

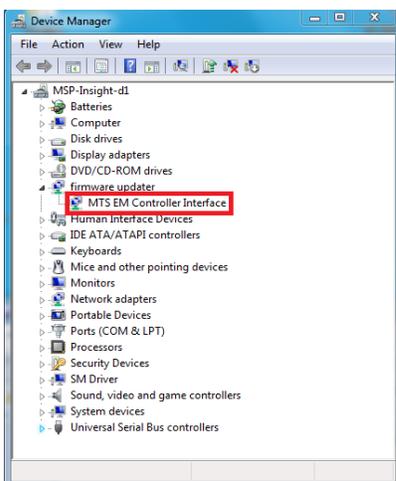
The Problem: TestSuite is Unable to Connect to the Controller:

The Cause: Communication issues can develop if:

- The PC and the test frame do not share a common ground.
- There is another instance of *mtstwe.exe*, *mtstwx.exe*, or *TW Diag.exe* currently running on the PC.
- The frame is not powered on or the controller is not functioning correctly.
- The USB cable is not plugged in or the USB connection is faulty.
- The Windows drivers for the Insight controller are not installed or have failed.
- The *InsightFrameSettings.xml* file has become corrupted.

The Solution:

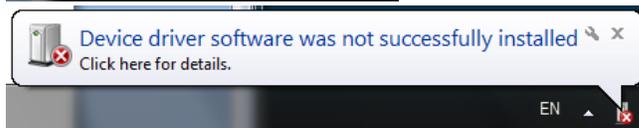
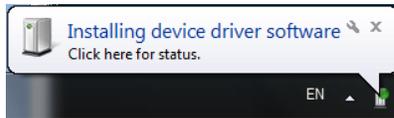
1. With the PC and the test frame turned on, disconnect the USB cable from the PC and the test frame.
 - a. Place a volt meter between the PC chassis and the test frame.
 - b. Set the volt meter to A/C volts.
 - c. The reading must be zero volts!!
 - i. If the reading is NOT zero volts, there is a grounding issue that must be resolved.
2. Shut down the PC and the test frame. This will close all instances of *mtstwe.exe*, *mtstwx.exe*, and *TW Diag.exe*.
3. Securely reconnect the USB cable to the PC and the controller.
 - a. If the PC has a set of 3 and a set of 2 USB ports, connect to the set of 2. These are higher priority ports.
4. Turn on the test frame and attempt to operate the test frame with the handset.
 - a. If the test frame can be operated with the handset, the controller is functioning correctly.
 - b. If the test frame can NOT be operated with the handset, note what is displayed on the handset and disconnect the handset.
5. Turn on the PC.
6. In Windows go to Control Panel>Device Manager
 - a. Expand the MTS Controller or firmware updater
 - b. Select MTS EM Controller Interface



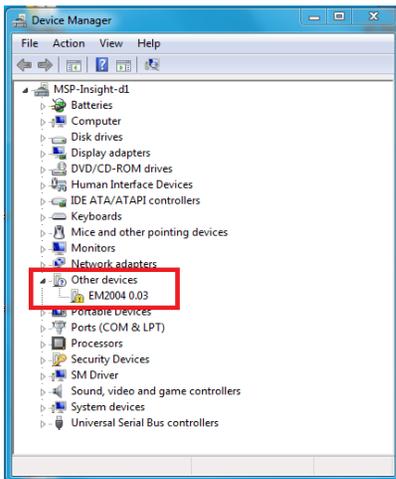
- c. Right-click and select Uninstall
- d. Check Delete the driver software for this device



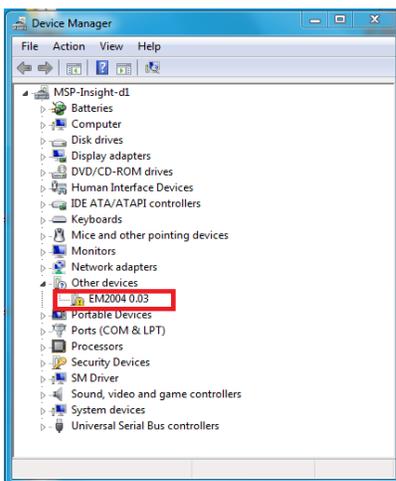
- e. Click OK
- f. Disconnect the USB cable and turn off the frame
- g. Wait 20 seconds and turn on the frame
- h. Connect the USB cable
- i. In the lower right-hand corner two message bubbles may appear



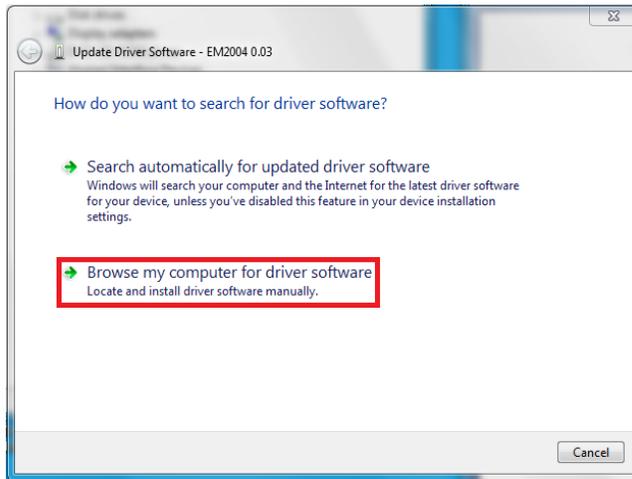
- j. Device Manager should look something like this



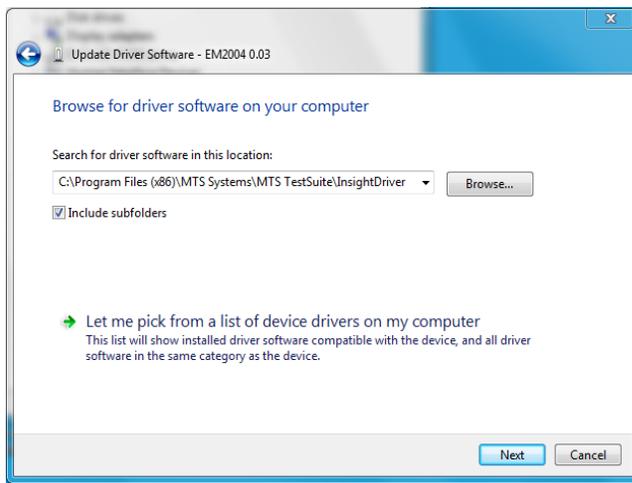
- k. Select EM2004 0.03



- l. Right-click and select Update Driver Software...
- m. Select Browse my computer for driver software



- n. When prompted, browse to the C:\Program Files (x86)\MTS Systems\MTS TestSuite\InsightDriver folder and click Next
 (NOTE: If not a 64-bit operating system, the path will not include (x86))



- o. Continue through the dialogs to load the drivers
 (NOTE: There are two drivers, so these steps may need to be performed twice to load both drivers.)

7. Open TestSuite and try to connect to the controller.
8. If communication is still not established:
 - a. Close TestSuite
 - b. Go to: C:\MTS TestSuite\Configurations
 - c. Rename InsightFrameSettings.xml to InsightFrameSettingsOld.xml
 - d. Open TW Diag.exe
 - e. On the Frame tab, assign the appropriate Type and Frame
 - i. Click Display Defaults
 - ii. Click Send in lower right-hand corner
 (NOTE: Deleting InsightFrameSettings.xml and then assigning a frame in TW Diag.exe will create a new InsightFrameSettings.xml file.)
9. If communication is still not established, please email Tech Support and attached screenshots of:
 - a. The error
 - b. MTS EM Controller Interface>Properties>Details, set Property to Hardware Ids
 - c. C:\Program Files\MTS Systems\MTS TestSuite\InsightDriver
 - d. TW Diag.exe the Frame tab
 - e. Device Manager with MTS Controller expanded