0592.FXF	1.04 MB
260-0633	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 K8
260-0750	Compag Internet Keyboard - Installation CD		260-0750.EXE	2.14 MB
260-0752	Compag Optical Scroll Mouse - Installation CD		260-0752.EXE	1.58 MB
260-0765	Compag 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
420-4038	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		420-4069.txt	(varies)
	RadioShack LK-1500 MIDI Keyboard Drivers			()
420-8086	Olympus m:robe MR-100 5GB MP3 Player		Olympus Website	
	Firmware Upgrades from Olympus (Increase the Volume)			
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		CIOAH142.EXE	3.68 MB
100 100 F	AccuWeather Software V 5.3 for Microsoft Windows 95, Windows 90, and Windows NT 4.0.		AWIN53.EXE	2.78 MB
630-1015				



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File Edit View Favorites To	ols Help			
Coogle G + radioshack usb driver G + Cook ror Map + Bookmarks + Sol U blocked - Check + Cook ror Map + Addorni - Se				
200-1601	RadioShack DigiTraveler Personal GPS Navigation System for PDA - XMap Handheld Update RadioShack DigiTraveler Personal GPS Navigation System for Nataback - Street Atlas 2002 RSE Update			
200-1002 Radiosnack Digitraveler Personal GPS Navigation System for Notebook - Street Atlas 2003 KSE 220-0168 Digital Multimeter PC Interface Software 1.21 for Windows 95				
220-0805	Meterview 3.0 for PC Interface 46-Range Digital Multimeter			
250-0350	Compaq® Presario 2176RS Notebook PC WinFlash Utility for Notebooks System BIOS Update			
250-0947 250-3009	Palm™ V/Vx Power Tip - Drivers for Windows 98, ME, 2000 and Mac USB Dual-Mode Digital Camera Drivers			
250-3050	USB Flatbed Color Scanner Update For Windows 2000/ME Note: You must have the original software already installed for this update			
250-3052 Drivers for External USB 6X 4X 6X CD Rewriter				
250-3090 USB 56K FaxModem - Drivers for Windows 2000 Note: Does not include bundled software				
250-3090	USB 56K FaxModem - Drivers for Windows 9X Note: Does not include bundled software Driver software Driver software			
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 Plinter Cable - V. 1.0 for Windows 98, Windows 98SE and Windows ME			

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



zetup BigComm			
	Choose Destination Lo	Cation Setup will install BigComm in the following directory. To install to this directory, click Next. To install to a different directory, click Browse and select another directory. You can choose not to install BigComm by clicking Cancel to exit Setup. Destination Director C:\Program Files\BigStuff\BigComm Browse	The BigComm software <u>must</u> to be installed in the Windows <u>Program</u> <u>Files</u> Directory!
		<back next=""> Cancel</back>	

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





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.





15 **Q**_ Microsoft ffice Outlook System Properties ? X P Remote System Restore Automatic Spoates HP Solutio Center General Computer Name Advanced Hardware System: Ø Microsoft Windows XP Professional Internet Explorer Version 2002 Service Pack 3 A Registered to: Leo Meaney lobe Acrob. .0 Standaro International Rectifier 55274-0EM-0054822-30833 Ĩ Manufactured and supported by: IBM Corporation Radio Shac JSB Driver . Intel(R) Pentium(R) M processor 1.70GHz 1.69 GHz, 1.50 GB of RAM Ð, Support Information **,** ΟK Cancel

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.





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www.BigStuff3.com

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.



2	1 5		
Microsoft Office Outlool	💂 Device Manager I	tadioShack USB to Serial Cable (COM4) Properties	J
	File Action View	General Port Settings Driver Details	
HP Solution Center	Computer	Bits per second: 9600	ŀ
		Data bits: 8	
Internet	in and the second seco	Parity: None	
Explorer	⊡ ·· ; ⊡ IDE ATA/A ⊡ ·· ; ⊇ Imaging de	Stop bits: 1	
		Flow control: None	
dobe Acrob 7.0 Standaro	Honitors	Advanced Restore Defaults	
	E III Network a E III PCMCIA a E III PCMCIA a E IIII Ports (COI		
Radio Shack JSB Driver	Comm Printer		
aCommIns.	Radios RIM Vi		
	I ∓⊡ S Processor:	OK Cancel	

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

Microsoft Pffice Outlool	Device Manager F	RadioShack USB to Serial Cable (COM4) Properties ?X	
Γ	File Action View	Advanced Settings for COM4	? ×
	$\leftarrow \rightarrow \blacksquare \textcircled{1}$		X
HP Solution	🗄 🛃 Computer	✓ Use FIFU butters (requires 16550 compatible UAH I)	ОК 🗾 💀
Center	🕀 🥪 Disk drives	Select lower settings to correct connection problems	· <u> </u>
	🕀 😼 Display ad	Scient lower settings to content connection problems.	Cancel
	🗄 🥝 DVD/CD-R	Select higher settings for faster performance.	
<u>(</u>	🗄 😁 Floppy disl	-	Defaults
Internet	🕀 🖾 Human Int	Receive Buffer: Low (1) High (14) (14)	
Explorer	🕀 😁 IDE ATA/A		
	🕀 🥩 Imaging de		
	🕀 🔊 Infrared d	Transmit Buffer: Low (T) High (16) (16)	
	🕀 🧽 Keyboards		
dobe Acrob	🕀 🕥 Mice and c		
1.0 Standard	🕀 🖳 🗄 🗄		
	H S Monitors		
	🛨 🕮 Network a		
	📔 🗄 🖷 🗐 PCMCIA a 🗂		

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".



2	1 1		
Microsoft Iffice Outlool	Device Manager	RadioShack USB to Serial Cable (COM4) Properties	
	File Action View	Advanced Settings for COM4	? ×
TET	← ⇒ जि लि		3
		Use FIFD buffers (requires 16550 compatible UART)	
Center	E Gomputer		
	🗄 😼 Display ad	Select lower settings to correct connection problems.	Cancel
A	DVD/CD-R	Select higher settings for faster performance.	
Tabarrah	Floppy disl	Peneira Puffer ou (1)	Defaults
Explorer	E C IDE ATA/A		
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	Infrared d	Transmir Burrer: Low [1] High [16] [16]	
dabe Acrobi	Mice and c		
.0 Standard	🕀 🛴 Modems		
	Monitors	COM Port Number: COM4	
	PCMCIA a		
Radio Shack	E Ports (COI	COM3 (in use)	
ISB Driver	- Z Comm	COMS (in use)	
-	Printer Radio ⁶	COM2 (in use)	
	- J RIM VI	CDM8 (in use)	
aCommIns.	- J RIM VI	COM10	
- Josephine	Processor:	COM11 OK Cancel	
-		COM12	
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Shortcut to			
iTunes.exe	7.0 Standard	COM17 COM18	
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hortcut to My	VZAccess	COM22 COM23	
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		COM25	
		CDM27 CDM28	
indows Medi	a	COM29	
Player			
Start		c Ocostart Device Cilogu Drawing Docum	ă: ⊙ ≈)⊚ 1

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 <u>(Use the Same Laptop USB Slot)</u>.



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