

B & K Components, Ltd.

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11 Steps to Help Solve Common Pre-Setup Issues with B & K Products and RS232 (BKcSuite)

1. Make sure your PC meets the minimum requirements outlined in the BKcSuite documentation.
2. Make sure the B & K product is hooked up to the PC's serial (**Not Ethernet or Network**) port.
3. Be sure to select "Local COM" in the BKcSuite software, as "Network" is currently unsupported.
4. If the unit will not communicate via rs-232, the first thing to do is perform a complete factory reset on the unit. See unit documentation on how to execute this procedure.
5. Know how to set the COM port protocol in your version of windows :

For Windows 9x/Me, click the "Start Button", point to "Settings" → "Control Panel" then click to open the "Control Panel". Find the icon labeled "System" and double click it. This will open a window called "System Properties". Depending on the speed of your computer, it may take a few minutes to open. Locate the tab labeled "Device Manager", click on it and scroll down until you find a section labeled "Ports". Click the small "+" sign located next to "Ports" to expand the tree and view the installed communication ports. Select the proper COM port that corresponds to the port on the PC that the B & K product will be physically attached to, then locate and click the "Properties" button. This will open a "Communication Properties" window. Locate the tab in that window labeled "Port Settings" and click it, and skip to section 6 of this document.

For Windows 2000 / XP, click the "Start Button", point to "Settings" → "Control Panel" then click to open the "Control Panel". Find the icon labeled "System" and double click it. This will open a window called "System Properties". Depending on the speed of the computer, it may take a few minutes to open. Locate the tab labeled "Hardware", click it and locate a button labeled "Device Manager", and click that. This will open another window labeled "Device Manager". Scroll down and locate a section labeled "Ports". Click the small "+" sign located next to "Ports" to expand the tree and view the installed communication ports. Select the proper COM port that corresponds to the port on the PC that the B & K product will be physically attached to and double click it. This will open a "Communication Properties" window. Locate the tab in that window labeled "Port Settings" and click it. Go on to section 6 of this document.

6. Set the proper communication properties. The Parameters should be entered as follows:

Data Bits = 8, Parity = None, Stop Bits = 1, Flow Control = Xon / Xoff. There will also be an advanced button in the window, locate and click it. There you will find the "FIFO Buffer" configuration. Most modern computers have

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the ability to take full advantage of these buffers, so it is recommended to enable them and drag their sliders to the “max” setting. Click “OK” to all windows and prompts to return to the “Control Panel” then you can close the “Control Panel”.

7. Disable any and all power management services including any UPS (not brown) services.
8. Disable any palm computer / PDA syncing software and services such as Hot Sync Manager, Palm Sync, Clie Connect, etc.
9. Disable any other RS-232 / serial protocol programs such as CK1.2 Keypad Editor, SR10.1 Remote Editor, serial controllers such as Weatherbug’s external display, or FEDEX / UPS freight scales.

For Windows 9x/Me, press “ctrl – alt – delete” on the keyboard to open the “Close Program” window, select any of the above mentioned software or services and select the button labeled “End Task”. Do this as many times as necessary to close all potentially offending software and services. Then you may close the “Close Program” window.

For Windows 2000 / XP, press “ctrl – alt – delete” on the keyboard to open the “Windows Task Manager”. Locate and click on the tab labeled “Applications” and select any of the above mentioned software or services and select the button labeled “End Task”. Do this as many times as necessary to close all potentially offending software and services. In addition locate and click on the tab labeled “Processes” or “Services” and select any of the above mentioned software or services and select the button labeled “End Process”. Do this as many times as necessary to close all potentially offending software and services. Then you may close the “Windows Task Manager” window.

10. In case you encounter any “Out Of Memory” or “Out Of Resources” errors, again, be sure your PC meets the minimum requirements outlined in the BKcSuite documentation. Close all other unnecessary programs running in the background. It is recommended that you let windows manage your virtual memory, however, if you manually set the virtual memory size in windows set it at least 1.5 times your actual RAM size.
11. If you run into other problems running the BKcSuite such as missing file errors, random closing of the program, or any other type of irregular error, un-install the program, re-start your pc, then re-install the program making sure that you are installing it under the user profile that needs to run the program, and that you have administrator rights when installing the program (Windows 2000 / XP).