

KNORR-BREMSE

Service Terminal ST03A



CANdy
Troubleshooting

IMPORTANT NOTICE

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1 Overview

This file contains important information about using the IXXAT CANdy adapter in different Windows operating system environments.

Unfortunately, the current IXXAT VCI driver for the CANdy adapter contains several bugs. These bugs can cause different problems if the CANdy adapter is used with the Service Terminal or any other software. However, there are some tricks that can be used to get the CANdy adapter working. If you go through the list below and follow the hints, you should be able to get your CANdy adapter working. You can check whether your CANdy adapter is working after each step with the application Minimom32 that is supplied by IXXAT (you can start it by selecting **Start > Programs > IXXAT > VCI 2.14 > Minimom32**).

For further assistance send an e-mail to esraterm@knorr-bremse.com or to support@ixxat.de.

2 Troubleshooting

This chapter describes what steps you have to take if you encountered problems with the CANdy adapter.

2.1 Removal of old VCI drivers

ST03A versions from version 2.1 expect IXXAT VCI driver version 2.14. If you have used the previous version of the VCI driver (e.g. version 1.17 for older version of ST03A) then you have to uninstall that driver before you install the new one.

The driver removal sequence is the following:

1. Choose **Start > Settings > Control Panel**
2. Double click on **Add/Remove Programs** on the Control Panel
3. Select **VCI Win 95** or **VCI Win NT** if you used an NT operating system.
4. Press **Add/Remove**
5. Choose **OK** in the appearing dialog (then **Yes** and **Yes to All** until uninstallation completes.
6. Close the Control Panel
7. Start **vciclean.exe**. You can find it beside this document.
8. Select the **Scan & Delete** option within VCI Cleaner
9. **Check** in the **checkboxes** in the drive list.
10. Click on the **Start** button.

Note: Make that sure the Control Panel is not opened when VCI Cleaner is running.

11. Confirm the removal of the found files and registry entries by answering **Yes**.
12. Click on the **Quit** button to exit VCI Cleaner.

2.2 Proper Installation of the CANdy Adapter's Driver

Install the CANdy adapter's driver software according to the corresponding installation guide. Installation guides are located in the folder of this document together with the setup utility of the driver.

English guide: [vciv2_installation-manual-e_26.pdf](#) Focus on chapter 4.3 on page 21.

German guide: [vciv2_installation-handbuch-d_26.pdf](#) Focus on chapter 4.3 on page 24.

The installation utility that has to be started is [vci214.exe](#).

2.3 BIOS Settings

Check your BIOS settings. Under the topic 'Integrated Peripherals' you can find an entry that is called 'Onboard Parallel Mode'. This should be set to 'SPP', 'Normal', 'Auto' or similar. More important is that an IRQ has to be assigned to the parallel port (most typically IRQ7 and the address 378 for LPT1). The exact names can vary depending on your BIOS.

IMPORTANT

Do not change the default settings if you haven't encountered any problems using the CANdy adapter.

2.4 Hardware Preparation

Connect the CANdy adapter to your PC/laptop and the 5 Volt power supply before you turn on your PC/laptop. Check the small lamp of the CANdy adapter: it should be blinking. If the lamp is not blinking, there may be some problem with the power supply. External power supply is more reliable than PS/2 connector based.

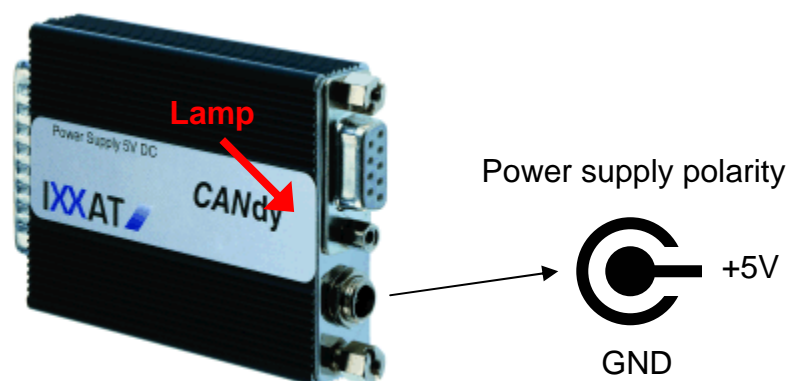


Figure 1 CANdy adapter

2.5 Communication Settings

You can select in ST03A the preferred communication devices to reach better performance or comfort level. In the default settings are only the serial ports selected for automatic device detection. You can change it by choosing the **Tools > Options... [Extras > Einstellungen]** menu item. Then select the **Devices [Kommunikationsschnittstellen]** folder, and check in the preferred devices. After the close of options the ST03A will work with the new settings. The change of this options doesn't close the current communication channel to BCU only the next detection will be run with new parameters.

2.6 IXXAT Interfaces panel

IXXAT made a common application interface for all of their supported devices. This makes it possible for ST03A to work with any IXXAT CAN device. How do ST03A know which device to use then? ST03A always works with the default IXXAT device so you need to define the default the device before you start ST03A.

You can define the default device through the **IXXAT interfaces** panel (you can open it by selecting **Start > Settings > Control Panel > IXXAT Interfaces [Start > Einstellungen > Systemsteuerung > IXXAT Interfaces]**). This panel shows those IXXAT devices whose driver has been installed on your computer. Select the device you prefer (e.g.: CANdy) and click on the **Default HW** button (see Figure 2 IXXAT Interfaces panel). The selected device will be the default device and its color changes to blue. ST03A will use this device from now.

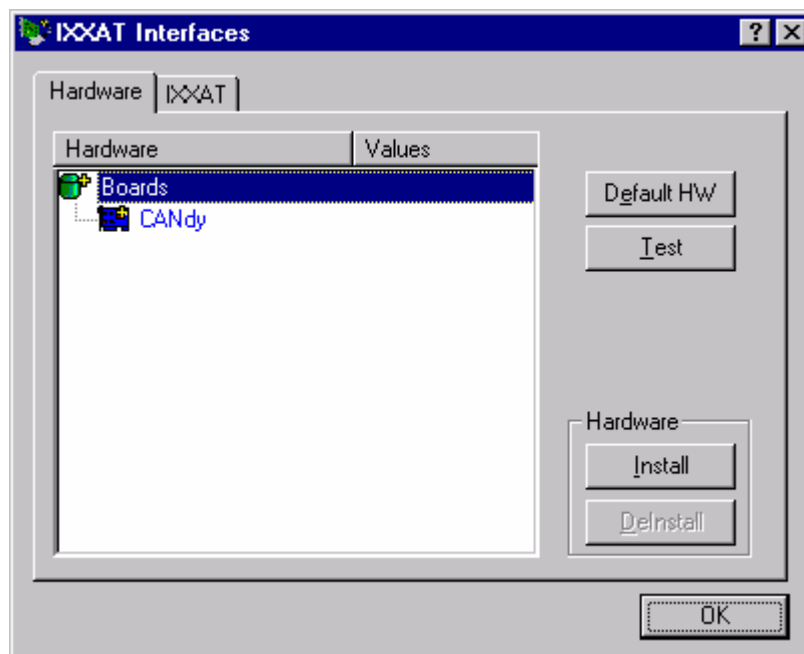


Figure 2 IXXAT Interfaces panel

2.7 Check Parallel Port Devices (Windows NT 4.0 only)

If you've followed the previous steps and started the Service Terminal, you should see following status in the dialog **Devices [Geräte]** (you can open it by selecting **Start > Settings > Control Panel > Devices [Start > Einstellungen > Systemsteuerung > Geräte]**) of the parallel port devices (see Figure 3) and the IXXAT devices (see Figure 4):

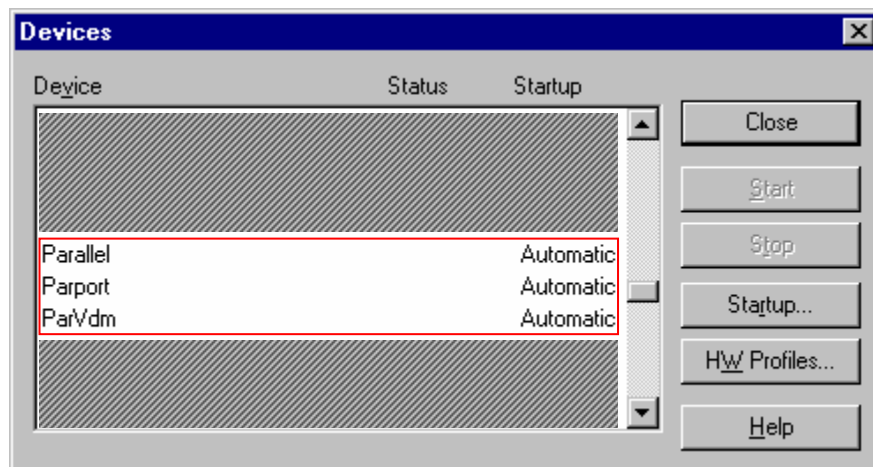


Figure 3 State of the parallel port devices if ST03A is running

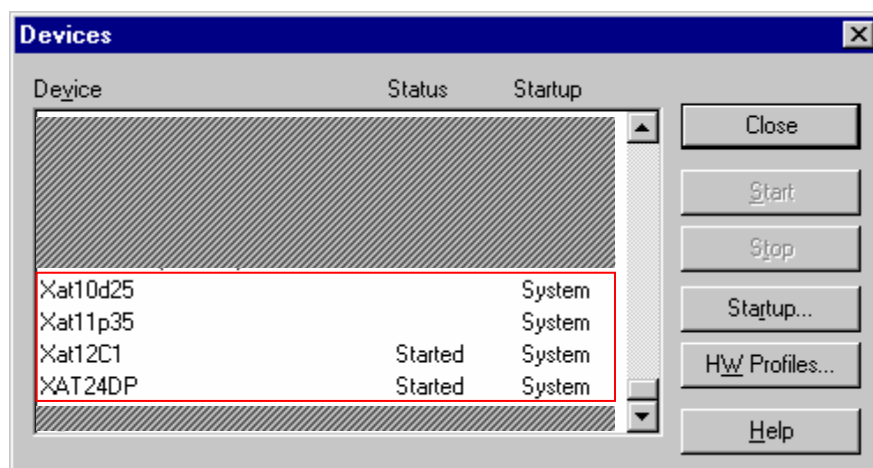


Figure 4 State of the IXXAT devices if ST03A is running

[If you use German Windows, you should see **Gestartet** instead of **Started**.]

2.8 Deactivating Parallel Port Devices (Windows NT 4.0 only)

If you get an error message during turn off of the selected parallel port device, then set the **Startup** [**Startart**] parameter of the parallel port devices to **Disabled** [**Deaktiviert**] by clicking **Startup...** [**Startart...**] (see Figure 5). If the devices had to be deactivated (see Figure 6), restart your computer. ST03A should work with your CANdy adapter after reboot.

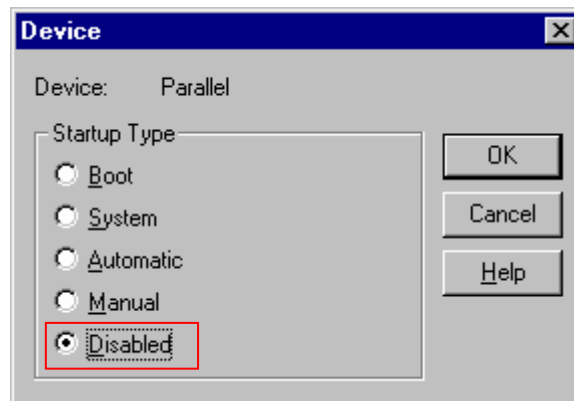


Figure 5 Selecting the startup type

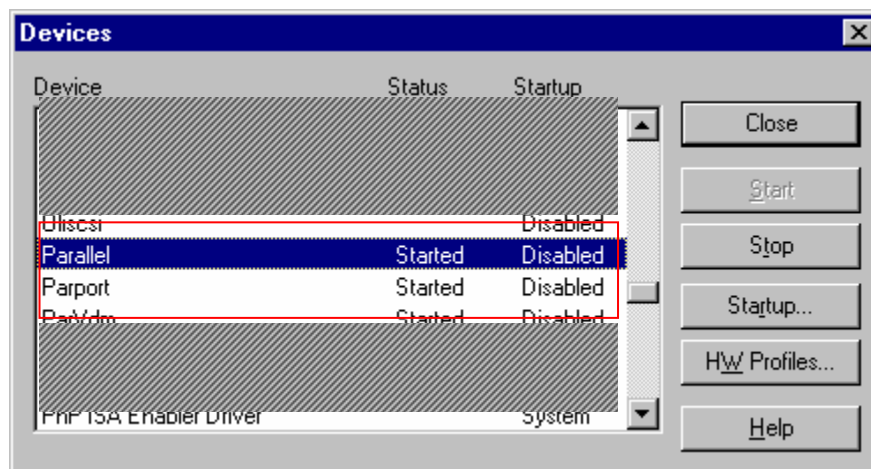


Figure 6 Disabled parallel port devices

IMPORTANT

If you encounter any problems with other software probably using the parallel port, reset the **Startup [Startart]** parameter of the parallel port devices to **Automatic [Automatisch]** and restart your computer.

2.9 ACMPI and CANdy

Sometimes you cannot initialize the IXXAT CANdy driver (or a lot of error messages are displayed by Minimon32 when you try to read from the CAN bus) despite of that you have tried everything described in the Installation Guide and this manual. On some machines the problem can be solved by disabling the ACMPI (power management) feature of the operating system.

IMPORTANT

The ACMPI feature is a base component of Windows. You need the installation media to turn it off. In worst case (e.g.: Windows NT4.0) you must reinstall your operating system.

This operation requires an IT expert.

2.10 Check Service Board

Finally, you should also check whether the connectors of the SB03A's CAN-repeater (see Figure 1) are properly connected (in case you use this type of Service Board).

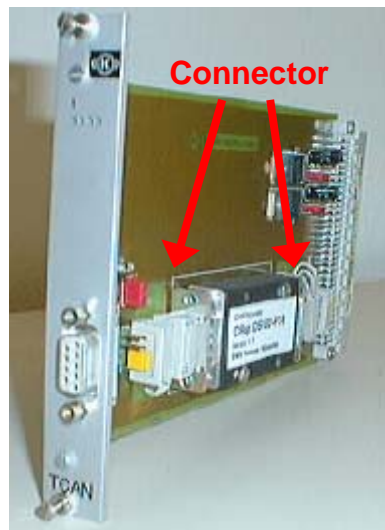


Figure 7 SB03A's connectors