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### Troubleshooting COM port selection

If the program indicates there are no COM ports available, contact your network administrator.

### Troubleshooting the ICC

If an error message appears after you present the ICC:

1. Be sure the **HID ProxProgrammer Customer Specific** disk has been installed. Refer to page 2 for installation directions.
2. If the Customer Specific disk has been installed, the ICC may be damaged. Contact Technical Support for information on a replacement ICC. 1-800-237-PROX.

**NOTE: Remember to make a backup copy of the ICCDB.SYS file. If your computer crashes, you will need this file to replace the customer specific information after reinstalling the HID Field Programmer Software.**

### CD to floppy

If you would like to create a set of floppy disks from the CD:

1. From the CD directory DISTRIB\DISK144, copy the contents of each directory (DISK1 through DISK6) to an appropriately labeled 3-1/2 inch 1.44 megabyte floppy.
2. You can now use this set of floppies to install the HID ProxProgrammer Software.