
Controller Communication Toolbox FAQs

1. FAQs and Troubleshooting

This section would be updated from time to time as users send us support questions.

Troubleshooting:

Issue	Potential cause	Suggested action
Communication failure	Serial port not free	Check if the serial port is available for MATLAB®
	Baud rate mismatch	Make sure that baud rates on the both the serial port settings match. If they are different, change either to match the other.
	Mismatched serial ports	Make sure that on both the computers correct serial ports are used.
	Connection issue	Make sure that the null modem cable is correct. Refer to the null modem pin out.
	Setting on calibration software	Check if the calibration software needs some setting (such as making it online) so as to enable the communication. Make sure that the serial port is active.
	Calibration software compatibility	Make sure that calibration software supports ASAP3 protocol.
	Calibration software not running	Please start the calibration software and configure as required for the ASAP3 protocol.
Licensing error	Driver not installed	If you were provided with a dongle, make sure that the HASP key drivers are installed.
	Dongle not connected	Make sure that the dongle is connected properly to the computer. If you were provided with USB dongle make sure that the USB port is properly installed.

	Path not set	Make sure that the paths are properly set for the MATLAB [®] being used. Please refer to installation instructions section of this document, to see how to set the path.
Command execution failure	Parameter label error	Make sure if accessing the parameters or look up table commands are causing errors intermittently, then check the labels for accuracy of spellings
	Case sensitivity turned on	If the case sensitivity turned on, make sure that commands are issued with proper cases for the labels.
	Unsupported commands	Though the toolbox support a lot of the ASAP3 commands, the calibration software may not support some of them. Contact your software vendor to find out if the command causing problem supported or not.
Output not visible	Option flag turned off	If the option flag for display of the output data is turned off, then the toolbox does not output command responses to the command prompt. Make sure this flag is not turned off. If it is turned off, then turn it on again by issuing the command with output flag turned on again.