

ComSniff Usage

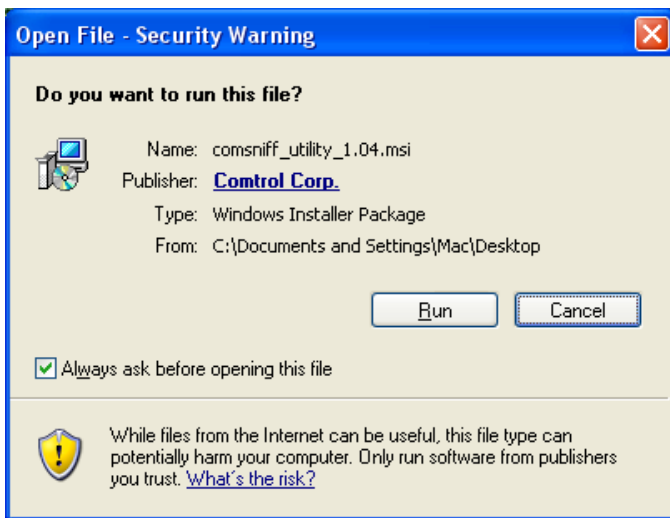
Download the ComSniff Utility by clicking on this link:

ftp://ftp.control.com/contribs/utilities/control/comsniff/comsniff_utility_1.04.msi

ComSniff will capture to a log file, all of the communications between the application that collects the serial data, and the Control driver.

Save the file to your favorite save folder.

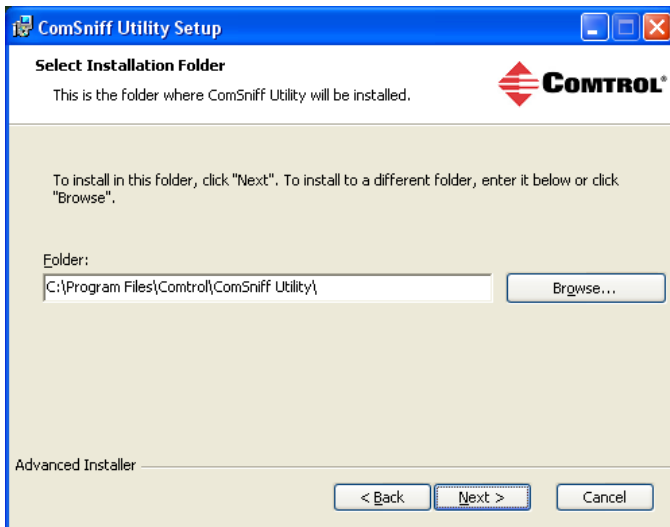
Once saved, run the msi file to install the utility.



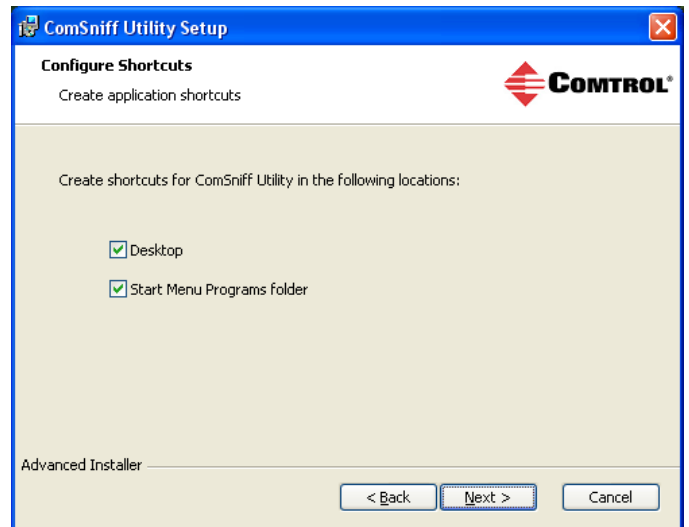
If desired, checkmark to "Always ask..."



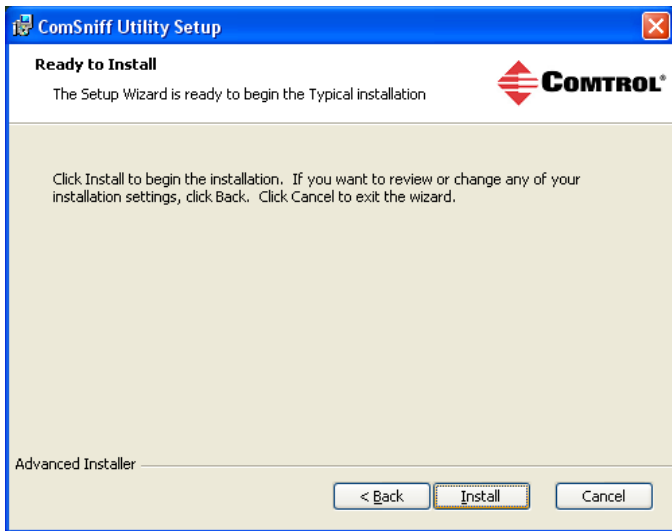
Click "Next>"



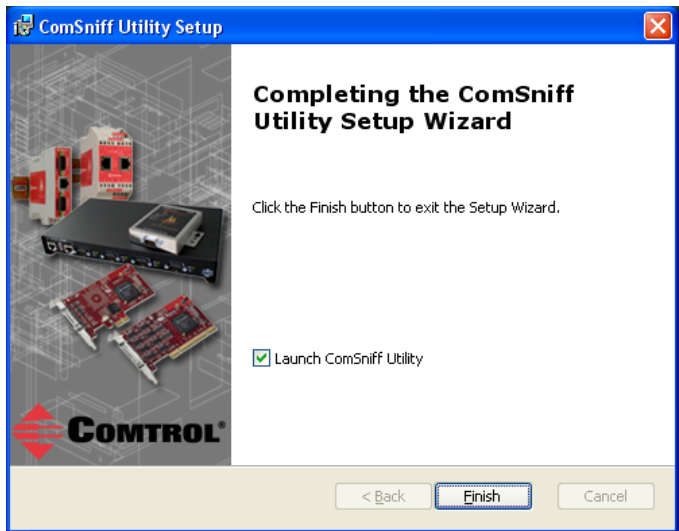
If desired, change the default installation folder. Click "Next>"



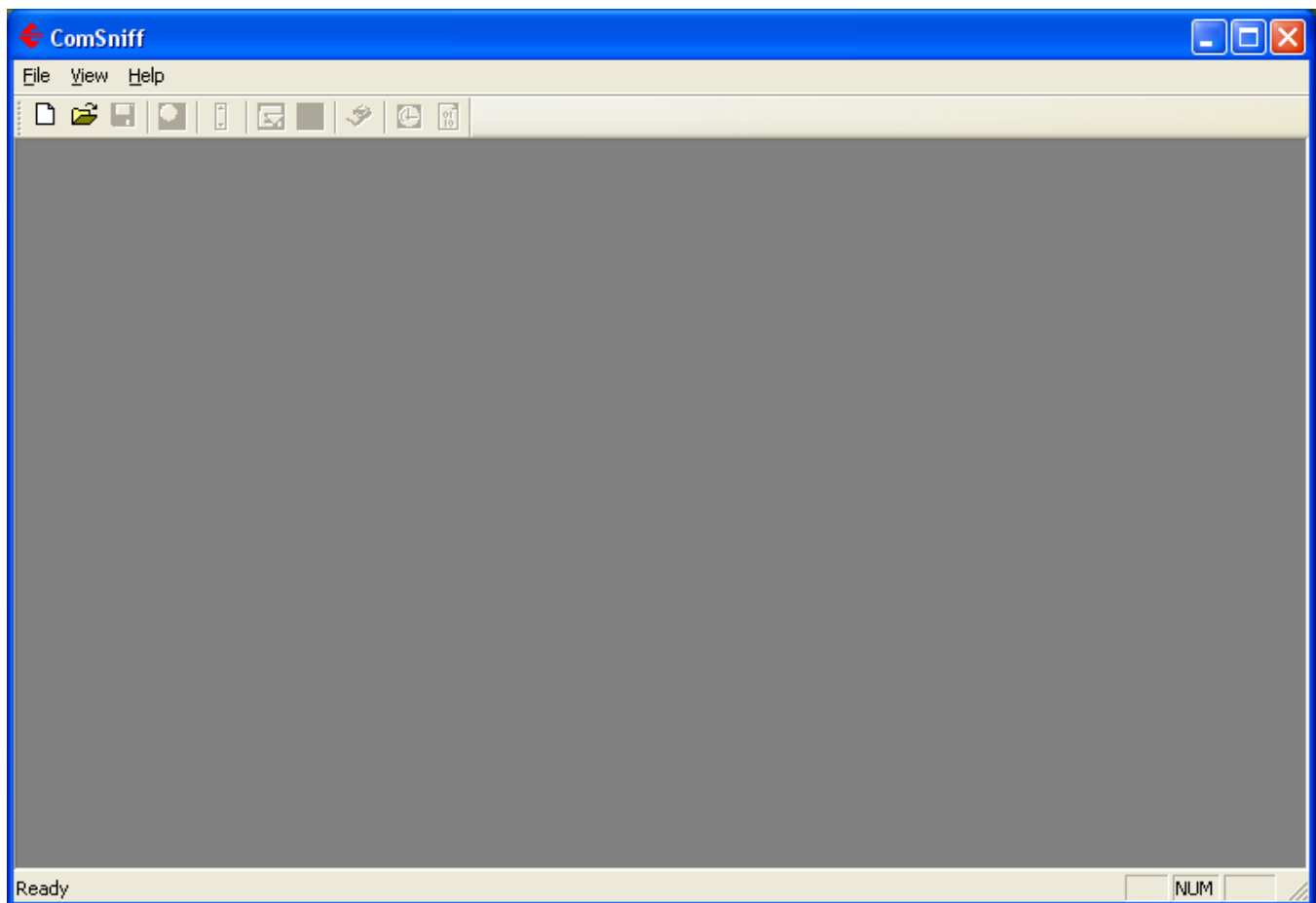
Select the desired options. Defaults are shown here. Click "Next>"



Click “Install”

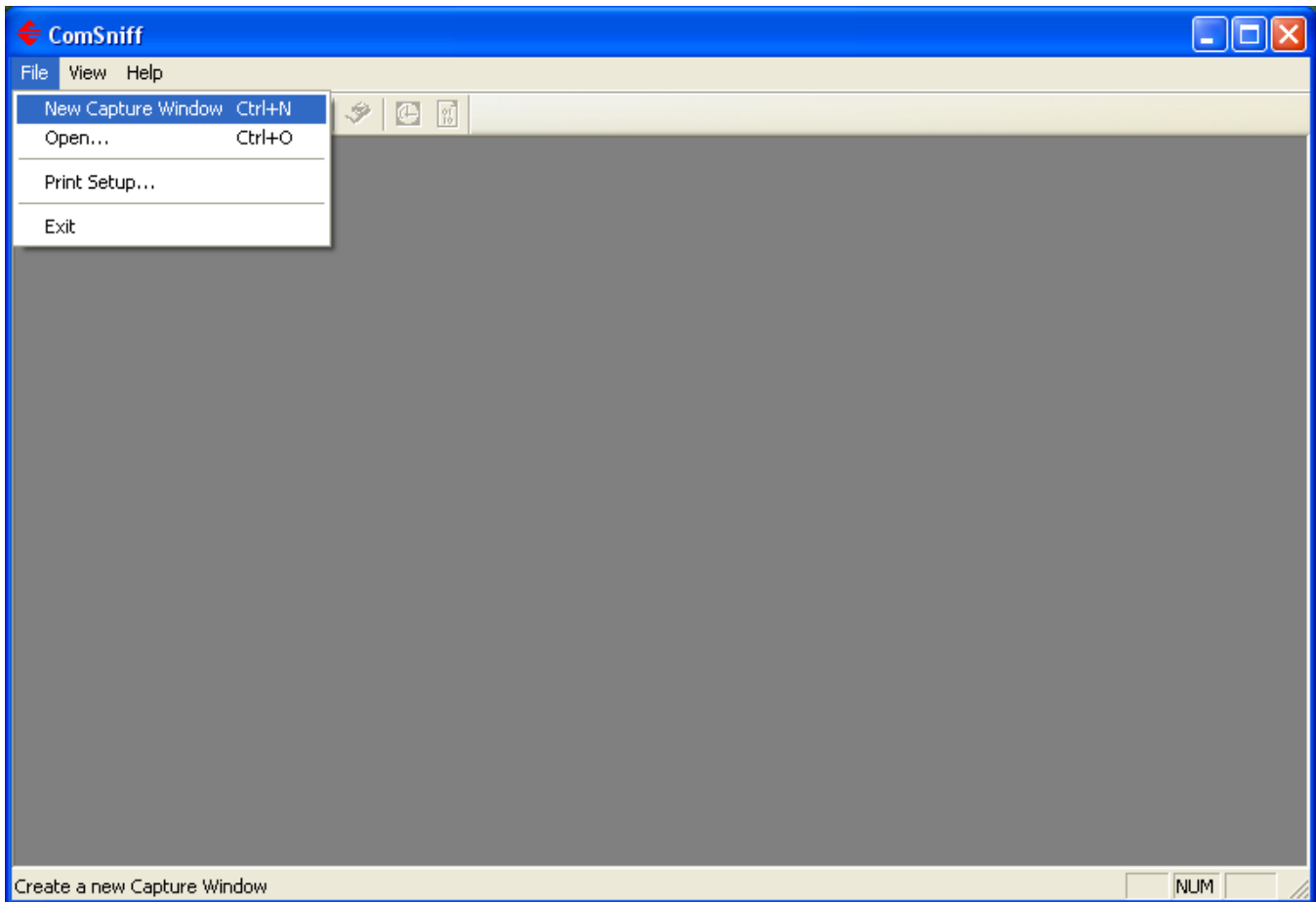


Click “Finish”

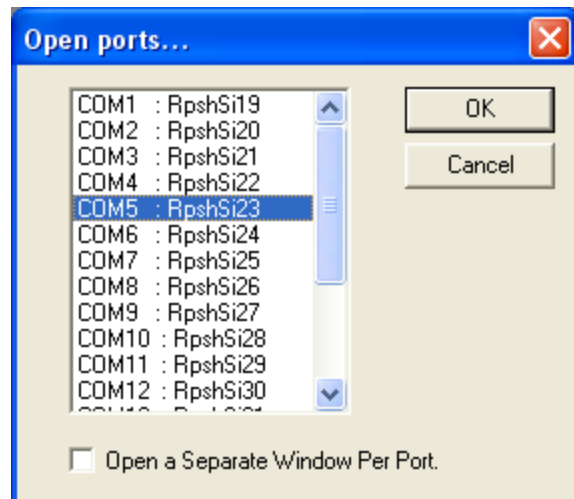
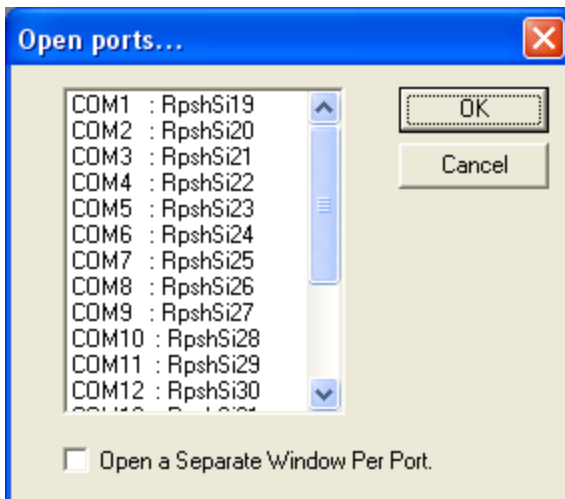


You will be presented this blank window.

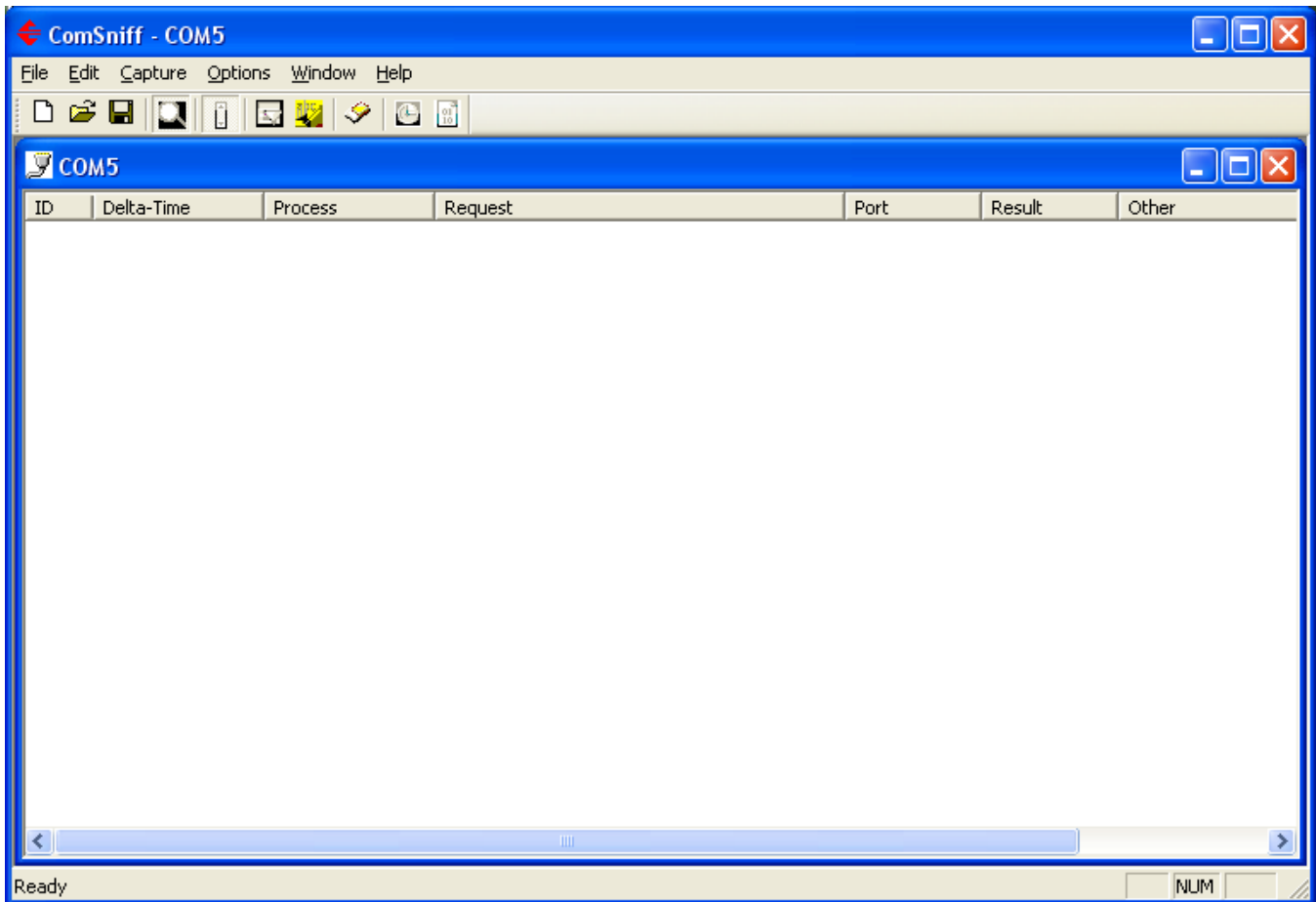
At this point you will need to stop the application that is collecting data from the serial port if you have not already done so.



Click on the file drop down menu and select “New Capture Window”



Select the com port you wish to capture by highlighting and pressing “OK”.



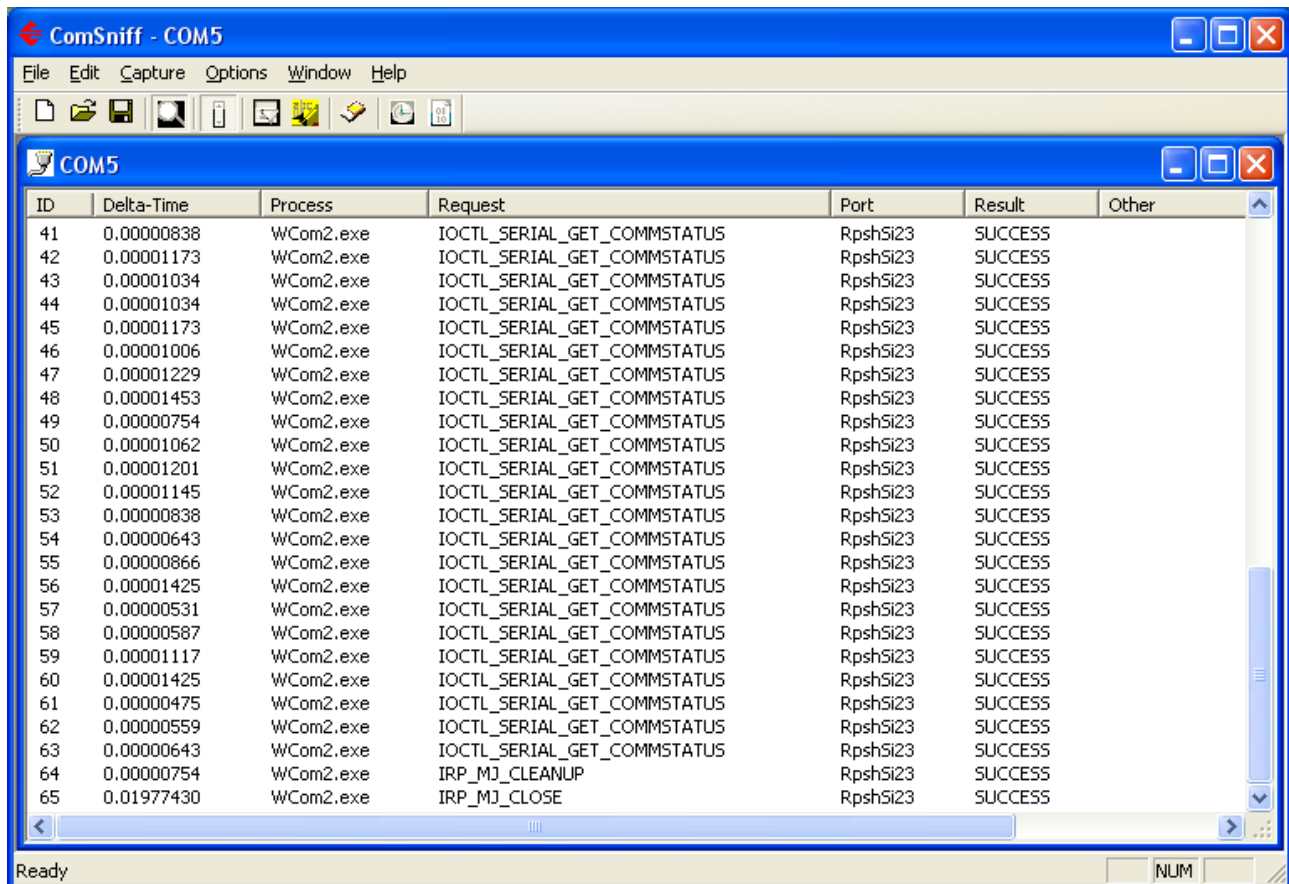
Default settings will work in most cases. Your Control Support Representative may ask you to change some of these in certain situations.

You may use the help file to see the options and what they do by clicking on the Help Drop Down menu or by using the F1 key.

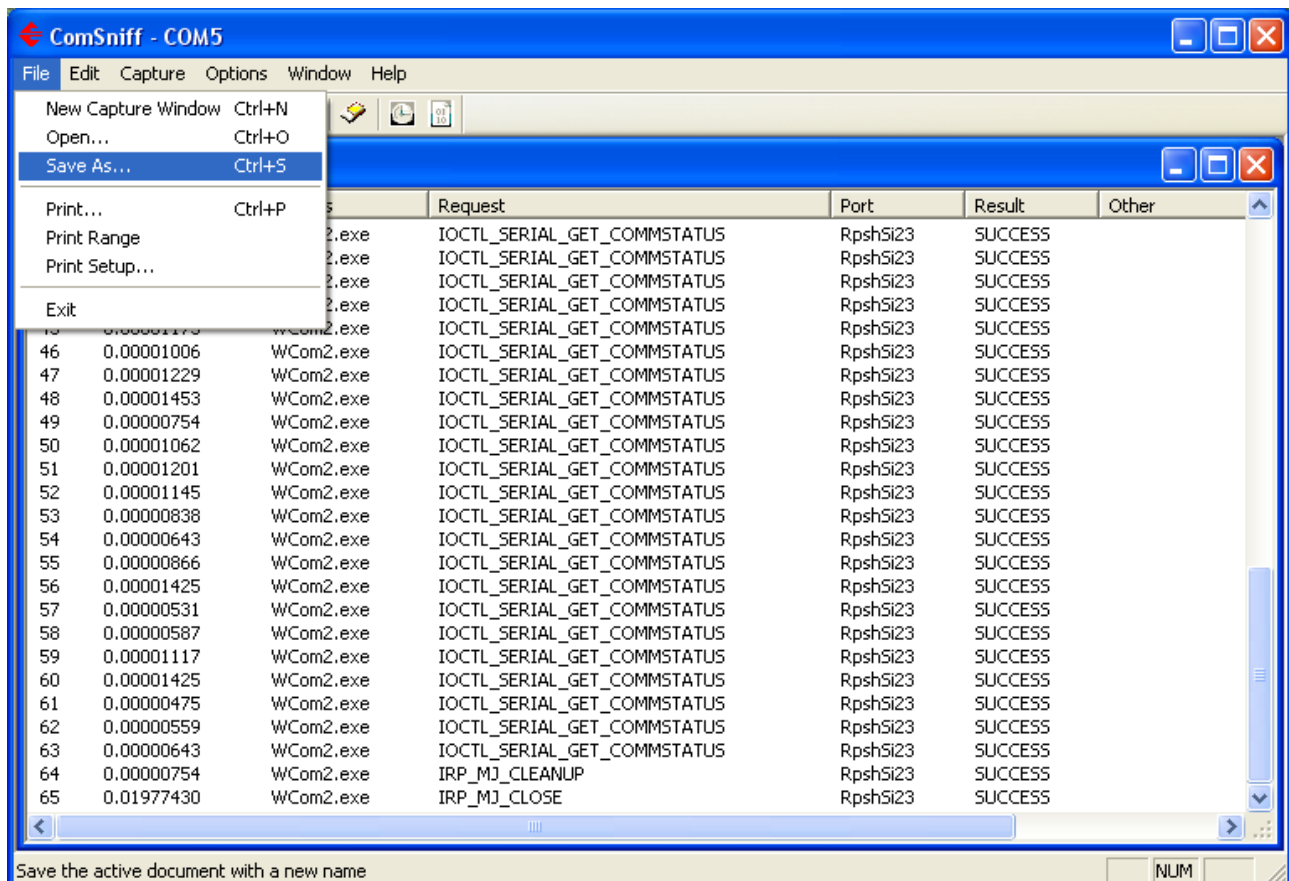
The ComSniff utility may now be minimized if desired.

Start your application and run until the issue is presented.
Close your application

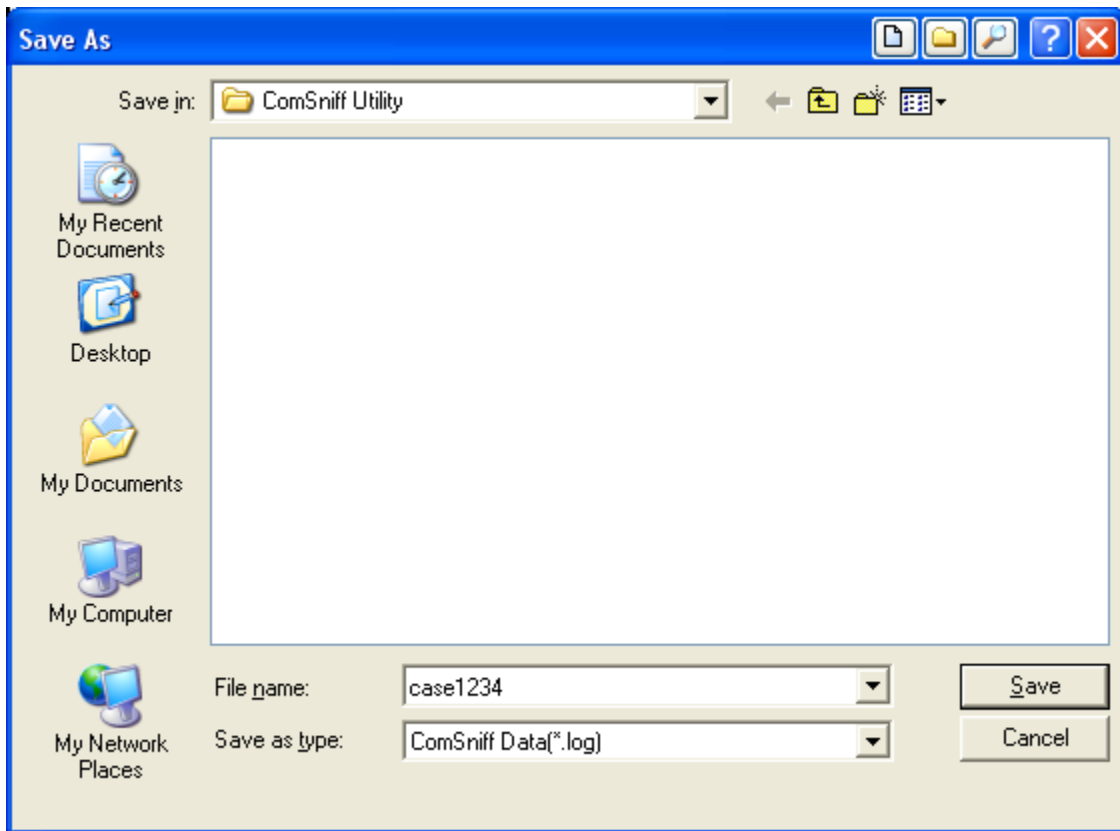
Please note: *It is important that the application is started and stopped while ComSniff is running, as this will show the port Open and Close calls from the application to confirm that these processes are correct.*



ComSniff will have captured data looking something like this.



From the “File” drop down menu Select “Save As...”



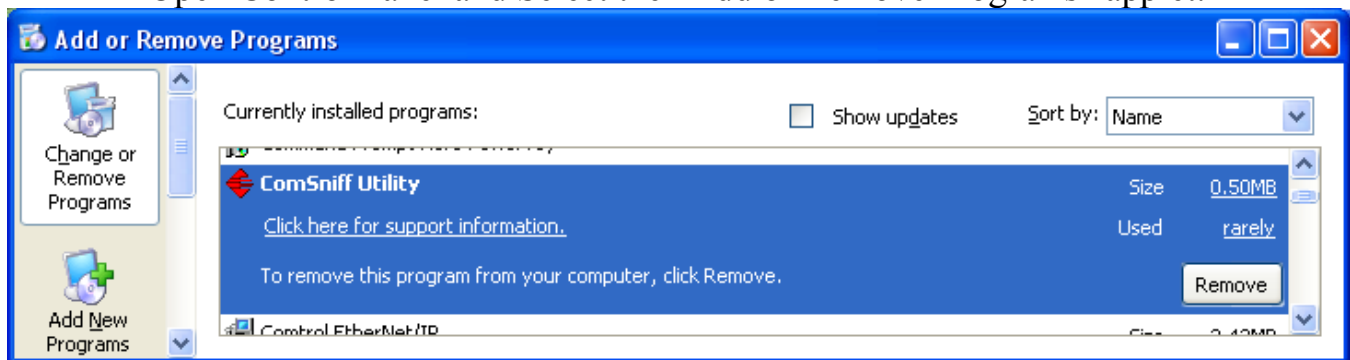
Use your case number as the file name. Click “Save”

Close ComSniff

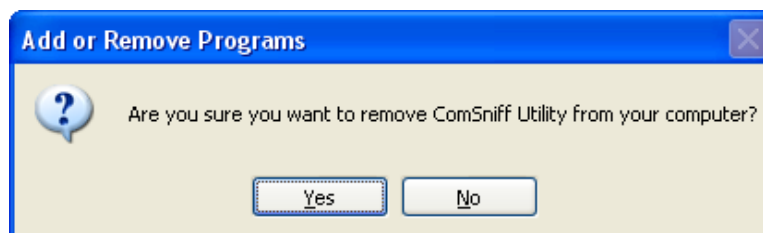
Send the log file to your Control Support Representative.

If you would like to uninstall ComSniff

Open Control Panel and Select the “Add or Remove Programs” applet.



Locate the ComSniff Utility and select “Remove”



Respond “Yes”