

ALLEN DATAGRAPH

Technical Support Bulletin

Communication Failure with Remote Panel Caused by Printer Driver

Last Update 7-14-3

All windows printer drivers grab hold of the COM port and keep programs that talk directly to com port from working. Symptoms: E56, funny characters on LCD display, plots not finishing, slow send, no input data

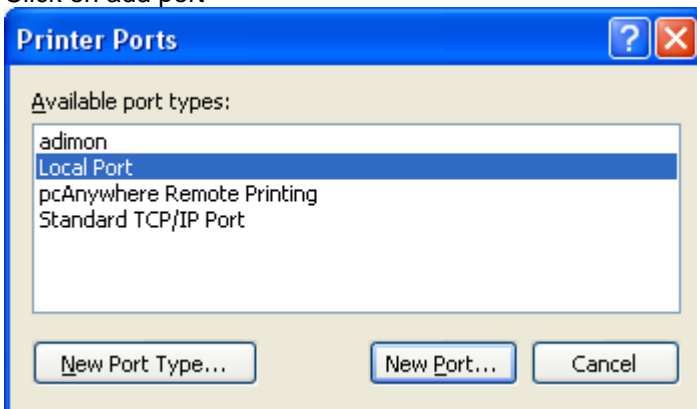
Windows XP/2000

Select Start, (settings windows 2000), control panel, printers and faxes.

Right click on vinyl cutter and select properties

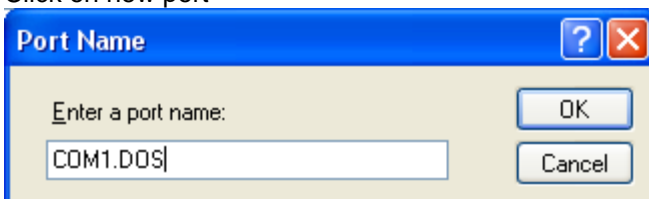
Click on ports.

Click on add port



Select local port

Click on new port



Enter COM1.DOS all caps. Change the 1 to the port to which the cutter is connected.

Use the COM1.DOS port name not the COMx port name. This causes the spooler to close the com port when it is not busy. This allows the printer driver and remote panel to work together. Click on OK.

Programs that talk directly to the cutter will have this problem.

These include Allen Datagraph Remote Panel, Sign Lab, and Graphics Advantage etc.