

USB Memory Device Troubleshooting

**A Test Procedure to Determine if the USB
Memory Device is Operating Properly**

Purpose

The purpose of this document is to provide instructions to help determine if the USB memory device sent with the StarSCAN Update Kit is operating properly. This procedure may be helpful when the StarSCAN Flash Device appears to not be functioning properly. Symptoms include failed StarSCAN software upgrades or flash file downloads.

Required Equipment

The required equipment for this test includes the following:

- StarSCAN tool
- StarSCAN update CD-ROM
- USB Type A to Mini Type B USB adapter
- USB memory device under test.

An adapter and the USB memory device are shipped with the StarSCAN Update Kit included with each StarSCAN scan tool. The initial Support CD-ROM will also be included with the StarSCAN Update Kit. Updated Support CD-ROMs will ship periodically thereafter.

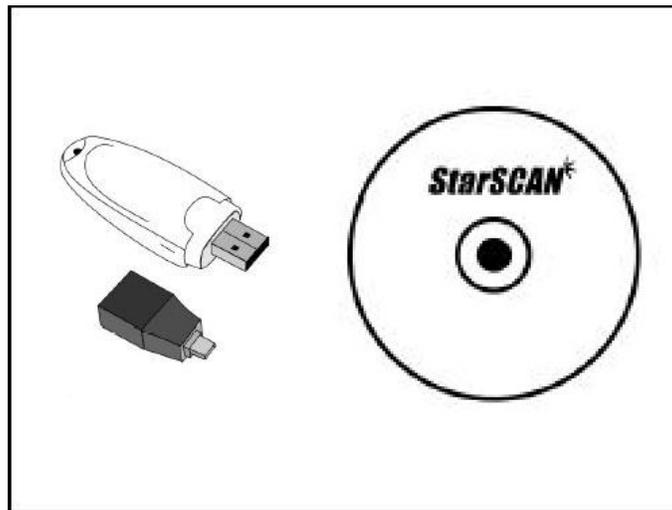


Figure 1: Required Test Equipment (StarSCAN tool not shown)

Procedure to Test USB Memory Device

Step	Action
1.	<p>Verify that the USB memory device is supported by the StarSCAN. The following versions of USB memory devices are supported:</p> <ul style="list-style-type: none"> • Kingston (recommended) <ul style="list-style-type: none"> ○ Silver 128 MB is supported ○ There is no guarantee that other sizes will be supported. • Lexar <ul style="list-style-type: none"> ○ Pink/Purple 128 MB, firmware version AL is fully supported. Most versions prior to AL are also supported. ○ A few TechConnect Clients may have problems with earlier versions of this USB memory device. <p><i>To ensure compliance, be sure to order all USB memory devices from the appropriate supplier.</i></p>

Step	Action
2.	<p>Insert the USB memory device into the TechConnect Client as shown. 1) TechConnect Client; 2) TechConnect Access Door; 3) USB Memory Device</p>

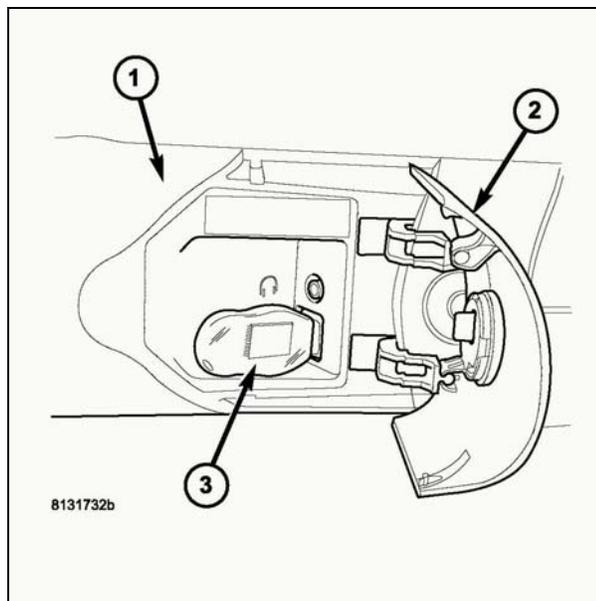


Figure 2: Inserting the USB Memory Device into the TechConnect

Step	Action
3.	Insert the StarSCAN Support CD into the TechConnect. Note: The StarSCAN Support Application will launch automatically, but will not be used in this test. Only the Readme.txt file located on the root of the Support CD will be used in this test.

Step	Action
4.	Start a Command Prompt and Windows Explorer as shown below. Both the Command Prompt and Windows Explorer are available from the Start Menu under Programs/Accessories.

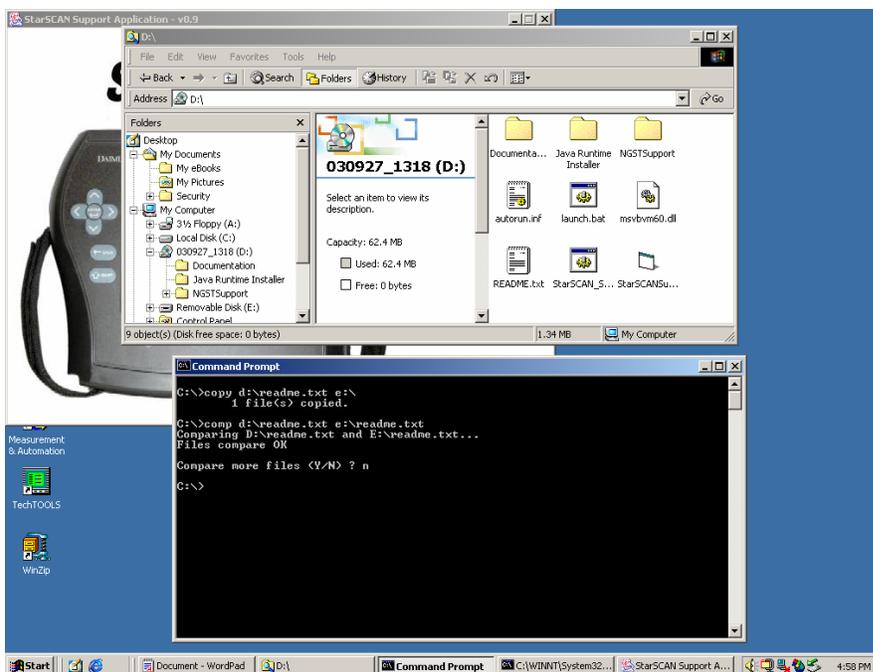


Figure 3: Command Prompt and Windows Explorer on the TechConnect

Step	Action
5.	Using Windows Explorer, determine the drive letter for the CD-ROM and the USB memory device. Note: If the USB memory device does not show up in Windows Explorer, the USB memory device may be defective or the TechConnect may have a defective USB port. If another PC is available with Windows 2000 or higher, insert the USB memory device into the PC to see if it is recognized. If it is recognized (i.e. can be seen in the Windows Explorer window), proceed to the ‘Procedure to Test USB Adapter’. If it passes this test, the USB memory device is likely functioning properly.

Step	Action
6.	<p>Run the following commands in the Command Prompt window:</p> <pre>copy d:\readme.txt e:\ comp d:\readme.txt e:\readme.txt</pre> <p>For this example, the CD-ROM drive is d:\ and the USB drive is e:\. The comp command should yield the following result:</p> <p>“Files compare OK”</p> <p>If it does not, the USB memory device is likely defective.</p>

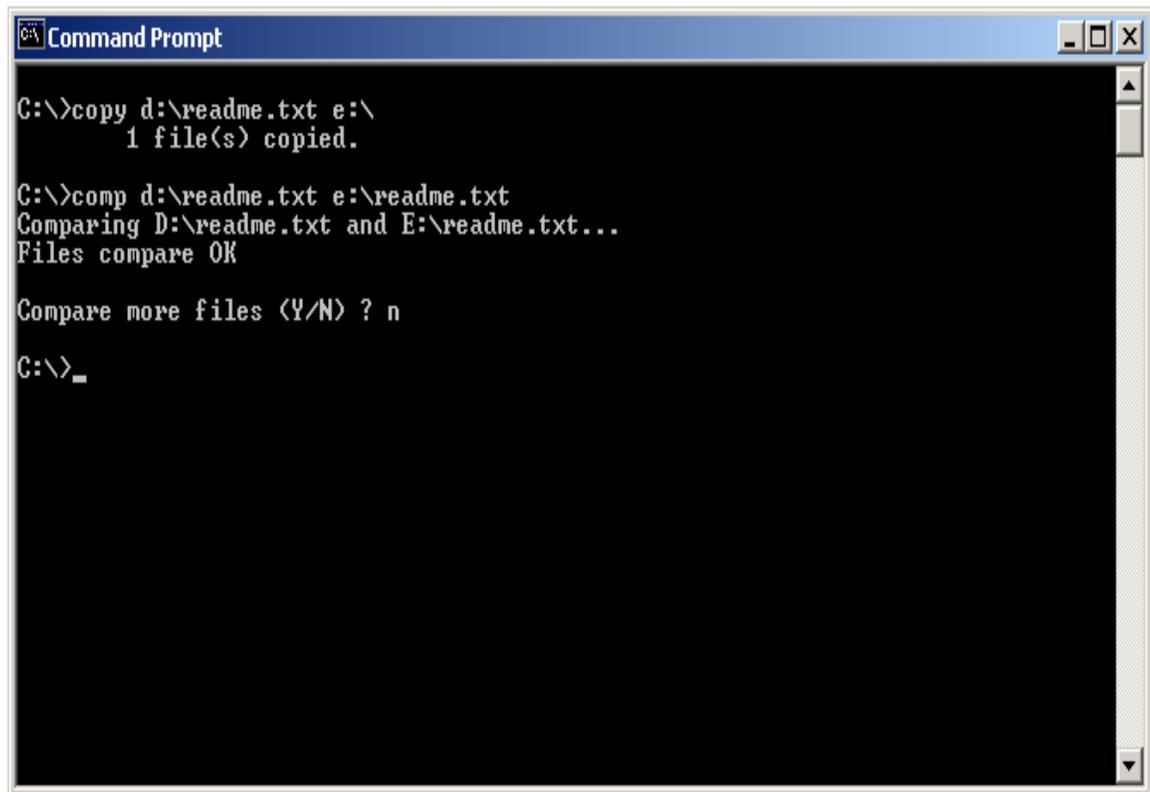


Figure 4: Command Prompt Commands Run in Step 5

Procedure to Test USB Connector Adapter

Step	Action
1.	Power up the StarSCAN tool as shown.



Figure 5: Powering Up the StarSCAN Tool

Step	Action
2.	Insert the USB memory device into the StarSCAN device using the USB connector adapter as shown.

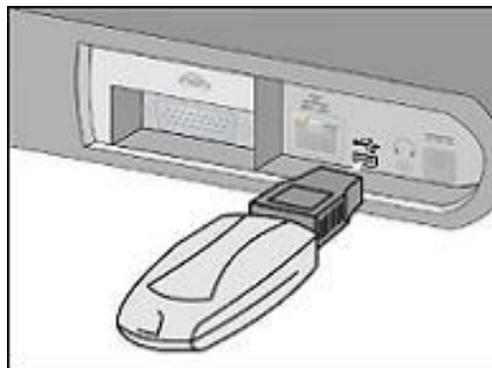


Figure 6: Inserting the USB Memory Device into the StarSCAN Tool

Step	Action
3.	Listen for a short beep. If a beep is not heard, the USB Connector Adapter is likely defective.