

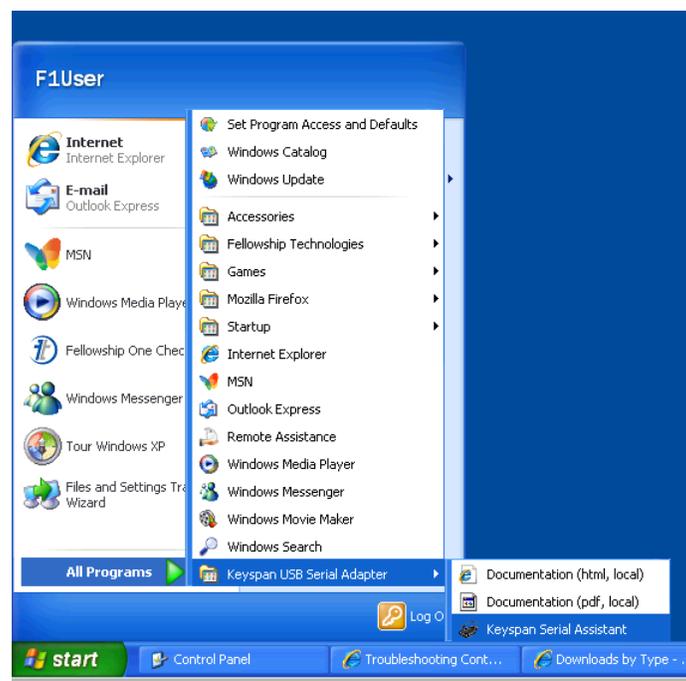
Keyspan Installation Troubleshooting Guide

Keyspan Issues

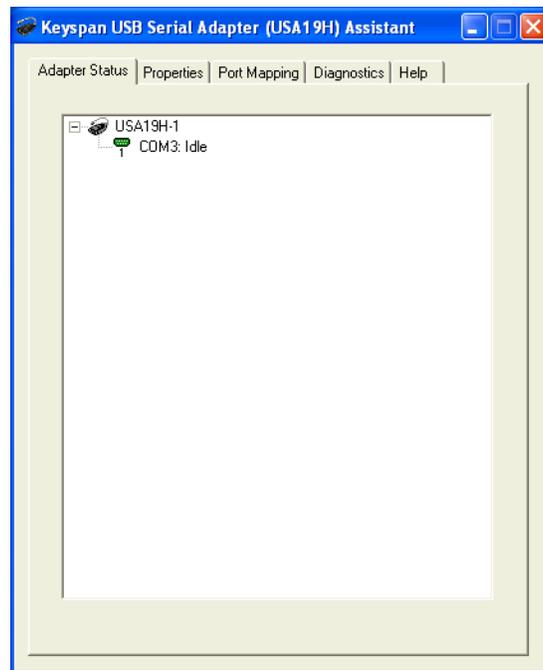
Once installed the Keyspan adapter is assigned a COM port. Normally the lower numbers work best – COM1, COM2, or COM3. Contributions works best with COM 3 normally but depending on the configuration of the PC it may be better to assign the adapter to another COM port.

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.

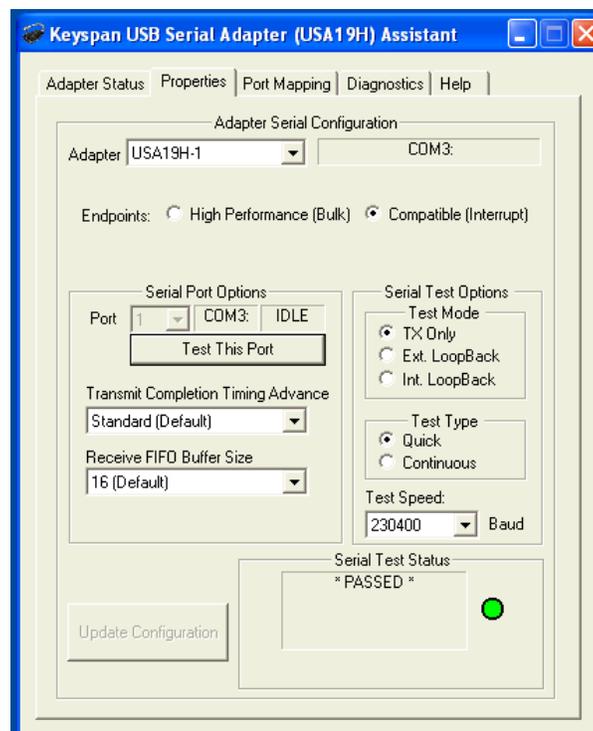
The process to change the COM port assignment is as follows:



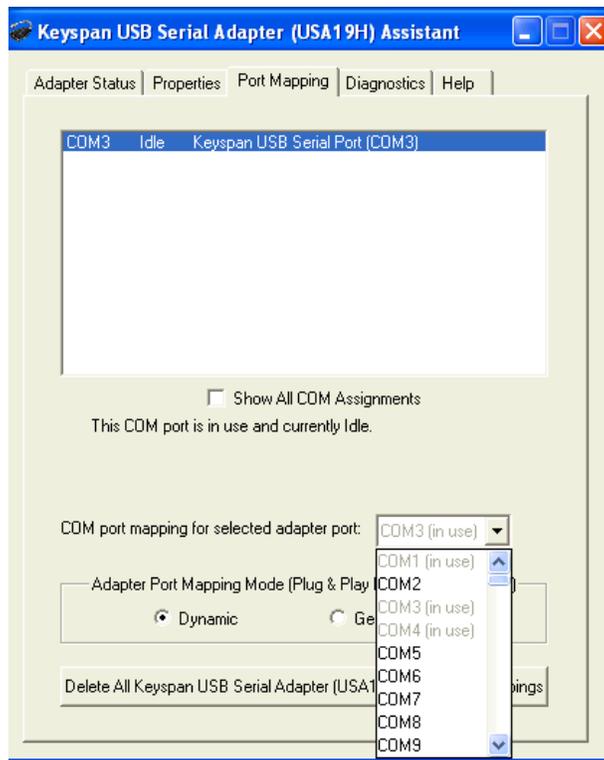
1. Open the KeySpan Serial Assistant.



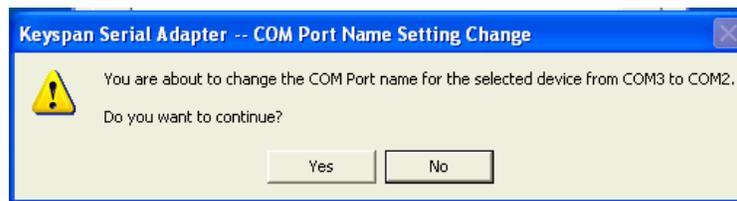
2. The Keyspan adapter should show under Adapter Status. COM3 is the preferred COM port.



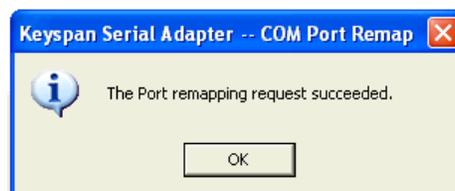
3. It is useful to Test the Keyspan adapter.
4. Press Test This Port.
5. The Serial Test Status should say Passed.
6. If it says Failed then the adapter should be changed to another COM port.



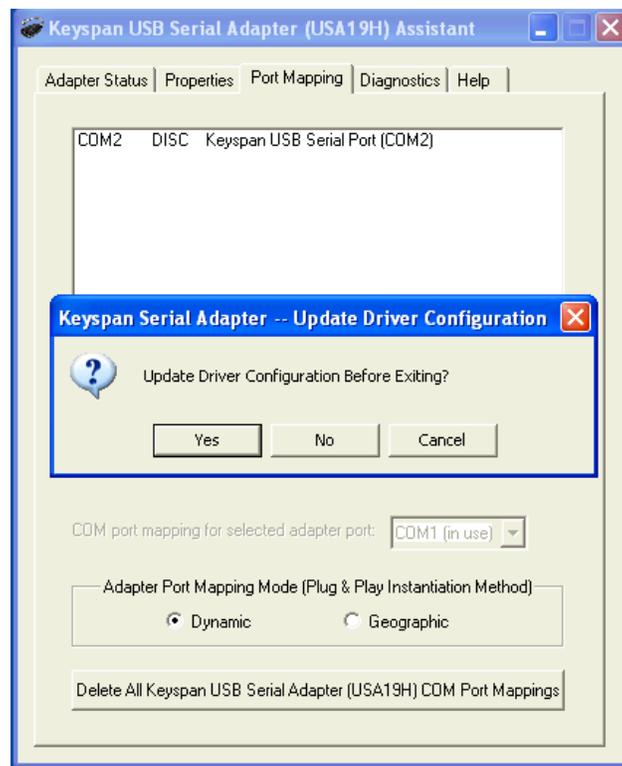
7. To change the COM port, select the dropdown beside “COM port mapping for selected adapter port”.
8. Change the adapter to COM1 or COM2.



9. Click Yes at the Com Port change message.



10. Click OK at the confirmation off the change.



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.