



*Track Master and Command Link Software
Troubleshooting Guide*

Updated – March 2004

Operating System Compatibility Statement

CDS Software is designed to operate on the Windows operating system, version 98 SE and higher.

For maximum compatibility with operating systems **other than** Win 98 SE we recommend F35 or higher ROM and TM and CL 5.4 or higher.

CDS does not guarantee compatibility with any operating system.

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PROBLEM	CAUSE and/or SOLUTION
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ISSUE # CL-1

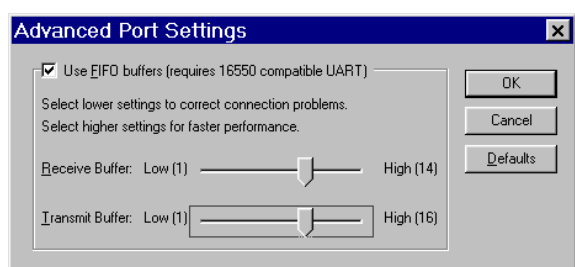
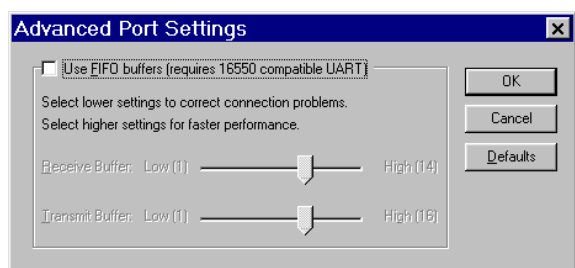
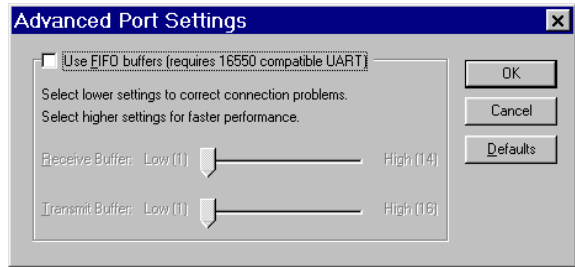
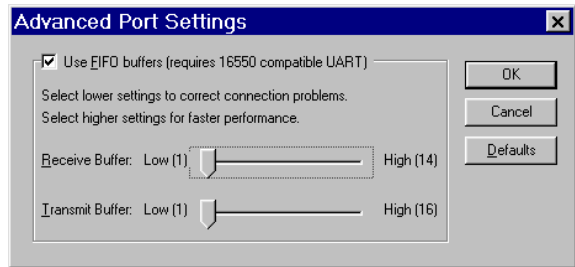
Command Link or Command View “*View Live Readings*” fails.
Problem occurs intermittently.

Applies to:

- Windows 95, 98 on certain PCs particularly Dell Notebook computers
- Windows 2000 Professional (may apply to NT 4.0)
- ALL Commander II ROM versions
- Command Link versions 5.2 and lower

Adjust COM port settings in windows as follows:

- Right Click on “**My Computer**”
- Select **Properties**
- (Click **Hardware** in Win 2000)
- Click **Device Manager**
- Double click on **Ports**
- Double Click** on the **COM Port** you are using with Commander
- Click **Properties**
- Click **Port Settings**
- Click **Advanced**
- Try each of the following setting combinations**, starting with the first one shown. **You MUST re-boot your PC after each setting change** for it to take affect.
 - After each change, press the reset button on the Commander II and then try to View Live Readings.



PROBLEM	CAUSE and/or SOLUTION
<p>ISSUE # CL-1 (Continued)</p>	<ul style="list-style-type: none"> • Click ok to get out • IMPORTANT: you MUST Re-Boot your PC for changes to take effect. <p>NOTE: You may have to try to “<i>view live</i>” repeatedly, some of the time you will get “Unable to send command” message. If you get an error message in CL, press the Reset button on the front of the Commander II just before you click the <i>View Live</i> button in CL again.</p> <p>NOTE: If you still can not <i>view live</i>, try pressing the Reset button on the front of the Commander II just before you click the <i>View Live</i> button in CL.</p> <p>Make sure green light on front of Commander II is flashing slowly before you attempt a communication command (such as <i>View Live Readings</i> etc.). If it is not, press the Reset button on the front of the Commander II.</p>
<p>ISSUE # CL-2</p> <p>Command Link <i>Upload Configuration</i> fails</p> <p>Applies to:</p> <ul style="list-style-type: none"> • Commander II ROM versions ALL • Command Link versions 5.2 and lower. 	<p>SOLUTION #1</p> <ul style="list-style-type: none"> • Perform the steps listed in issue #CL-1 (above) • If all of the above fail to solve your problem, try pressing the reset button on the Commander II right before you send it a command <p>NOTE: Make sure green light on front of Commander II is flashing slowly before you attempt a communication command (such as <i>View Live Readings</i> etc.) If it is not, press the Reset button on the front of the Commander II.</p> <p>SOLUTION #2</p> <ul style="list-style-type: none"> • If you already are running TM and CL version 5.2, update to Command Link version 5.2.86.139 (5.21 Beta, dated 1/10/01) or newer. Go to http://www.competitiondata.com/downloads and follow the link to the updates page or check the readme.txt file installed in your <i>program files\track master\documents</i> folder. • If you are running TM and CL version 5.1 or lower, you must purchase an upgrade to 5.2
<p>ISSUE # CL-3</p> <p>Command View <i>View Live Readings</i> works the first time you do it, but then fails on subsequent attempts.</p> <p>Applies to:</p> <ul style="list-style-type: none"> • Windows 2000 Professional (may apply to NT 4.0) • Commander II ROM versions 33 and lower ONLY <p>Command Link with Command View option</p>	<p>First, try the items listed in ISSUE # CL-1 (above)</p> <p>If you still have the problem, you must press the reset button on the Commander II just prior to doing a <i>View Live</i> in Command View.</p> <ul style="list-style-type: none"> • This problem is due to a quirk in Windows 2000 which we are hoping Microsoft fixes in their next release. Check their web site for the availability of a service pack for the version of Win 2000 you have. • Commander II ROM 34 and higher eliminates this problem

PROBLEM	CAUSE and/or SOLUTION
<p>ISSUE # CL-4</p> <p>Command View <i>View Live Readings</i> does not work at all with Commander II ROM 30 and lower</p> <p>Applies to:</p> <ul style="list-style-type: none"> • Windows 2000 Professional (may apply to NT 4.0) • Commander II ROM versions 30 and lower • Command Link with Command View option 	<p>Contact CDS to arrange for a ROM upgrade to your Commander II</p>
<p>ISSUE # CL-5</p> <p>Can not communicate at all with Commander II.</p> <p>Symptoms:</p> <ul style="list-style-type: none"> • Green light on Commander II flashes erratically or freezes when communication cable is connected. This will occur even if CL is not running on the PC • <i>Calibration Command</i> buttons in CL become disabled intermittently when communication cable is connected. • <p>Applies to:</p> <ul style="list-style-type: none"> • Windows ME, 2000 Professional, XP • All Commander II ROM versions. • Command Link all versions 	<p>Cause: The combination of your PC Hardware and Windows version result in an RS 232 (COM) port which does not behave per the RS 232 specification.</p> <p>The COM port is constantly sending “garbage” characters.</p> <p>Possible Solution #1: Version 5.3 of CL has been found to “fix” this problem on some PCs. If you have CL and TM version 5.2 and have this problem you will receive CL 5.3 free of charge. Contact CDS for availability.</p> <p>Possible Solution #2: Re-installation of the Operating system (windows) may be required.</p>

PROBLEM	CAUSE and/or SOLUTION
<p>ISSUE # CL-5a</p> <p>Can not download data from Commander II. (wire-transfer models only)</p> <p>Symptoms:</p> <ul style="list-style-type: none"> The <i>Retries</i> number on the CL download screen counts up, but no records are received. <p>Applies to:</p> <ul style="list-style-type: none"> Windows ME, 2000 Professional, XP Commander II ROM versions 34 and lower. <p>All Command Link versions.</p>	<p>Contact CDS to arrange a ROM upgrade (to F35 or higher) for your Commander II</p>
<p>ISSUE # CL-6</p> <p>Command View <i>View Live Readings</i> give error message “<i>out of memory</i>” when trying to view live readings.</p> <p>Applies to:</p> <ul style="list-style-type: none"> All operating systems All Commander II ROM versions Command Link version 5.3 	<p>Cause: You have signal names included in your <i>car file</i> which are not in the <i>Default Signal Attributes</i> table.</p> <p>Solution:</p> <ul style="list-style-type: none"> Start Track Master and verify that you are running version 5.3 by clicking <i>help</i> then <i>About Track Master</i>. The revision number should be 5.3.168.184 or higher Next, click <i>System</i> then <i>Track Master Options</i> then <i>Default Signal Properties</i> Check each signal used in your car file against the list of signals in the <i>Default Signal Properties</i>. Find the signals which ARE IN your car file but NOT LISTED in the Default signal properties. Click the Add... button and type each one of them in. Close Track Master and Command Link Re-start Command Link. If you continue to get this error you have not included or possibly miss-typed one of the signals. When creating new signal names, always create in TM first FIXED IN VERSION 5.3.99.190
<p>ISSUE # CL-7</p> <p>Command View <i>View Live Readings</i> give error message “<i>cds error</i>” when trying to view live readings.</p> <p>Applies to:</p> <ul style="list-style-type: none"> All operating systems All Commander II ROM versions All versions of Command Link 	<p>Cause: The PC you are using to try to <i>view live readings</i> with does not have an exact copy of the car file which was either uploaded to the Commander II (if you have internal memory Commander II) or used to prepare the memory card.</p> <p>Solution:</p> <ul style="list-style-type: none"> Upload the setup to the Commander II or prepare the memory card using the same PC as you are using for communication purposes. If your team uses multiple PC's, copy the car file from the main PC to all the other PCs which you wish to use for communication

PROBLEM	CAUSE and/or SOLUTION
<p>ISSUE # TM-3</p> <p>After copying data from 1 PC to another, you are unable to access (plot) the copied data.</p> <p>Applies to:</p> <ul style="list-style-type: none"> Track Master version 5.2 	<p>SOLUTION</p> <ul style="list-style-type: none"> Upgrade to TM version 5.3 Contact CDS by phone or check our web site, www.competitiondata.com
<p>ISSUE # CL-8</p> <p>Command Link will not run.</p> <p>When starting CL, you get a issues warning “failed to load drivers, please re-install software before contacting CDS”</p> <p>Applies to:</p> <ul style="list-style-type: none"> Command Link 5.3 Windows XP 	<p>SOLUTION</p> <ul style="list-style-type: none"> Do not use “compatiability settings on XP. Run software in “native” XP mode. Right click on the shortcut to CL on your desktop Left click on <i>Properties</i> Click the <i>Compatibility</i> Tab Make sure the “<i>Run this program in compatibility mode</i>” is NOT checked.
<p>ISSUE # TM-3, CL-9</p> <p>Either program behaves sluggishly or locks up from time to time.</p> <p>Applies to:</p> <ul style="list-style-type: none"> All versions of CL lower than 5.4 Windows XP & 2000 professional 	<p>SOLUTION</p> <ul style="list-style-type: none"> Compatibility problem. Do not run both applications at the same time. Close CL when you want to run TM, and visa versa. Resolved in CL version 5.4
<p>ISSUE # CL-10</p> <p>Communication problems when viewing live or wire transfer download.</p> <ul style="list-style-type: none"> Lots of retries when downloading. Lots of errors when viewing live with Command View Erratic or non-sensible values when viewing live with Command Link <p>Applies to:</p> <ul style="list-style-type: none"> All versions of CL lower than 5.4 <p>Windows XP & 2000 professional</p>	<p>SOLUTION</p> <ul style="list-style-type: none"> Compatibility problem. Do not run both TM and CL applications at the same time. Close TM when you want to run CL. Resolved in CL version 5.4

PROBLEM	CAUSE and/or SOLUTION
<p>ISSUE # CL-11</p> <p>Command Link will not run.</p> <p>When starting CL, you see the “splash” screen, then nothing.</p> <p>Applies to:</p> <ul style="list-style-type: none"> • Command Link 5.3 • All versions of Windows 	<p>Cause: CL 5.3 requires that you have a COM 1 serial port installed on your PC. You do not necessarily need to use COM 1 with CL, but it must be installed on the PC.</p> <p>SOLUTION</p> <ul style="list-style-type: none"> • In the windows device manager, assign your COM port to be COM 1. • Note that if you are using a USB to serial converter for COM 1, it must be plugged in to the PC for CL to start.. <p>- OR -</p> <ul style="list-style-type: none"> • Contact CDS for update to CL 5.31 or higher • FIXED IN VERSION 5.3.99.190
<p style="text-align: center;">10-28-2002</p> <p style="text-align: center;">Release of CL and TM 5.4</p>	<p>All known TM and CL issues with Windows XP are now resolved with release 5.4</p> <p>Note that Memory card configuration issues (which are operating system issues, not TM or CL issues) still exist..</p>
<p>ISSUE # PC-1</p> <p>PC does not recognize memory card.</p> <p>Applies to:</p> <p>Windows XP (all versions)</p>	<p>SOLUTION</p> <ul style="list-style-type: none"> • First, see the item in the Microsoft knowledge base located at : http://support.microsoft.com/search/preview.aspx?scid=kb;en-us:Q310772 • This article is reprinted in appendix B of this document. • The essence of this article is that you must install Windows XP service pack #1 on your machine. This can be done at this link: http://support.microsoft.com/default.aspx?scid=kb;en-us:Q322389 • If after installing service pack 1 your PC still does not recognize your memory card, follow the instructions in appendix A of this document.
<p>ISSUE # C2-1</p> <p>When using multiple sample rates in your CAR file configuration (HIGH and MEDIUM rate for example) Only the channels set to HIGH rate get recorded. The Signal List in TM offers the medium speed channels, but when you plot them there is no data in them.</p> <p>Applies to:</p> <ul style="list-style-type: none"> • All Commander II with ROM versions 41 	<p>CAUSE: This bug is triggered by “viewing live” data, zeroing sensors, or calibrating sensors and then immediately recording data. Some of the program variables were not being properly reset in the Commander II firmware after doing the “View Live” tasks.</p> <p>TEMPORARY WORKAROUND: Whenever you view live readings, zero sensors, or calibrate sensors, after you are done then re-prepare the memory card (or upload the configuration if you have an internal memory Commander II) BEFORE you attempt to record data.</p> <p>PERMANENT SOLUTION: Have your Commander II upgraded to ROM version 43. If you have ROM 41 This will be done at no charge.</p>

PROBLEM	CAUSE and/or SOLUTION
<p>ISSUE # USB-1</p> <p>Command Link issues message “Commander must be connected” when attempting to <i>view live, clear, calibrate, etc.</i></p> <p>Applies to:</p> <ul style="list-style-type: none"> • Command Link 5.4 & lower • Windows XP & 2000 • Edgeport USB to Serial adapter 	<p>NOTE: CL issues this message even though you do have the Commander II connected and have the correct COM port set in the <i>Communications Setup</i> of CL.</p> <p>Not all PC’s running XP or 2000 experience this problem.</p> <p>CAUSE: This is a bug in the edgeport software when running XP.</p> <p>TEMPORARY WORK AROUND Make a “trip” through the <i>Communications setup</i> tab in CL (click its tab then click back to <i>Commander Communications</i>) before trying to communicate through the edgeport. This activates the edgeport so that it works properly when you actually try to communicate.</p> <p>NOTE: You only have to make this “trip” once after booting CL. If you close CL you will need to do it again before communicating.</p>
<p>ISSUE # USB-2</p> <p>Command Link may get stuck in a loop when wire transfer downloading a Commander II through an edgeport USB-COM adapter. “Retries” count up endlessly and download is “stuck”</p> <p>Applies to:</p> <ul style="list-style-type: none"> • Command Link 5.4 & lower • Windows XP & 2000 • Edgeport USB to Serial adapter • Internal memory (wire transfer download) Commander II 	<p>CAUSE: This is a bug in the edgeport software when running XP.</p> <p>NOTE: Not all PC’s running XP or 2000 experience this problem. This problem seems to only occur infrequently so the usual cure is to:</p> <ul style="list-style-type: none"> • Unplug download cable • Hit reset button on Commander II • Close then re-open CL and try again. <p>If the problem reoccurs frequently then change the settings for the edgeport. Follow the instructions for issue #CL 1 at the beginning of this guide.</p>

Memory Card Driver installation for Windows 2000 & XP

If your memory card is not working (no removable drive shown in “my computer” when the card is inserted), then follow these instructions.

VERY IMPORTANT! Verify that you are using a CDS supplied memory card. There are many SRAM memory cards on the market that simply do not work **and can not be made to work** under Windows 2000 and XP.

NOTE FOR XP USERS ONLY: First verify that you have XP service pack 1 or higher installed on your PC. See issue# PC-1 (Above).

I. Driver installation Procedure

Insert Card in PC

- 1) When you first insert a memory card in the PC the Windows 2000 hardware setup process begins when the “Found New Hardware Wizard” starts. If the wizard does not start, go to the instructions below to **Update Driver for Card**.

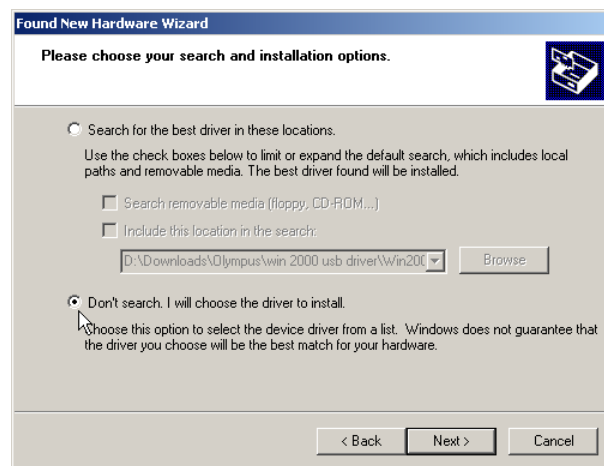
- 2) In the first screen of the Wizard, click the button to *Install from a list or specific location*.

Then click *Next*.



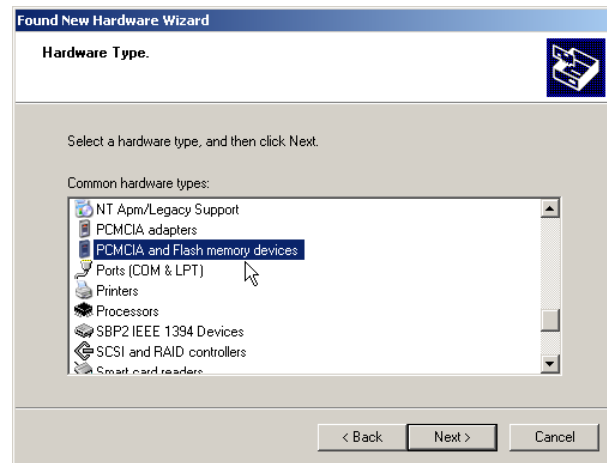
- 3) Now you should see the *Search Options* dialog box. Click the *Don't search, I will choose driver to install* button.

Then click *Next*.



- 4) Now you should see the *Hardware type* dialog box. Click on *PCMCIA and Flash memory devices*.

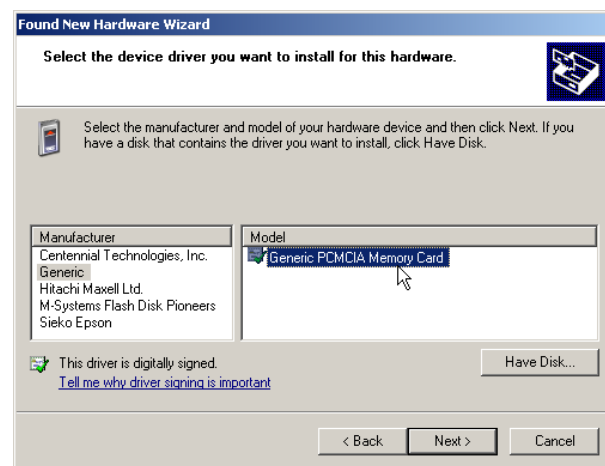
Then click *Next*.



- 5) Now you should see the *Select Device driver* dialog box. On the left side click *Generic*, then on the right side click *Generic PCMCIA Memory Card*.

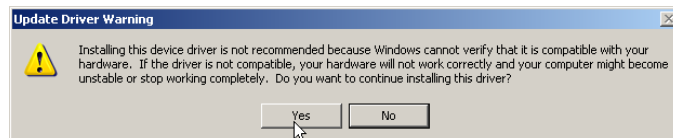
NOTE: if there is a *Show Compatible hardware* check box in the dialog. Uncheck the option.

Then click *Next*.



NOTE: You might receive a *Update Driver warning*. If you do, click *Yes*.

- 6) Click *Finish* to complete the installation. Click *YES* when you are asked to re-start windows. After windows re-starts your PC should recognize the memory card as a removable drive. (see [Verifying That Your PC Recognizes the Cards Properly](#) in chapter 1 of this manual.) If your PC still does not recognize the card, refer to the **Update Driver** section below.



If you still have problems, verify that you are using a CDS supplied memory card. There are many SRAM memory cards on the market that simply do not work and can not be made to work under Windows 2000 and XP. If you have an old card or one not supplied by CDS, contact CDS to purchase a compatible card.

VERY IMPORTANT NOTE: in windows XP and 2000 you must “Stop” the memory card before removing it from the machine. See the section [“Removing Memory Cards When Running Windows 2000 & XP”](#) in chapter 1.

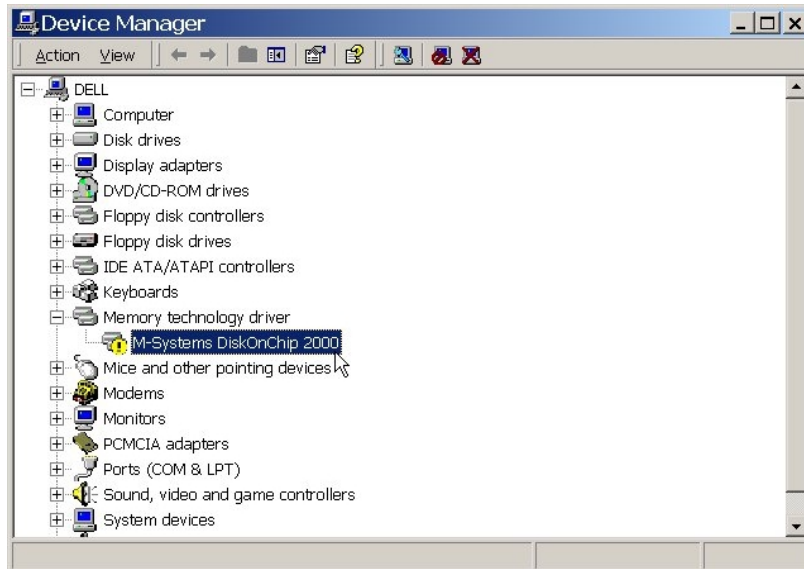
II. Update Driver for Card

if you have already inserted a memory card (before reading these instructions) and another driver has been installed for it you will not see the Wizard when you insert the card in your PC, but you probably will see a message that the card is not working properly.

Update the driver for the card as follows:

Insert Card in PC

- 1) Right-click on the *My Computer* icon on your desktop. Then left click on *Properties*.
- 2) Click the *Hardware* tab, then click *Device Manager*. You will see a list of devices installed on your computer.



- 3) Find the device in the list that is not working, as indicated by the yellow “ ! ” next to it. It will usually be listed under *Memory Technology driver* or under *PCMCIA and Flash memory devices*.
- 4) Left-click on the device then click the *Action* menu at the top and select *Update Driver*.

Now go to step 2 in the Driver Installation Procedure section (above)

Microsoft Knowledgebase article: PCMCIA Device May Not Work in Windows XP

The information in this article applies to:

- Microsoft Windows XP Home Edition
- Microsoft Windows XP Professional

SYMPTOMS

A Personal Computer Memory Card International Association (PCMCIA) device that works correctly in Microsoft Windows 98, Microsoft Windows 98 Second Edition, Microsoft Windows Millennium Edition, and Microsoft Windows 2000, may not work correctly in Windows XP. If this problem occurs, a black exclamation point (!) on a yellow field is displayed on the device in Device Manager. Additionally, no resources will be allocated to the device.

CAUSE

This problem can occur if the PCMCIA device has its configuration information in common (working) memory instead of attribute memory (where the Card information structure (CIS) and configuration registers are mapped). The Pcmcia.sys driver in Windows XP does not recognize such devices, and because of this, does not allocate resources to the device.

RESOLUTION

To resolve this problem, obtain the latest service pack for Windows XP. For additional information, click the following article number to view the article in the Microsoft Knowledge Base:

[Q322389](#) How to Obtain the Latest Windows XP Service Pack

The English version of this fix should have the following file attributes or later:

Date	Time	Version	Size	File name	Platform
25-Oct-2001	08:07	5.1.2600.17	116,352	Pcmcia.sys	Intel
25-Oct-2001	08:07	5.1.2600.17	310,784	Pcmcia.sys	ia64

STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed at the beginning of this article. This problem was first corrected in Windows XP Service Pack 1.

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Keywords: kbenv kbhw kbtool kbOSWin2000fix kbWinXPpreSP1fix kbWinXPsp1fix kbbug pc card