



Technical Note

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Technical Note Number: HGC 2-Tech Note-2

Technical Note Issue Date: Tuesday, August 11, 2009

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Family: Generator Controllers

Models Affected: HGC 2

Description: Infra-red communications cable not recognized by PC running Windows 2000

Background:

Customer reported being unable to communicate with HGC 2 via IR cable and suspected compatibility with Windows 2000 to be issue.

Comments:

HCT has tested and certified that the HGC 2, IR communications works well with Windows XP and Vista. Windows 2000 should operate as well but has not been tested by HCT for compatibility.

One area out of HCT control that has been identified as a potential issue is older operating systems and slower PC machines that have had many USB pieces of peripheral equipment connected and each one has been allocated a USB COM port.

Even with the equipment removed, these COM ports are NOT released by the operating system and show as not available. Eventually the machine simply runs out of COM ports to allocate and cannot recognize or install other equipment.

Solution(s):

- Upgrade to at least Windows XP (recommended)
- Manually delete equipment & reset ports using Windows system management tools (contact Microsoft)
- Re-load existing Windows operating system and reset USB port allocations