

# Troubleshooting if there are problems during installation

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# 1 Prepare your PC

## 1.1 CAN Remote Control if connected to the CAN parallel port Dongle

Prepare your PC running under WINDOWS 2000.

Choose: Start  
Setting  
Control Panel  
System  
Properties  
Hardware  
Device Manager  
Ports COM & LPT  
LPT  
Properties  
Port settings  
Filter resource method  
"Use any interrupt assigned to the port"

Back to the Control Panel

Choose: Icon CAN Hardware  
Peak CAN (non Plug-and-Play not possible to use PCI at the same time)

## 1.2 CAN Remote Control if connected to the PCI card or USB adapter

**Under WINDOWS 2000 the drivers SW have been copied during set-up and have to be installed from the location on the hard disk "Progam Files\iseg\lopc\PCAN\_PCI or ..\PCAN\_USB":**

Find file: can\_pci.inf or can\_usb.inf

The driver SW for the PCI card or USB adapter:

Choose: Start  
Settings  
Control Panel  
System  
Hardware  
Device Manager  
Other devices  
? network device ← click on with right mouse button and select Properties  
Reinstall driver  
Search for suitable drivers for my device  
Specify location path ← browse to the driver how described  
  
Path to the driver how described File can\_pci.inf or can\_usb.inf

Back to the Control Panel

Choose: Icon CAN Hardware  
Peak CAN (select with radio button PCI or USB)

## 1.3 Verification with means of the program tools of PEAK

### 1.3.1 The use of Tools PeakCAN

Please start the program tool "PcanStat.exe" – copied during installation to your hard disk, if selected. compare BTR0BTR1: C723h.

Please, compare also with means of the program "PcanStat.exe" after startup of "isegHVM.exe" or "canHVcontrol" that the symbol "PEAK PCI-CAN at Port..." has:

"PeliCAN"

Status: OK

Baudrate: User

Listen Only: Off

There have to be also a graphical link between "PEAK PCI-CAN", "isegnet1" and the "Client (e.g. isegHV" symbols. If this ready so - the software on the PC side has been installed and established in a correct way. The system is in receiving mode.

Now you should view to the HV crate unit. At first after power on of the HV crate the green LED of the devices must be switched on - that means the HV crate unit is ready and send in time slots of approximate one second "Log-on" messages to the PC. The tool "PcanView.exe" have to received "Log-On" frames.

The link between PC and HV crate unit must be terminated with a 120R resistor (delivered with the unit) and the cable is a simple 9-pin one to one connection (please do it verify). You should receiving with "isegHVM.exe" information from the HV crate unit and you can also scan the information if you start the program "PcanView.exe" (like a sniffer).