

Troubleshooting

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.