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Procedure

Re-establishing Communication with Default COM Ports After Installing a New Driver or Card

Background

After installing a new driver or adding a new card, service engineers may notice that Print Console and/or Service Shell cannot communicate with the server or the output device. There is no communication with the default COM port:

- COM3 for Print Console
- COM4 for device diagnostics

This problem occurs because Digi® 4-port cards (Classic4 and AccelePort® Xp) are configured for the wrong COM ports, usually COM7, COM8, COM9, or COM10 instead of COM3, COM4, COM5, or COM6. The "phantom" ports are created when:

- An old card was not uninstalled before a newer card was installed
- An old driver was not uninstalled before upgrading to a newer driver (updating the driver through the GUI does not cause this problem)

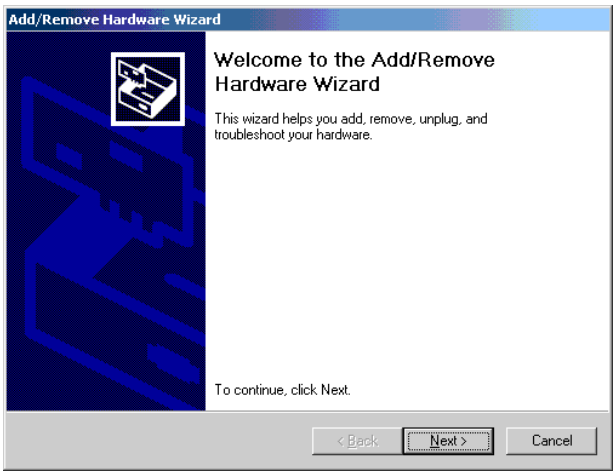
This loss of communication can happen with any version of Print Console or Service Shell running on Microsoft® Windows® 2000. To solve this problem, uninstall the phantom ports using the following procedure.

To uninstall phantom COM ports:

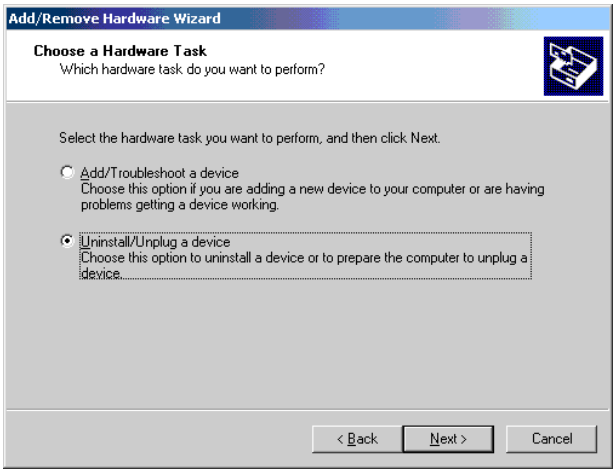
1. Select **Start > Settings > Control Panel** and double-click **Add New Hardware**.



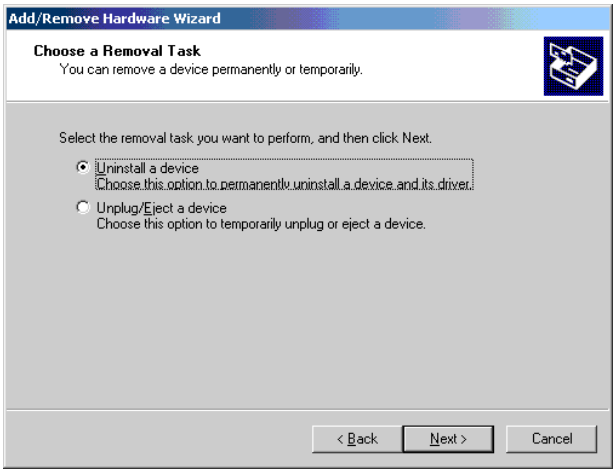
2. Click **Next** in the Add/Remove Hardware wizard.



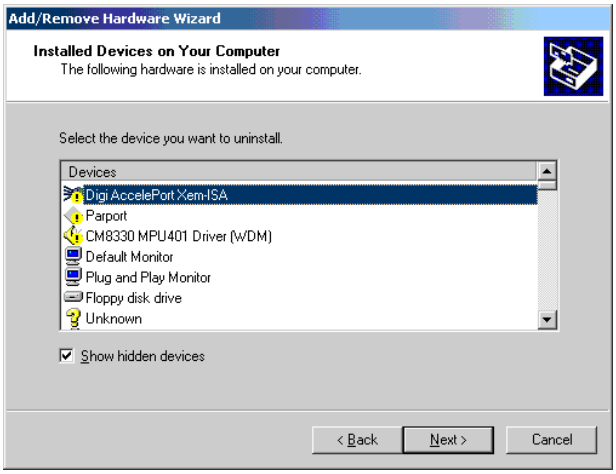
3. Select **Uninstall/Unplug a device** and click **Next**.



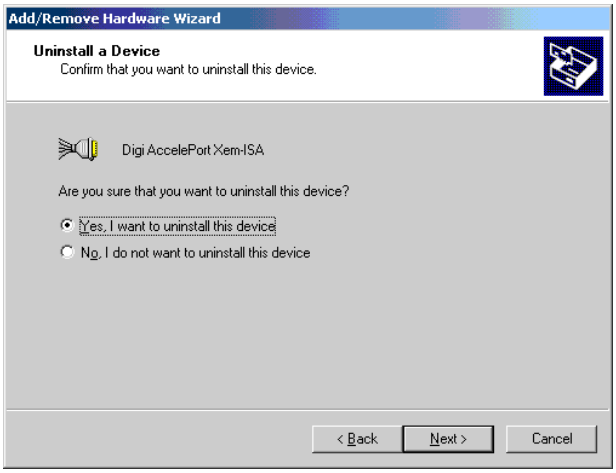
4. Select **Uninstall a device** and click **Next**.



5. Select **Show hidden devices** and then select any Digi adapter that appears. Click **Next**.



6. Select **Yes, I want to uninstall this device** and click **Next**.



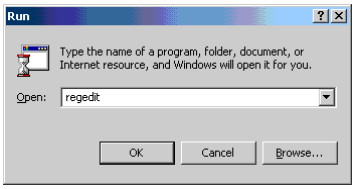
7. Click **Finish**.



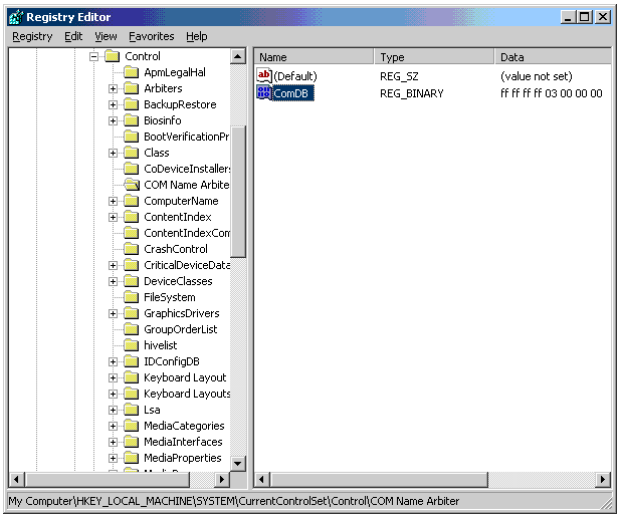
8. Repeat steps 1–7 until all Digi adapters (or ports) have been removed.

Caution: The next steps involve editing the registry. It is strongly recommended that you back up the registry before doing any editing. Careless editing in the registry may cause problems that will require the reinstallation of the Windows operating system.

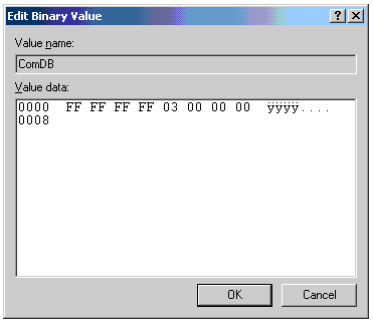
9. Back up the registry.
10. Select **Start > Run**, type `regedit`, and click **OK**.

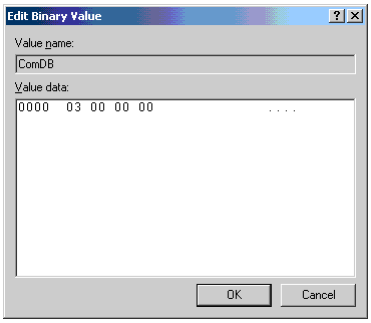


11. Open **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\COM Name Arbiter** and locate a value called **ComDB**.
12. Type `REG_BINARY` in this key. If you have phantom ports, the values in the **Data** column will be something similar to **ff ff ff ff ff...03**.



13. Double-click **ComDB** and delete the **ff**s, leaving **03** at the beginning. The image on the left shows **ComDB** before editing. The image on the right shows **ComDB** after editing.





14. Restart the machine.
15. Reinstall the new driver.

The new driver should now be able to see the COM ports that were not previously available.

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates, and proofs; professional color and copydot scanning systems; workflow management software; and proofing and printing consumables. Creo is also an original equipment manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers. Creo trades under the symbols CREO on NASDAQ and CRE on the Toronto Stock Exchange. www.creo.com

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