

42.0 Dongle Troubleshooting Guide

If you are experiencing problems getting the dongle supplied with your software to work. Please follow this guide through and test the dongle along the way before contacting technical support, as we will only ask you do all the following steps to rule out ALL the typical setup problems.

1. Verify the dongle driver has been installed

In order for the dongle to be recognized the dongle driver and supporting files must be installed.

You can do this after:

1. Switching the computer off
2. Firmly plugging the dongle into the computer
3. Restarting the computer, and
4. Then running the installation of the Future Corporation software from the Program CD that came with the dongle and clicking on 'Dongle Setup' from the installation window and following through the prompts.

2. Typical Error Messages and what to do:

Error 0x37 (Decimal 55) "Security Device was not found"

This error may occur under the following conditions:

1. A parallel port dongle was not connected when the Future Corporation software was installed.
 - Resolution - Follow instructions at 1. above.
2. The CMOS properties of the computer may need to be adjusted.
 - Resolution - Follow instructions at 4. over.

Error 0x02 - Parclass.sys not found

- Resolution - Verify the related Future Corporation software has been correctly installed.

Error 1068 - No parallel port or dongle not attached

1. Verify the dongle is firmly attached to the printer port
 - Resolution - Ensure that the dongle is securely attached to the parallel port by threading the retaining screws firmly into the port on the computer. A dongle that is not firmly attached may cause communication problems.

Are the connector pins facing toward computer?

- Resolution - Remove the dongle from the (Serial) port and reinstall on the printer port.

NOTE: Serial port voltages may damage the dongle.

2. Ensure the CMOS properties are set appropriately
 - Resolution - Follow instructions at 4. over.

3. Is a printer is attached to the dongle?

- If the dongle operates:

1. With the printer not attached to the dongle, or
2. Only with the printer turned on

The problem is most likely due to either a poor driver characteristic of parallel port or heavy loading from the printer.

- Resolution - Install the dongle on a different parallel port or computer, keep the printer on and upgrade the printer driver. If this does not correct the issue return the dongle for a replacement.

4. Changing Parallel Port Setting in CMOS

The dongle is fully compatible with parallel printer ports placed in all modes, including ECP, EPP and bidirectional modes. However, certain configurations on some computers do not allow communication with our dongle. Changing this setting will usually clear up this communication problem. Follow these steps to change this setting:

1. Restart computer and enter the Setup (CMOS). Most computers will give instructions on which button to hold down during the boot process to enter Setup (commonly DEL, F2 or F8). If this is not displayed please refer to the manufactures documentation to determine how to enter Setup
2. Navigate to the Parallel Port Setting. Most often the Parallel Port Setting can be found under the Advanced Menu then I/O Device Configuration or Peripheral Setep. (Read instructions on the bottom of the screen to determine how to navigate and change settings)
3. Change the port setting from the current setting to one of the other settings (common Port settings are ECP, EPP, ECP+EPP, Normal). It may be necessary to try each one before finding that correct combination for the computer
4. Save and Exit the Setup
5. Attempt to communicate with the dongle again

5. Still cannot get the dongle to work?

In that case please contact Technical Support at tech@future-1.com