

# VIDEO SYSTEMS

## Adding Intelligence to Video

### TECHNICAL BULLETIN

Date: 10/22/02

Technical Bulletin TB\_102202

Subject: Intellex 2.4: Missing COM Port in Text Setup Screen

**Purpose:** This bulletin identifies two solutions to when the COM port does not show up in the Intellex 2.4 text setup screen.

**Issue:** Occasionally when installing the single USB to RS232 adapter that is provided with the Premier version of Intellex 2.4, the COM port does not show up in the Intellex text setup screen. If you check the Windows device manager it appears that the COM port is assigned and working properly. There are two reasons why this could happen.

1. This can occur when Windows installs one of the components of the ATEN device driver incorrectly.

**Solution 1:** The solution is to manually select the correct driver component. The following procedure will restore proper operation of the USB to RS232 adapter in Intellex.

1. Exit Intellex to the Windows desktop.
  2. Click, Start, Settings, Control Panel and select System.
  3. Click the Device Manager Tab and expand the Ports selection.
  4. Right click on the ATEN USB to Serial Cable and select Properties.
  5. Click the Driver Tab and select Update Driver.
  6. Click the Next button.
  7. Select "Display a list of all the drivers in a specific location, so you can select the driver you want" and click Next.
  8. Select USB to Serial Port [6/20/2000] and click Next.
  9. The Update Driver Warning message will appear warning that the current driver may be a closer match than the driver you selected, click Yes.
  10. Click Next.
  11. Click Finish and Close.
  12. Reboot the system.
2. This issue can also occur if there is no modem installed but there is a DOS Window Support program installed that attaches the COM port.

**Solution 2:** The solution is to uninstall the program.

1. Click on Start, Settings, Control Panel, Add/Remove Programs.
2. Uninstall "US Robotics 56k Fax PCI DOS Box Support".
3. Reboot the system.

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