

## Keyspan Installation Troubleshooting Guide

## **Keyspan Issues**

Once installed the Keyspan adapter is assigned a COM port. Normally the lower numbers work best – COM1, COM2, or COM3. Contributions works best with COM 3 normally but depending on the configuration of the PC it may be better to assign the adapter to another COM port.

Symptoms of possibly needing to reassign the Keyspan adapter to another COM port can include errors when scanning or scanning with no check images appearing.

The process to change the COM port assignment is as follows:



1. Open the KeySpan Serial Assistant.





🖗 Keyspan USB Serial Adapter (USA19H) Assistant 💦 🔲 🗙			
Adapter Status Properties Port Mapping Diagnostics Help			
USA19H-1 -  COM3: Idle			

2. The Keyspan adapter should show under Adapter Status. COM3 is the preferred COM port.

1	21	Keyspan USB Serial Adapter (USA1	9H) Assistant 💦 🔲 🔀
	A	dapter Status Properties Port Mapping	Diagnostics Help
		Adapter Serial Con	iguration
		Adapter USA19H-1	COM3:
		Endpoints: C High Performance (Bull	<) 🄄 Compatible (Interrupt)
		Serial Port Options Port COM3: IDLE Test This Port Transmit Completion Timing Advance Standard (Default) Receive FIFO Buffer Size 16 (Default)	Serial Test Options Test Mode Test Mode Ext. LoopBack Int. LoopBack Test Type Quick Continuous Test Speed: 230400 Baud
		Update Configuration	PASSED *

- 3. It is useful to Test the Keyspan adapter.
- 4. Press Test This Port.
- 5. The Serial Test Status should say Passed.
- 6. If it says Failed then the adapter should be changed to another COM port.



## FAITH | Fellowship One



🛩 Keyspan USB Serial Adapter (USA19H	) Assistant 📃 🗖 🔀
Adapter Status Properties Port Mapping Dia	anostics Help
COM3 Idle Keuspan USB Serial Port I	(COM3)
🔲 Show All COM Assig	gnments
This COM port is in use and currently Idle	
COM and an an in a few selected a databases to	
LUM port mapping for selected adapter port:	CUM3 (in use)
Adapter Part Mapping Made (Phys & Play	COM1 (in use)
Adapter Fort Mapping Mode (Flug & Flag	COM2 [in use]
• Dynamic C G	e COM4 (in use)
	COM5
Delete All Keyspan USB Serial Adapter (USA	1COM6 pings
	СОМ9

- 7. To change the COM port, select the dropdown beside "COM port mapping for selected adapter port".
- 8. Change the adapter to COM1 or COM2.



9. Click Yes at the Com Port change message.



10. Click OK at the confirmation off the change.





Keyspan USB Serial Adapter (USA19H) Assistant				
COM2 DISC Keyspan USB Serial Port (COM2)				
Keyspan Serial Adapter Update Driver Configuration 🛛				
Update Driver Configuration Before Exiting?				
Yes No Cancel				
COM port mapping for selected adapter port: COM1 (in use)				
Adapter Port Mapping Mode (Plug & Play Instantiation Method)				
O Dynamic C Geographic				
Delete All Keyspan USB Serial Adapter (USA19H) COM Port Mappings				

- 11. Click the X to close the window.
- 12. Click Yes to Update the Driver Configuration.
- 13. It may be helpful to unplug the adapter and then plug it back in to the USB port to reset the adapter.

