

The following troubleshooting procedures are designed to help solve printing problems related to the hardware key, performance problems associated with the use of the mouse, and delays at login time.

**1. Make sure you have at least EPISUITE 5 service pack 3 or later.
It can be downloaded from:
http://www.iwsinc.com/EPISuite_support.cfm**

For Win95/98 systems this service pack will also upgrade the hardware key driver file CBN.VXD to version 2.60.

Note that for NT/2000 systems the most up to date driver is install by the EPISUITE setup.

When you have problems with the key:

- check the BIOS I/O address of the parallel port and IRQ number
- check the I/O address in the Windows Device manager for a match
- check how many parallel ports there are in the system and make sure there is no conflict
- Connect the key on the proper parallel port.
- Install the new CBN.VXD.
- update the BIOS to latest revision

The following are the standard I/O addresses and IRQ number range of LPT ports

LPT 1: I/O 378h – 3BCh IRQ:7
LPT 2: I/O 278h – 378h IRQ:5
LPT 3: I/O 3BCh – 278h IRQ / any of the remaining available IRQ #

Please note that Windows 98 SE doesn't necessarily set the port in the order of I/O 378h = LPT1 and I/O 278h = LPT2; it depends on the order they were added.

WARNING:

If LPT1 is configure at I/O address 3BCh, the EPISUITE hardware key won't likely be recognized if the port LPT 1 is set at this address. This type of configuration was normally found on monochrome video cards.

CBREAD32.EXE

Run CBREAD32.EXE located in the EPISUITE 5 installation directory. This program scans all LPT ports on your system to detect the flavor of the key. Note that the key flavor found by CBREAD32.EXE must match your product flavor.

MARXPROBE

Run the hardware key-troubleshooting tool Marxprobe.exe. This tool performs extensive diagnostics of the operating system, analyzes which MARX DLLs and device drivers are installed and running for each model of MARX hard ware, and automatically downloads missing files via the Internet and installs them on the local machine. Troubleshooting information. When a problem is detected, an explanation is provided of what should be done. Report generation. A report can be saved to a file or e-mailed right from the application.

To get this tool, download MarxProbe.Zip from:
<http://www.MARX.com/support/cbox/cbn/download/cb-tools.html>

MULTIPOINT WIN95/98

To tell EPISUITE to look at a specific port to read the hardware key. This can be useful if there are more than one LPT port on the PC and both the printer and hardware key are connect to separate LPT port. The purpose is to prevent EPISUITE to read the key on the LPT port on which the printer is connect so print jobs have less chances to be affect by the process.

Execute 1 of the 3 following registry entry files from the EPISUITE cd-rom\hardware key\win95,98\multiport -95,98

P_LPT1.reg (double-click on it)
if the key is connected to LPT1:

P_LPT2.reg (double-click on it)
if the key is connected to LPT2:

P_LPT3.reg (double-click on it)
if the key is connected to LPT3:

MULTIPOINT NT/2000

To tell EPISUITE to look at a specific port to read the hardware key. This can be useful if there are more than one LPT port on the PC and both the printer and hardware key are connect to separate LPT port. The purpose is to prevent EPISUITE to read the key on the LPT port on which the printer is connect so print jobs have less chances to be affect by the process.

Execute the following registry entry file from the EPISUITE cd-rom\hardware key\win95, 98\multiport -Windows NT, 2000

NT 4 CBOX Parallel Port IO address.reg
Change the following line in the reg file "NT 4 CBOX ParallelPort IO address.reg" (to edit the .reg file right-click on it and select "Edit" from the pop-up menu).

"IoPortAddress"=dword:000003bc
to either:

"IoPortAddress"=dword:00000378
(standard address for LPT1:)

or

"IoPortAddress"=dword:00000278
(standard address for LPT2:)

If your parallel ports are not using standard addresses, enter the IO address of the port carrying the hardware key.

You then need to disable the devices querying the other ports of your system:

Control Panel > Devices

Click on MarxDev2 in the list of devices

Click "Stop"

Click "Startup..."

Click the "Manual" radio button

Click "OK"

Repeat for MarxDev3.

Restart the device querying your port:

Control Panel > Devices

Click on MarxDev1 in the list of devices

Click "Stop"

Click "Start"

Win95/98 CHECKPORTCONFLICT registry key

The purpose is to configure EPISUITE to not read the hardware key while printing through the hardware key that is if the printer and hardware key are connect to the same port. It applies only on LPT port configure as ECP mode. This is useful when printing in batch mode.

By default the hardware key is being read every 5 minutes. So if a batch print last more than 5 minutes, the key won't be read until all print jobs are purge from the spooler.

How to create the CheckPortConflict registry key

- Execute Regedit.exe
- Click on '+' sign to the left of HKEY_LOCAL_MACHINE folder to expand its branch
- Click on '+' sign to the left of SOFTWARE folder to expand its branch
- Right click on G&A Imaging Ltd folder and select New from the pop up window

- Select DWORD value
- Replace the default "New Value #1" by CheckPortConflict
- Double click on the new CheckPortConflict and type 1 as its value data
- Click OK

HKEY_LOCAL_MACHINE\SOFTWARE\G&A Imaging Ltd folder branch should appear like the registry print screen below:

