



TROUBLESHOOTING GUIDE

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REVISION: A

PROBLEM: No communications to panel using a serial (polling cable).

TROUBLESHOOTING TIPS:

- 1) Verify your computer meets the recommended computer specifications and you are using a supported operating system. Refer to the Continental Website (www.cicaccess.com) for documentation on the minimum computer specs.**
- 2) Verify the Windows Firewall is turned off. You must check this in your services. Click on “My Computer/Manage/Services”. Verify the “Windows Firewall/Internet Connection Sharing (ICS) is stopped and disabled. This doesn’t apply to Windows 2000 professional.**
- 3) Reboot the computer and the application. Many times a comport will lock up on a PC. Start the program and verify if you have communications to the panel.**
- 4) Check the back of the PC. Verify your serial (polling cable) is connected to the correct comport on the PC. If there are multiple comports, verify you have the cable connected to the same comport that is configure in the CA3000. If unable to confirm which comport is what, switch cable to the other 9 pin port.**

- 5) Verify the CardAccess software is configured properly. Check “Configuration/Comports” and verify the correct comport is configured. It should be configured for cable, and the proper baud rate. There are certain hardware configurations that require operating at a lower baud rate. Configure comport for 9600 baud until the problem is resolved.
- 6) In the software, check “Configuration/Panels” and verify your panel is configured for the correct address and the correct comport.
- 7) Verify your cable is connected to the correct pins on the panel. A common error while wiring to the 8 door panels, is the 3 wires are connected to a 6 pin comport connector. This is incorrect, the 3 wires should be connected to the 16 pin polling connector. Refer to the associated panel installation guides for wiring information and board layout. The typical 3 wire connection from a 9 pin serial port is as follows:

PC (9 pin)

Panel (16 pin polling connector)

2	-----	4 (txd)
3	-----	5 (rxd)
5	-----	6 (gnd)

NOTE: The continental polling cables have 3 wires, a purple, red, and brown wire. The purple wire connects to pin 4 on the panel. The red wire connects to pin 5, and the brown wire connects to pin 6 on the panel. If you have an ohmmeter available, check continuity on the wiring. REMOVE ANY adaptors you have in line with the polling cable. Quite often, these adaptors swap wires.

8) The PC, the polling cable or the panel hardware can cause a communications problem. You must isolate where the problem is located. To determine if there is a problem with your comport or cable, you can use Windows hyperterminal. (Note: In Windows 2000 and Windows XP, hyperterminal is loaded by default. In Windows 2003 server, you need to add it in under “Add/Remove programs, add Windows components). To execute hyperterminal, click “Start/Programs/Accessories/Communications”. Configure HyperTerminal to communicate out comport that your CardAccess software is configured to use. Configure HyperTerminal as below:

New Connection: Type any name

Direct using: Set to the Comport the polling cable is connected to.

Bits Per Second: 9600

Data Bits: 8

Parity: None

Stop Bits: 1

Flow Control: None

Note: If a message displays “Comport is already in use”, this means another application is already configured to use the same comport. You must end the other application before continuing. Quite often a palm pilot or handheld computer application is running and using the same comport.

After configuring HyperTerminal, you must remove the txd and the rxd wire from the panel. Twist these two wires together. Leave the gnd wire connected to the panel. Type keys on your keyboard. You should see the data you are typing on the HyperTerminal screen. This is a loopback test. When you type data, the data is sent out the comport through the cable, and looped back. If you don't see the data you are typing, this means there is a problem with your comport or cable. If you do see the data you are typing, this means you could have a hardware problem on the panel causing the communications problem.

- 9) Another test you can perform is with a DC voltmeter. Remove the txd and the rxd wire from your panel (do not twist them together). Leave the gnd wire connected to the panel. Set up your DC voltmeter for DC volts. Connect your black (negative) lead to the gnd pin on the panel. Connect your red (positive) lead to the wire you removed from the rxd pin. You should measure approximately -10 volts. Move the red (positive) lead to the wire you removed from the txd pin. You should measure 0 volts. If no voltages are present on either wire, the comport or cable is possibly defective. If the measurements are reversed, there is a good chance your cable wiring is reversed.**
- 10) Verify the address switch on the panel is set properly (for panels with dip switches, the setting for address 1 should be, switch 1 pushed down on the left, all other switches pushed down on the right). Refer to the panel installation guide for all switch and jumper configurations.**