Light-O-Rama

Trouble-shooting Note

SC485, USB485, USB485B, USB485-ISO

www.lightorama.com

Use this document if:

1. You want to locate the Windows communications port name being used by the RS485 adapter.
2. Your show/Sequence Editor/Hardware Utility hangs periodically and you must unplug the USB adapter from the PC and plug it back in to continue. It is most likely that electrical noise is hanging your PC's USB hardware. This is usually fixed by a replacing the USB cable on the adapter with filtered cable:
   http://store.lightorama.com/cableusbusb485.html
   http://store.lightorama.com/usbcausewius.html
3. You believe the USB adapter was improperly installed. This could be because Windows was allowed to install software other than that provided with the adapter or some error occurred during the installation of the adapter and now the adapter won't work/install.
4. You want to manually select the RS485 adapter communications port in the Hardware Utility or Sequence Editor. (Autoconfigure in the Hardware Utility is not working.)

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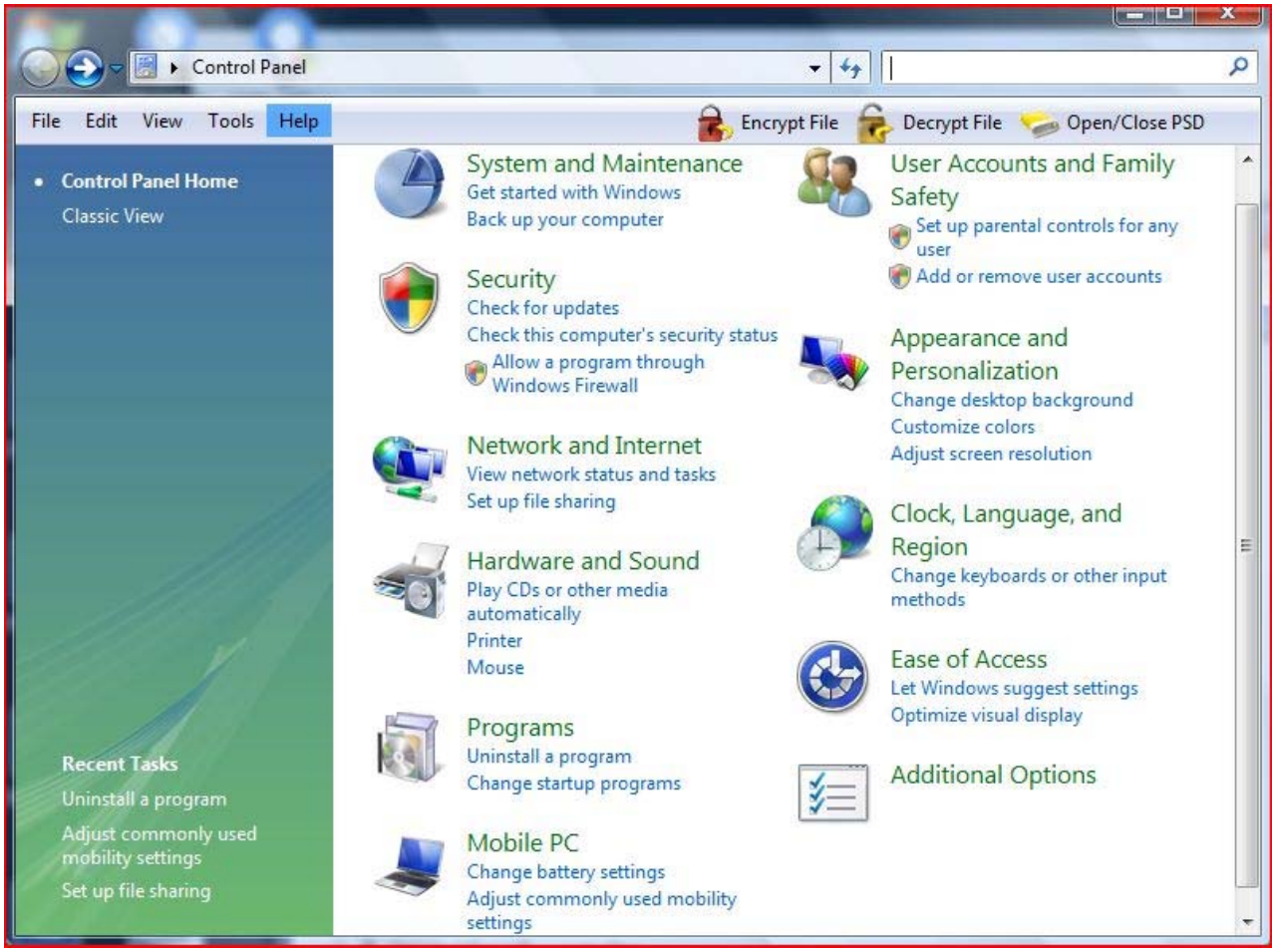
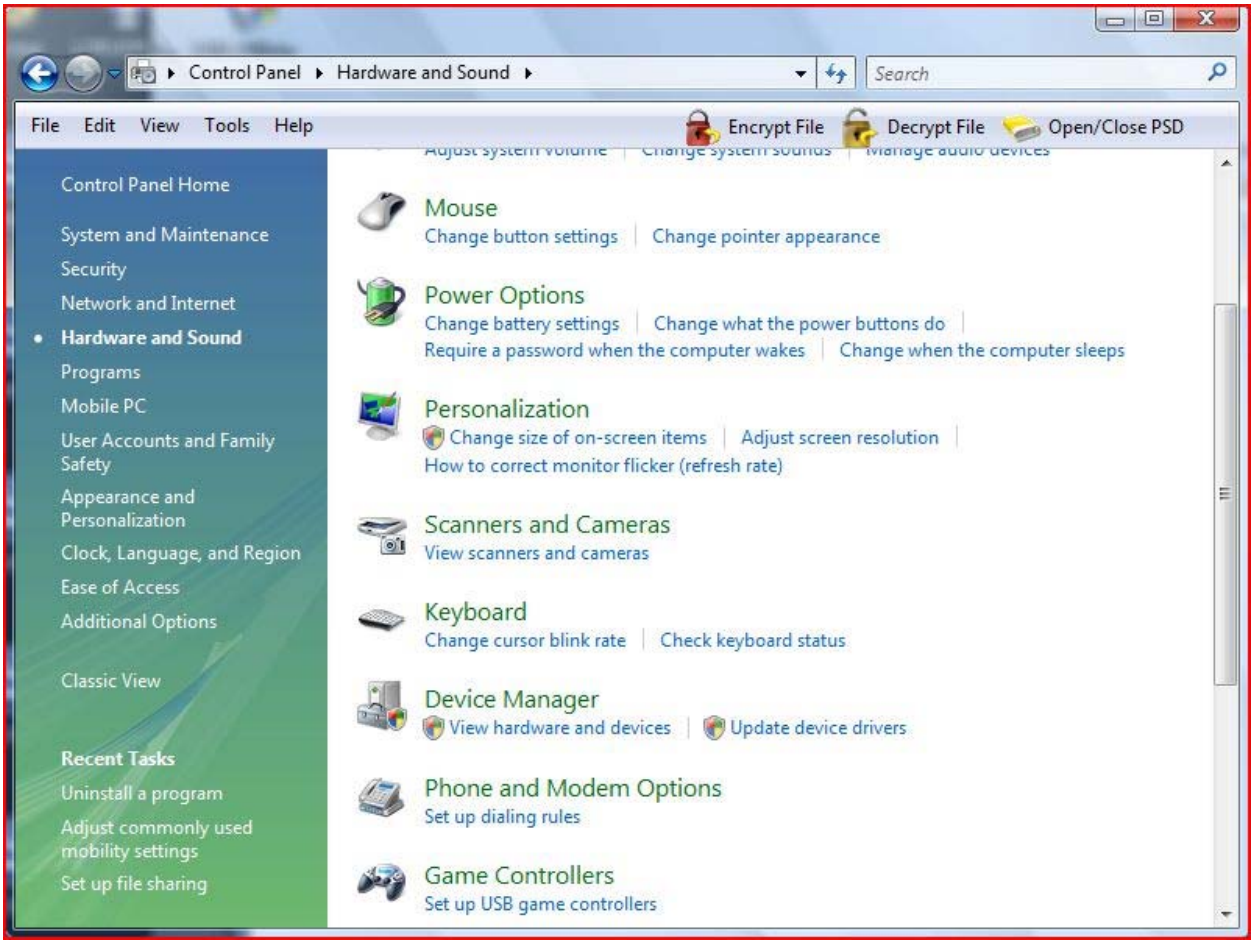
Locating the USB485/USB485BUSB485-ISO Adapter Port on Windows Vista

Make sure the USB adapter is connected to the PC. Click the ***start*** icon on the lower left and choose **Control Panel**. You will see this window:



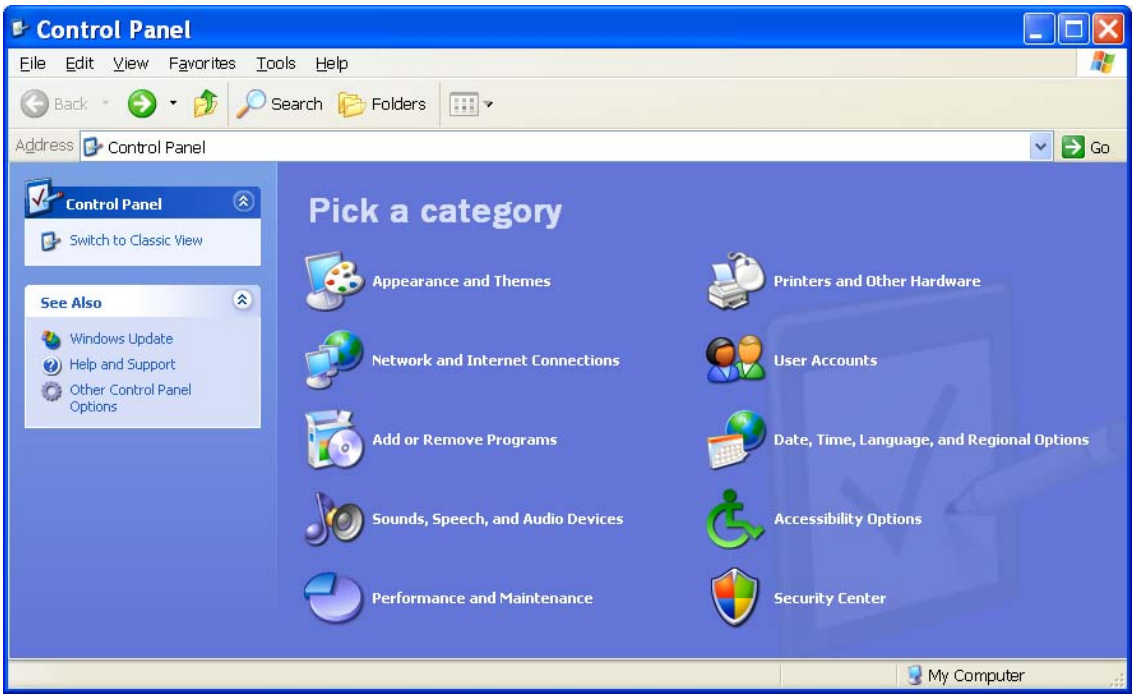
Click **Hardware and Sound** and you will see this window:



Choose **Device Manager** and you will see the System Properties Window, skip down to the **System Properties Window** section.

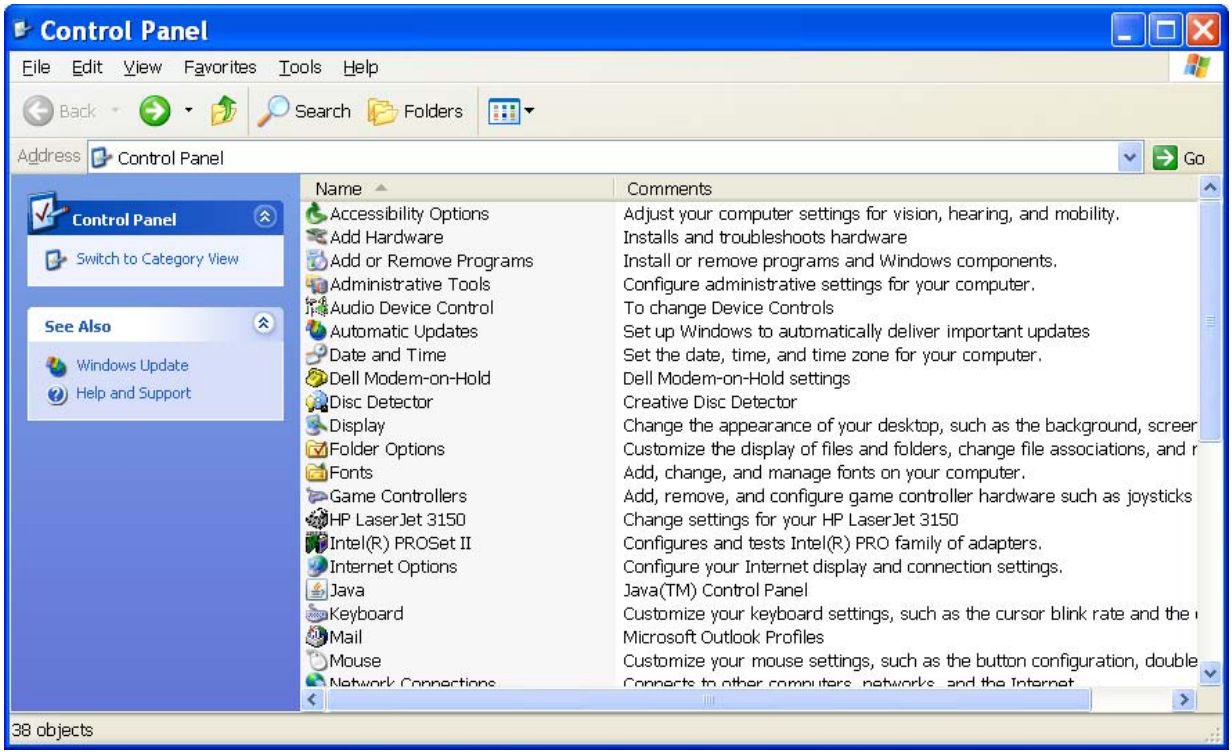
Locating the USB485/USB485B/USB485-ISO Adapter Port on Windows XP

Make sure the USB adapter is connected to the PC. Click ***start*** ►***Control Panel*** and you may see this Window (if not skip down):



Click ***Performance and Maintenance*** ► ***System*** and you will see the System Properties Window, skip down to the **System Properties Window** section.

If you did not see the above window, you should see this window:

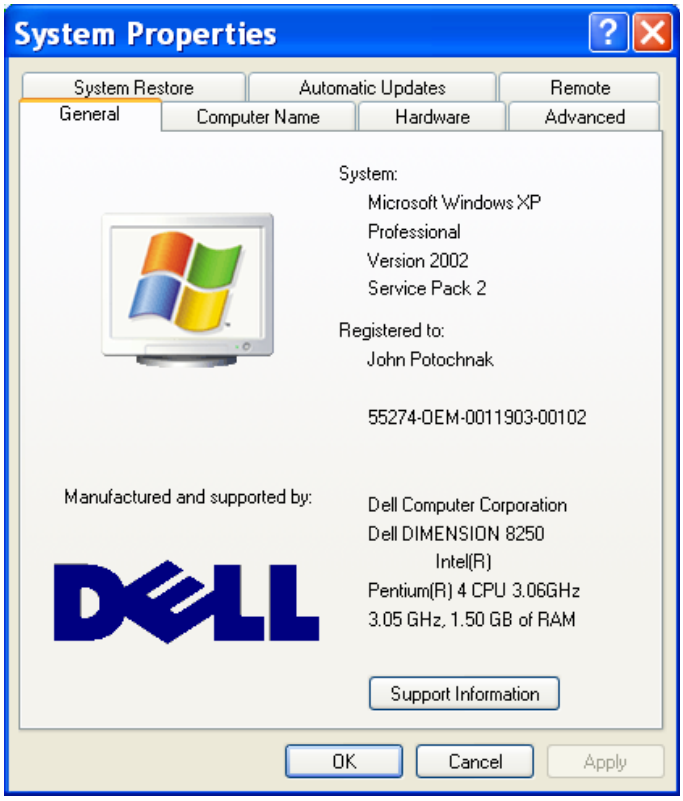


Scroll down to **System** and double-click it. You will see the System Properties Window, skip down to the **System Properties Window** section.

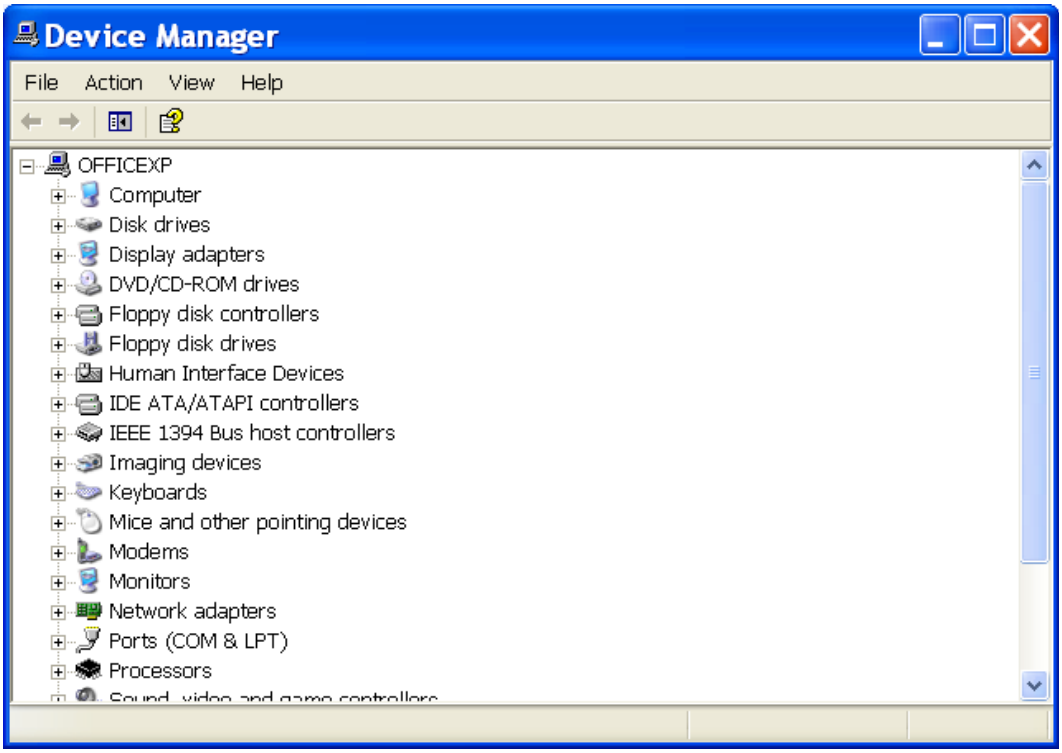
Locating the USB485/USB485B/USB485-ISO Adapter Port on Windows 98SE

Make sure the USB adapter is connected to the PC. Right-click the ***start*** button (lower left) and select ***Explore.*** Scroll to **My Computer** in the **Folders** pane of the Explorer window that pops up, right-click **My Computer** and choose ***Properties*** from the menu. You will see the System Properties Window, skip down to the **System Properties Window** section.

System Properties Window



Click the ***Hardware*** tab, then click the ***Device Manager*** button and you will see the **Device Manager** window:



Scroll down to **Ports (COM & LPT)** and click the "**+**." If your adapter is properly installed and connected, there will be a **USB Serial Port(COMnn).** COMnn is the Light O Rama USB serial port to be used by the **Hardware Utility** and **Sequence Editor**.

Locating the SC485 Serial Adapter Port

The SC485 serial adapter plugs into a serial port on your PC or Laptop. There is no way to locate it through the Windows Device Manager. You must determine which COM port the SC485 adapter is plugged into. Look at the connector on the PC or consult the literature that came with your PC. Typically, it would be one of COM1, COM2 or COM3.

Completely Removing the USB Adapter Device Driver Software

The following utility will completely remove an installation (possibly defective) of the USB adapter driver software.

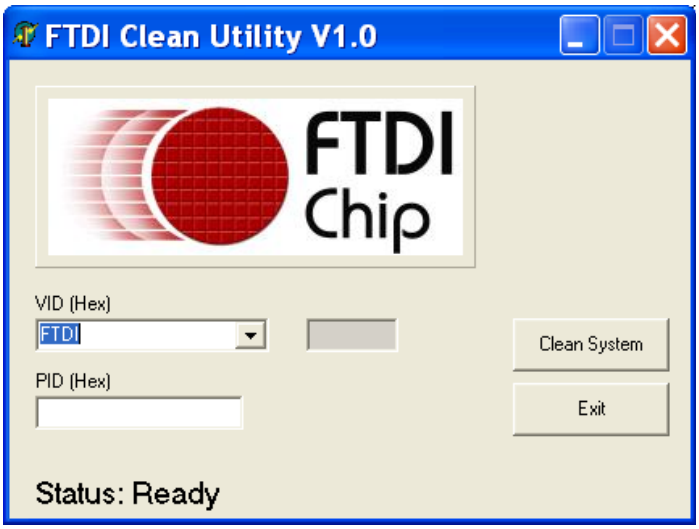
Stop all Light O Rama software including the **Control Panel** (right click the light bulb in the lower right near the clock and choose ***Unload Light-O-Rama***.)

Disconnect all USB adapters from the PC

Download the following zip file to your desktop: www.lightorama.com\downloads\FTClean.zip

Double-click the FTClean zip file and extract the two files into a folder on your PC

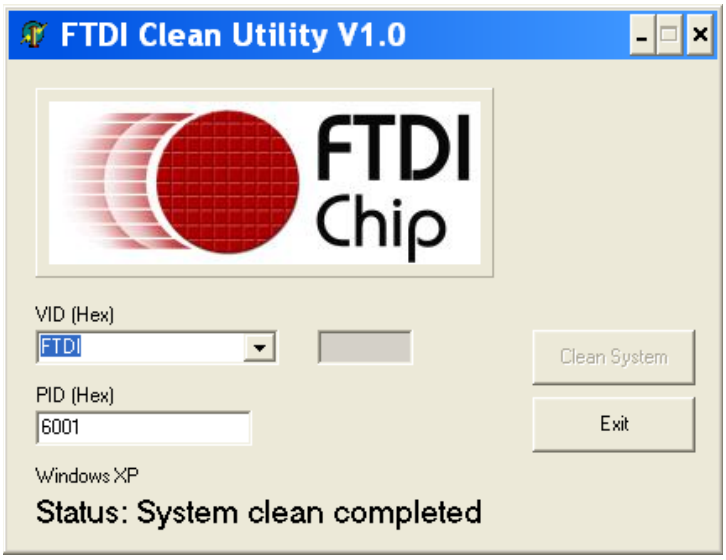
Use Windows Explorer to browse to that folder and double-click FTClean.exe and you will see this window:



Type **6001** into the PID (Hex) box and click the ***Clean System*** Button.

- Click ***OK*** when the “Disconnect all FTDI devices from the PC” box appears.
- Click the ***Yes*** button when the “You are about to uninstall all FTDI drivers for VID 0x0403 and PID 0x6001. Do you wan to continue?” box appears.
- Click the ***No*** button when the “Do you want to cancel driver uninstallation?” box appears.

The **FDTI Uninstaller** box will appear and the removal will proceed. It will disappear and the window will look like this:



The USB adapter driver software has been completely removed from your PC. DO NOT plug the USB adapter into your PC until you have used the next procedure to re-install the USB adapter drivers.

Installing/Re-installing the USB Adapter Device Driver Software

*Make sure the USB adapter is **NOT** plugged into the PC before starting these procedures.*

Vista Install

For Windows Vista, download and run this installation program:

www.lightorama.com/downloads/CDM_2.02.04.exe

When the installation program completes, plug the USB485 or USB485B adapter into the computer. The first time you do this, Windows plug-n-play will install the driver software modules, this may take a minute because two drivers must be installed. After the installation by Windows has completed, you can use the procedure described earlier in this document to find the port.

Windows XP Install

For Windows XP, download and run this installation program:

www.lightorama.com/downloads/CDM_2.02.04.exe

[Older version, XP] If the above version does not work on your XP machine, download and run this installation program:

www.lightorama.com/downloads/CDM_Setup.exe

When the installation program completes, plug the USB485 or USB485B adapter into the computer. The first time you do this, Windows plug-n-play will install the driver software modules, this may take a minute because two drivers must be installed. After the installation by Windows has completed, you can use the procedure described earlier in this document to find the port.

Windows 98SE or ME Install

Create a folder on your PC called Win98_ME. Download the following zip file and extract all the files in it into the Win98_ME folder you created.

www.lightorama.com/downloads/Win98_ME.zip

Follow the procedure for installing the adapter in the Windows 98/ME section of this User Guide:

www.lightorama.com/Documents/RS485_Adapters_Man_Web.pdf

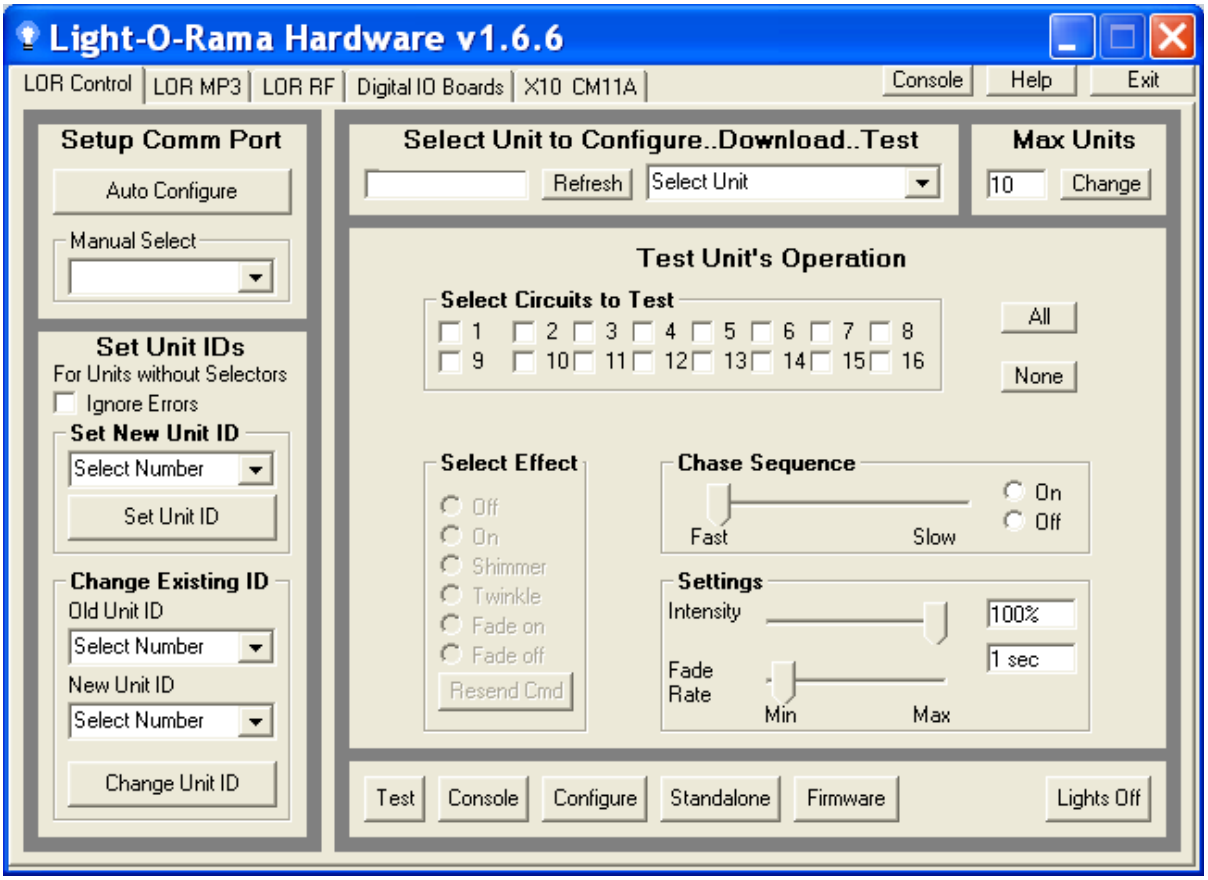
Manually Setting the Light O Rama Communications Port

If ***Autoconfigure*** in the **Hardware Utility** fails to find the Light O Rama communications adapter port, you can manually select the port. Autoconfigure requires a known good controller to be connected with a known good cable to the RS485 adapter. If the RS485 adapter is not properly installed, or you built your controller from a kit (so it may not work properly,) or your controller is defective or the cable between the adapter and the controller is damaged, Autoconfigure will not work. Manually selecting the RS485 communications port allows you to avoid using Autoconfigure.

Use the procedure earlier in this document to determine the COM port of your RS485 adapter.

Setting the Port in the Hardware Utility

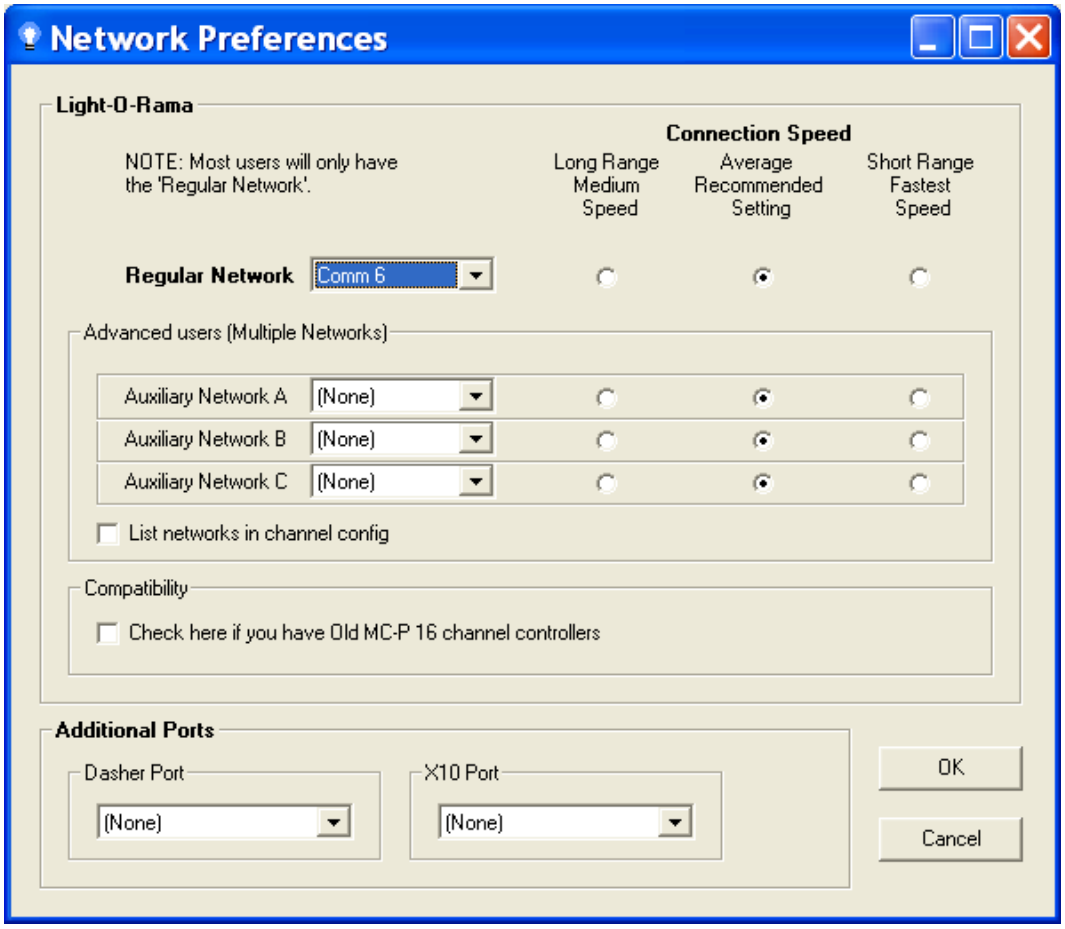
Start the **Hardware Utility** and you will see this window:



In the **Setup Comm Port** section on the upper left, use the **Manual Select** drop down menu to select the comm port.

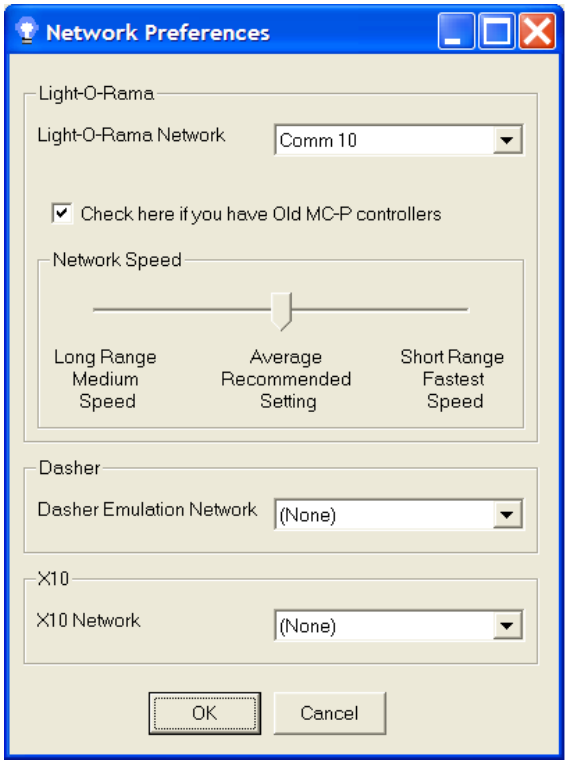
Setting the Port in the Sequence Editor

Start the **Sequence Editor**, click ***Edit*** ► ***Preferences*** ► ***Network Preferences*** and you will see this window for LOR II:



Use the **Regular Network** drop down menu to select the COM port and click **OK**.

For LOR I you will see this window:



Use the **Light-O-Rama Network** drop down menu to select the COM port and click **OK**.