

# COM Test

## 1.0 Introduction

The Keri Systems, Inc. COM Test utility program is a simple program. It is designed to send a string of characters out the host computer's COM port output and see if they are echoed back to the host computer's COM port input.

It is not designed to determine if the COM port has more serious problems such as conflicts with other devices on the host computer. For these types of problems, a computer technician is required to troubleshoot the problem.

To use the COM Test utility program, unplug the connection made from the access control system to the host computer's COM port. Plug in the 9-pin loop-back plug; virtually every serial COM port will use this plug.

## 2.0 Starting COM Test

### 2.1 Starting the Program In Windows '95, '98, 2000, XP or NT

- Open the Windows Explorer program.
- Locate the COMTEST.EXE program. For a default installation, the program will be placed in the \kerisys\utils subdirectory.
- Run the COMTEST.EXE program.

### 2.2 Starting the Program In Windows 3.1

- Open the File Manager program.
- Click on the File\Run pull-down menu.
- Click on the Browse button and locate the COMTEST.EXE program. For a default installation, the program will be placed in the \kerisys\utils subdirectory.
- Run the COMTEST.EXE program.



# COM Test

## 3.0 Running COM Test

When the program begins, the following screen appears.

```
KERI SYSTEMS INC. COMM TEST UTILITY
```

```
Plug in the Keri Loopback Test plug before starting the test.
```

```
    Type C to set COM port
    Type T to test COM port
Use icon in upper left to quit the program
```

```
    PORT: COM2
    STATUS: Untested
```

Press the letter C. The following screen appears.

```
KERI SYSTEMS INC. COMM TEST UTILITY
```

```
Plug in the Keri Loopback Test plug before starting the test.
```

```
    Type C to set COM port
    Type T to test COM port
Use icon in upper left to quit the program
```

```
    PORT: COM2
    STATUS: Untested
```

```
Enter 1=COM1, 2=COM2, 3=COM3 4=COM4
```

Press the number corresponding to the COM port the host computer is using for communication with the access control network. The following screen appears.



# COM Test

KERI SYSTEMS INC. COMM TEST UTILITY

Plug in the Keri Loopback Test plug before starting the test.

Type C to set COM port  
Type T to test COM port  
Use icon in upper left to quit the program

PORT: COM2  
STATUS: Untested

Testing, please wait . . .

The COM port test takes just a few seconds. When complete, if the COM port has passed the test it is able to transfer and receive data. The following screen appears.

KERI SYSTEMS INC. COMM TEST UTILITY

Plug in the Keri Loopback Test plug before starting the test.

Type C to set COM port  
Type T to test COM port  
Use icon in upper left to quit the program

PORT: COM2  
STATUS: Passed

Exit the program as described below.

If the COM port has failed the test, the following screen appears (the error message will vary depending upon the type of error detected).



# COM Test

KERI SYSTEMS INC. COMM TEST UTILITY

Plug in the Keri Loopback Test plug before starting the test.

Type C to set COM port  
Type T to test COM port  
Use icon in upper left to quit the program

PORT: COM2  
STATUS: Failed

An error has occurred <type of error>  
Press any key to continue

Press any key to return to the beginning of the test if you wish to rerun the test. Otherwise, exit the program.

## 4.0 Exiting the Program

To exit the program, click on the Windows icon in the upper left-hand corner of the program's box and a pull-down menu will appear. Click on Close.

Remove the loop-back plug and reinstall the communication cable.

## 5.0 Troubleshooting Problems

### 5.1 If the Host Computer Failed the COM Test

If the host computer failed the COM test, there is a basic problem in transferring data through the COM port. A computer technician should examine the computer.

### 5.2 If the Host Computer Passed the COM Test, but there are Still Problems

The COM Test will pass if it tests a port with a modem installed. To verify the correct port is being tested, unplug the loop-back plug and rerun the test. If the correct port is being tested, the port should fail (since the loop-back plug is not installed). If the COM Test passes, either an incorrect port is being selected, or there is an internal problem that the COM Test does not recognize.

Some COM port problems are beyond the scope of this COM test program. These types of problems tend to involve multiple devices that are using the same resources within the computer, each device affecting the others. A computer technician should examine the computer.