



FAQ: D6/12R, D6000/12000, DS206/DS212. D15000, D24000, D165/DS265

**Question:** MTA for Windows does not properly transfer data from my Baker Instrument surge tester over the parallel port cable to my Laptop. Why?

**Answer:** There are several possibilities, some or all of them may be causing interference in the data transfer routine.

Make sure you have properly configured the parallel port of your laptop or desktop computer. The MTA manual gives instructions about how the port should be configured. ECP is usually the best.

A third party printer driver may be using computer resources that MTA for Windows needs. With all versions of Windows you should attempt un-installing all the printers that are connected to the parallel port. Usually a re-boot is required. Then test for effect.

A parallel port driver for a third party device such as an external parallel port CDRW/CDROM may be consuming parallel port resources. Un-install these as well. Usually a re-boot is required. Then test for effect.

For Windows 95/98/Me, the device manager may help correct the problem. While it may be in different locations for each of the above operating systems, the program does the same things. For example in Windows Me it is called "System Information" and is reached from Programs – Accessories – System tools. Open, take a look for errors. If any are present, even with different hardware – it might be contributing to the problem. Correct the problems you see here.

Check the version of the MTA for Windows software you are running. At the time of this writing Version 2.1.1 is current. A free installation disk will be supplied if you contact Baker Instrument with your original purchase information.

A third party parallel cable may have been installed, creating an excessive length of cable, and defeating the error checking routines. Use the 6'2M cable supplied with the MTA for Windows program. Make sure the parallel cable has the clamp on ferrite suppression chokes at either end.

All Baker Instrument surge testers are supplied new with a compatible printer, check and make sure the printer works. If the printer works it means the parallel port of the tester is o.k. If the printer does not work and MTA does not work – the printer/parallel port of the Baker Instrument tester may be damaged.

The EPROM of the Baker Instrument should be checked, the method to do this is as follows: Press and hold the "CLEAR" soft-key for 5 seconds, a version number will be displayed. At the time of this writing, the current versions of software are: 1.39XXXX and 2.17XXXX. If an earlier is displayed version contact Baker Instrument Company.

Does the PC/Laptop properly print? If the PC/Laptop computer does not properly print on its parallel port it will not support MTA for Windows on that same port. Test with a printer.

While beyond the scope of this FAQ to cover all possible Windows configuration issues some utilities exist within Windows that may help. Win98/ME includes "msconfig". Accessible from Start – Run – type "msconfig" that allows you to shut off computer processes one or more at a time. Windows NT has Windows NT diagnostics, accessible from Programs – Administrative tools (common).

For desktop computers: If all parallel port resources are allocated, and you still wish to use MTA for Windows, a third party parallel port board may be installed. Baker Instrument recommends the Model I0831 available from SIIG ([www.siiig.com](http://www.siiig.com)) or equivalent. This will allow a dedicated parallel port used for MTA only.