COMTROL RocketPort® USB® Serial Hub Driver Installation with Windows 2000

How to Use this Document

You can use the interactive <u>Table of Contents</u> to locate the information you need. *Note:* All blue underlined text are jumps to the information referenced.

Overview

This document discusses how to:

- Install a single RocketPort USB Serial Hub.
 - **Note:** For specific hardware information, such as building cables or specifications, see the Hardware Installation documentation, which is available on Comtrol media (diskette or CD) or you can download the current version from the ftp/web site.
- Install multiple RocketPort USB Serial Hubs.
- <u>Remove an existing driver.</u>
- Install modems on the RocketPort USB Serial Hub.
- <u>Contact Technical Support.</u>

Comtrol hardware and software manuals are available in electronic form on Comtrol media and the Web/ftp site. You can download driver updates at no charge from the Comtrol Web/ftp site. Always check the <u>Web</u> or <u>ftp</u> sites to make sure that you have the current driver and documentation. The Web site also contains information on <u>extracting Comtrol software</u>.

Installation Prerequisites

You will need the following to install the RocketPort USB Serial Hub:

- A computer with the Windows 2000 operating system and a functioning USB port or hub. *Note:* For information about USB support, see http://www.usb.org.
- If you are using a USB hub instead of a USB port on your PC, make sure that the hub is self-powered (external power supply attached).
- The Windows 2000 operating system CD.
- RocketPort USB Serial Hub with the USB cable.
- Driver for the RocketPort USB Serial Hub (from CD, diskette, or downloaded file).

Note: See the <u>Removing the Software</u> discussion before re-installing a driver.

Interactive Table of Contents

How to Use this Document	1
<u>Overview</u>	1
Installation Prerequisites	1
Installing a Single RocketPort USB Serial Hub	<u>3</u>
Installing Multiple RocketPort USB Serial Hubs	Z
Installing Modems on the Serial Ports	<u>9</u>
Removing the Software	<u>13</u>
Contacting Technical Support	<u>15</u>

Installing a Single RocketPort USB Serial Hub

Use the following procedure to initially install the RocketPort USB Serial Hub hardware and software. If you have installed a previous version of the device driver, you must remove it before installing an updated driver. See the <u>*Removing the Software*</u> discussion before reinstalling a driver.

Note: If you downloaded the driver from the <u>ftp</u>/<u>Web</u> sites, make sure that you <u>extract</u> the driver to the C:\Comtrol directory before installing the software.

- 1. Plug the B end of the cable into the RocketPort USB Serial Hub back panel labeled USB-B.
 - **Note:** If your installation requires power, connect a power adapter to the RocketPort USB Serial and a power source before connecting the unit. If you do not connect the power at this time, the installation will fail.
- 2. Plug the A end of the cable into your USB port on your computer or USB Hub. Windows will start the process of installing the new hardware.

Note: The Power light (amber) on the front of the unit indicates that there is power coming into the unit.

3. If this is the first Comtrol USB device that you are installing on this computer, click the Next button when the Found New Hardware - Welcome screen appears. This procedure installs the platform for installing USB Devices.

Note: If the first screen that appears during the installation is the Files Needed screen, go to <u>Step 8</u>.



4. Select the Search for a suitable driver for my device option and click the Next button.

Found New Hardware Wizard
Install Hardware Device Drivers A device driver is a software program that enables a hardware device to work with an operating system.
This wizard will complete the installation for this device:
Comtrol RS-232
A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.
What do you want the wizard to do?
Search for a suitable driver for my device (recommended)
O Display a list of the known drivers for this device so that I can choose a specific driver
< Back Next > Cancel

5. Select the **Specify a location** check box and click the **Next** button.

Found New Hardware Wizard
Locate Driver Files Where do you want Windows to search for driver files?
Search for driver files for the following hardware device:
Comtrol RS-232
The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.
To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.
Optional search locations:
Floppy disk drives
CD-ROM drives
Specify a location
Microsoft Windows Update
< Back Next > Cancel

6. Click the Browse button to select the C:\COMTROL directory. Click the **OK** button.

Found New	v Hardware Wizard	×
	Insert the manufacturer's installation disk into the drive selected, and then click OK.	OK Cancel
	Copy manufacturer's files from:	Browse

7. The wizard displays the cmtlw2k.inf file in the c:\comtrol\directory. Click the Next button.

Found New Hardware Wizard	
Driver Files Search Results The wizard has finished searching for driver files	: for your hardware device.
The wizard found a driver for the following devic	e:
Composite USB Device	
Windows found a driver for this device. To insta	II the driver Windows found, click Next.
c:\comtrol\cmtlw2k.inf	
	< Back Next > Cancel

8. Click the **Finish** button.

- 9. To verify that the COM ports are available to Windows 2000:
 - a. On your desk top, right-click the My Computer icon.
 - b. Select **Properties**.
 - c. Select the **Hardware** tab.
 - d. Click the **Device Manager** button.
 - e. To view your system ports, click the plus (+) sign for Ports (COM & LPT).



10. You are ready to install the serial devices on the ports. See the *Installing Multiple RocketPort USB Serial Hubs* discussion for more information. The connector pinouts are illustrated in the *Hardware Documentation*.

Installing Multiple RocketPort USB Serial Hubs

Install additional units by adding them one at a time. To install multiple RocketPort USB Hubs in the same system, use the following procedure.

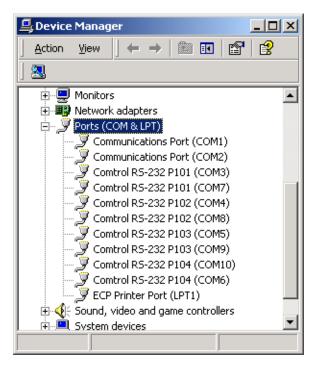
- **Note:** Do not disconnect a RocketPort USB Serial Hub unless you plan on removing the hardware and software. If you physically disconnect one unit and then connect another unit, the COM ports become unstable.
- 1. If your Serial Hub requires power, connect a user-supplied power adapter to the RocketPort USB Serial Hub and a power source before connecting the unit. If you do not connect the power at this time, the installation will fail.
- 2. Plug the B end of the cable into the RocketPort USB Serial Hub back panel labeled USB-B.
- 3. Plug the A end of the cable into your USB port on your computer or USB hub.
 - **Note:** The Power light (amber) on the front of the unit indicates that there is power coming into the unit. New Hardware Found messages flash on the screen.
- 4. If the Files Needed screen appears, click the **Browse** button and navigate to the C:\Comtrol directory. Click the **OK** button.

Files Need	led	×
	The file 'cmtlmdm.sys' on Comtrol USB to RS232 Driver Disk is needed.	OK Cancel
	Type the path where the file is located, and then click OK.	
	Copy files from:	Browse

5. Click the **Finish** button.



- 6. To verify that the COM ports are available to Windows 2000:
 - a. On your desk top, right-click on the My Computer icon.
 - b. Select Properties.
 - c. Select the **Hardware** tab.
 - d. Click the **Device Manager** button.
 - e. To view your system ports, click on the plus (+) sign for Ports (COM & LPT).



7. Your USB Hub is now installed. If you want to install a modem on a serial port, see the *Installing Modems on the Serial Ports* discussion.

Installing Modems on the Serial Ports

The RocketPort USB Serial Hub can support any asynchronous serial modem for use by any application that uses Windows 2000 COM ports.

Follow these steps to install and configure modems on the RocketPort USB Serial Hub.

- $1. \quad Connect \ the \ modem(s) \ to \ the \ desired \ port(s).$
- 2. Power up the modem(s).
- 3. Open the **Control Panel** window and double-click on the **Phone and Modem Options** icon. Select the **Modem** tab. Click the **Add** button.

Phone And Modem Options	<u>?</u> ×
Dialing Rules Modems Advanced	
The following modems are installed:	
Modem Attached To	
I	_
Add Remove Propertie	s
OK Cancel App	yly

4. Select the **Don't detect my modem: I will select it from a list** check box when the Add/Remove Hardware Wizard starts, and click the **Next** button.

Add/Remove Hardware Wi	zard
Install New Modem Do you want Windows	to detect your modem?
	 Windows will now try to detect your modem. Before continuing, you should: 1. If the modem is attached to your computer, make sure it is turned on. 2. Quit any programs that may be using the modem. Click Next when you are ready to continue. Image: Don't detect my modem; I will select it from a list.
	< Back Next > Cancel

5. Select your modem from the lists, or click the Have Disk button, and click the Next button.

Add/Remove Hardware Wizard
Install New Modem
Select the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.
Manufacturers: Models: Computer Peripherals Inc Comtrol RocketModem VS2000 V.34 Connectware Control RocketModem VS2000 V.90 Connectware Control RocketModem VS2000 V.90 Creative Technology Ltd. Image: Control RocketModem VS2000 V.90
Have Disk
< Back Next > Cancel

6. Select the port to which the modem is attached, and click the Next button.

Add/Remove Hardware Wi	zard			
Install New Modem Select the port(s) you v	vant to install the mo	odem on.		
	You have selecte Comtrol RocketM On which ports do All ports Selected ports COM3 COM4 COM5 COM6 COM7 COM8 COM8 COM9	lodem VS2000 V. oyou want to insta	90	
		< Back	Next >	Cancel

7. Click the Finish button.



8. To add more modems, click the Add button and repeat Steps 4 through 7.

Phone And Modem Options	? ×
Dialing Rules Modems Advanced	
The following modems are installed:	
Modem Attached To	
Comtrol RocketModem VS2000 V.90 COM5	
Add Remove	Properties
OK Cancel	Apply

- 9. **Optionally**:
 - a. To configure port speed, data bits, parity, and so on, select a modem and click the **Properties** button.
 - b. To query and test the modem, select a modem. Click the **Properties** button. Select the Diagnostics tab, and click the **Query Modem** button.
- 10. When you are done, click the **OK** button to exit the Modem Properties screen. Your changes take effect immediately. No reboot is required.

Removing the Software

You must remove an existing driver before re-installing or updating a driver.

Note: Failure to remove the hardware and software as discussed may corrupt some of your files. If you are removing the RocketPort USB Serial Hub permanently, you may want to properly remove the devices attached to the ports.

To remove an existing version of the driver, use the following procedure:

- 1. To uninstall each port:
 - c. On your desk top, right-click the **My Computer** icon.
 - d. Select **Properties**.
 - e. Click the **Hardware** tab.
 - f. Click the **Device Manager** button.
 - g. To view your system ports, click the plus (+) sign for Ports (COM and LPT).
 - h. Double-click on the port you want to uninstall. The Port Properties screen appears.
 - i. Click the Driver tab.

Comtrol R5-232 P101 (COM3) Properties	<u>? ×</u>	
General Port Settings	Driver		
Comtrol RS-232 P101 (COM3)			
Driver Provid	er: Comtrol Corp.		
Driver Date:	Not available		
Driver Versio	n: 3.16.0.300		
Digital Signer	: Not digitally signe	ed	
Details. To uninstall the	e driver files for this devi levice, click Update Driv	or this device, click Driver ice, click Uninstall. To update iver. Update Driver	
		OK Cancel	

j. Click the **Uninstall** button.

k. Windows asks you to confirm this uninstall. Click the **OK** button.



- l. Repeat this procedure for all the ports connected to the USB Serial Hub.
- 2. Disconnect the RocketPort USB Serial Hub unit or units from your system.
- 3. Run the **cmtl-usbscrub.exe** program to remove internal files from the previous version. You can find this application in the directory that was used during the initial installation. For example, C:\Comtrol.
- 4. Using the Windows Explorer, delete the oem(n).inf file (where "n" is a number variable, for example, oem1.inf) from the C:\winnt\inf directory. If there are more files using the oem title, open each one in Notepad to find the correct one. Look for the Name: field to have the **cmtlw2k.inf** value. Delete this file.
- 5. Delete the Comtrol installation files that were downloaded into the C:\Comtrol directory from the previous version, if necessary.
- 6. You can now install a new driver, if desired.

Contacting Technical Support

Comtrol has a staff of support technicians available to help you. Before you call, please have the following information available:

- Model number.
- Serial number.
- Operating system type and release.
- Device driver version.
- PC make, model, and speed.

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