

## Technical Note #207-Troubleshooting problems with "OUPDATE"

### This technical note assumes that your computer HAS an RS-232 connector.

Modern laptop computers and some desktop machines forgo even a single RS-232 connection in favor of USB. If you do NOT have an RS-232 connector, you will need to **purchase a USB to RS-232 adaptor**. They're readily available, cheap, and replace the missing DB9 connector with one (or more) on the adaptor. After you get the adaptor and install it, proceed to the balance of this technote.

OUPDATE is a program written and furnished by Eventide. It is used to transfer new program and operating system data from your PC to our products. The normal sequence of operation is to

- Download the product software update from our server
- Download OUPDATE from our server
- Connect your PC to your Eventide unit (Eclipse, 7000 Series, Orville, H8000) via an RS-232 cable
- Use a special power up sequence to start your unit
- Run OUPDATE

OUPDATE then performs the data transfer and notifies you when it has completed.

As with anything involving a PC and RS-232, difficulties are occasionally encountered. Compatibility and performance have improved in recent years, and Windows 2000 and Windows XP have proved to be reasonably stable and reliable. Reported problems with OUPDATE tend to be in one of two areas: Connecting the PC to the Eventide unit, and problems during the data transfer. Herewith some troubleshooting hints:

### Connection Problems

A connection problem typically manifests itself as OUPDATE reporting "Communication Startup Failed" after a brief countdown. Meanwhile, "AWAITING CONTACT" continues to be displayed on the Eventide product.

We have found the **most likely** by far to be the use of the WRONG "RS-232" cable. Unfortunately one cannot tell by looking which is a "standard" cable and which has reversed or otherwise offbeat connections. The cable you need is a "thru" cable. It has a 9-pin male connector on one end, and a 9-pin female on the other. The cable is wired with like-numbered pins connected to each other on both ends, i.e., pin 1 to pin 1, pin 2 to pin 2, etc. At least one known-good cable is a "Radio Shack #26-117B Shielded RS-232C Cable 6' ". We have also had a recommendation from a customer for a "[mouse extension cable](#)." If you pick up a random cable that has pin 2 connected to

pin 3 and *vice versa*, it won't work. Likewise, null modem cables and specialized cables likely to be shipped with UPS units and other peripherals should be not be used.

**Other possibilities:** PC COMM settings wrong. Although OUPDATE normally sets these correctly, sometimes it fails, and they need to be set manually. (This is most likely in older computers.) Set them in Control Panel / System / Hardware to:

■ Baud Rate: 115,200

■ Data Bits: 8

■ Stop Bits: 2

■ Parity: None

Occasionally **anti-virus software** will affect serial transmissions and should be disabled.

Again, the most likely problem is the cable. The same cable used for VSIGfile is used with OUPDATE, so if one works the other will. If you remain absolutely convinced you have the correct cable, you can try some of the hints given for our [Argus product](#), suitably modified. However, people who have been absolutely convinced have frequently sheepishly admitted that they were wrong. Don't feel bad or guilty about having the wrong cable. You're a good person, and RS-232 is evil. It's as simple as that.

### Transfer Problems

While modern PCs have fewer problems than older ones, transfers still can go awry due to PC problems, especially if the PC is doing something else while trying to transfer. A transfer problem is usually indicated by an error message in the OUPDATE window after contact has been established and some percentage of the update has been sent to the Eventide unit.

The first thing you should try is to exit other Windows applications. It is not always obvious when an application is running. For example, small programs such as those that automatically synchronize your Palm Pilot (and tie up the RS-232 port) can run in the background with no obvious indication other than a tiny icon in the "system tray." If that is insufficient, on many Windows versions there is a setting to control the performance of background and foreground applications. OUPDATE will work much better if this is set to **Optimize Performance for Background Services**. Otherwise it can slow down dramatically if the OUPDATE box is hidden or if applications like Internet Explorer are running or have run recently. This slowdown is a common cause of timeouts or aborted transfers. You can make this adjustment as follows:

On **Win2000** it is under Control Panel / System / Advanced / Performance Options

On **Win XP**: Control Panel / System / Advanced / Performance [Settings] / Advanced / Processor Scheduling  
Select "Background Services"

**Other version of Windows except 3.1** : Probably have a similar setting - you will have to locate it yourself.

When you are done with the transfer, **don't forget to return the optimization setting to its original value.**

**Additional OS info:**

**Windows 3.1** is NOT SUPPORTED and will not work.

**MAC:** Is not supported, but see [this information](#) about connecting to Eventide products.

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