

Technical Support's frequently asked AccelePort® Xem questions

Please visit our web site at <http://support.digi.com> for the latest drivers, firmware upgrades, knowledge base articles, FAQs, cabling and other technical information.

Please perform a physical check of the equipment with your computer system powered OFF and verify that:

- The AccelePort Xem PCI host is properly seated in the PCI slot.
- The EBI cable should be attached to the host adapter, and to the EBI IN port (NOT the EBI OUT port) of the PORTS/8em or PORTS/16em.

Note:

See the online documentation on your Digi Access Resource CDROM or go to this link to view detailed information on connecting additional modules.

<http://support.digi.com/support/manuals/combo/xem-xxxx-inst-91000743.pdf>

- The total daisy chain length from the host adapter to the last module is limited to 10 feet (3.05 meters). NO power supplies are required for the first two PORTS/Xem modules. Usually, power supplies are only required if you are attaching a third or fourth PORTS/Xem module. However, this varies with the port load and system board design.
- Power the computer system on.

Is the Digi driver installed?

- Install the Digi driver from the Access Resource CD ROM if it has not already been installed.

Note:

The driver will not install correctly unless the modules are attached correctly as stated above.

Are the ports functional?

- Verify that the Digi ports are functional using the supplied Digi loopback connector or a modem. Please use the following links to our web site for instructions on testing.

Windows NT or Windows 2000

<http://support.digi.com/support/techsupport/nonunix/win2000/hyperterm/>

UNIX

<http://support.digi.com/support/kbase/20020509155427.html>

What is the IRQ that has been assigned?

- Determine which IRQ has been assigned to the AccelePort Xem host adapter. This can be performed at the hardware system BIOS level.

Note:

If the IRQ for the PCI slot in which the host adapter is installed is set to "auto", the IRQ may be assigned and/or switched by a Plug and Play capable operating system. In this instance the only reliable source of the IRQ assignment is via the operating system's management utility, i.e., using System Information in Windows 2000, or Windows NT Diagnostics in Windows NT. With UNIX operating systems it is recommended that an IRQ be assigned within the system's BIOS since there is no means to reserve the IRQ within the OS. For help in resolving an IRQ conflict, see Digi's Technical Article (Knowledge Base):

<http://support.digi.com/support/kbase/20020717122624.html>

Does the device you have connected to the port respond properly?

- If the Digi port is functioning properly with the loopback installed, but the device you have attached does not respond properly, this would suggest that there may be a cabling problem. For information on cabling types and pinouts, please visit Digi International's web site at:

<http://ftp.digi.com/support/techsupport/common/cables/index.html>

