

March 23, 2001

Log #: TS-0110

## DCT1900 CSM/CSS COM2 PROBLEM

### Overview

The Cordless System Manager and Cordless System Statistics (CSM/CSS) are used to initialize and administrate the Freeset DCT1900. The problem is that when using Windows 2000 or Windows NT, the CSM and CSS will not run at all if both COM1 and COM2 are not available. While COM1 is needed to communicate with the Freeset CPU, COM2 is needed to program Portable Telephones. If there is no need to program Portable Telephones, you may wish to use a laptop or PC with just one COM port, set as COM1, in order to communicate with the Radio Exchange. This is the case many times when a Technician is on site with a laptop without a Serial I/O card or if there is an address or IRQ hardware conflict because of another PC device, such as a modem. This can also be a problem for remote access to a Radio Exchange.

This problem has been isolated to Windows 2000 and Windows NT operating systems.

### Problem

If no COM1 or COM2 port exists, an error occurs when the CSM executable is run. A DOS window will pop and read something to the effect of "The system **cannot open COM2** port requested by the application. Choose "Close" to terminate the application." (see Figure 1). This problem occurs on Windows 2000 and Windows NT operating systems. This problem is a result of how the CSM is initializing. Both COM ports will be initialized during startup and this causes an error if COM2 doesn't exist. The operating system will kill the CSM program.

### Work around

The work around is an intermediate solution until the CSM has been modified in a future release.

1. Start CSM (dct.exe - CSM must be started from a DOS-prompt and not from a Windows shortcut).
2. Click Ignore (see figure 1).
3. This will cause a program crash (==> division by zero).
4. Start CSM (dct.exe) again.
5. The CSM or CSS will now run even if a COM2 port does not exist.

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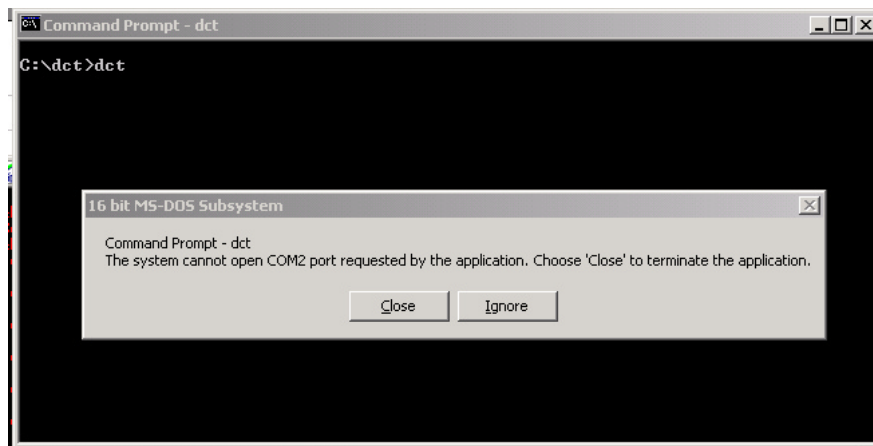


Figure 1