



**Connectware™**

**RealPort**  
**on**  
**Microsoft Windows XP**

Setup Guide

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## Purpose

Use this guide for the following:

- An introduction to RealPort, how to install, configure and use RealPort and, how to troubleshoot should you encounter a problem
- Configuration examples
- Administration procedures

## Audience

This manual is intended for the person responsible for configuring and administering RealPort. This person should have experience configuring network devices and be familiar with networking concepts.

## Conventions

Following are the conventions used in this document:

### *Special Fonts*

A special font is used for any input you need to enter. For example,

```
set config
```

### *Square Brackets*

Optional parameters are displayed within square brackets. For example,

```
set config [dhcp=on]
```

**Note:** The square brackets themselves are not actually part of the command, and should not be entered.

### *Italics*

Variables are displayed in italics. For example,

```
set config ip=ip-address
```

**Note:** Substitute an appropriate IP address for *ip-address* in the above command.

### *Vertical Bar*

A vertical bar character (|) is used to denote a choice (logical "or"). For example,

```
set flow=on|off
```

**Note:** The above command would be entered as either:

```
set flow=on or set flow=off
```



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## About RealPort

RealPort software can be installed on one or more host servers to provide local serial port functionality. RealPort can be used to provide standard system COM or TTY interfaces to control baud rate, parity, stop bits, and flow control of local serial ports. Any system utility or user application that works with a locally attached serial port should work with a Digi RealPort port.

Digi's RealPort software works with all the Digi One RealPort, PortServer and EtherLite products.

## Requirements

- The RealPort driver requires between one and two MB of memory on the Microsoft Windows XP system.
- The Windows XP RealPort driver requires a 10-pin RJ-45 cable to connect devices to PortServer ports. This requirement does not apply to Etherlite units.

## Limitations

Only TAPI-compliant applications or those written to COM 32 API (application programming interface) standards can use intelligent ports, which means only these applications can use RealPort ports.

## Key Concept: About Port Mapping Offsets

The number of local ports on the Windows XP host offsets the port number on the Digi device. For example, if you have two local COM ports, Port 1 of the Digi device is seen by the RealPort service as COM 3. Once the RealPort driver has been installed, you can modify the COM port numbering scheme.



## **Related Documentation**

### **PortServer Documentation**

- PortServer Configuration and Reference Guide
- Digi One TS/PortServer Cable Guide

### **PortServer II Documentation**

- PortServer II Hardware Installation Guide
- PortServer II Command Reference
- PortServer II Configuration and Administration Guide
- Digi One TS/PortServer Cable Guide
- Digi Port Authority--Remote Device Monitor Setup Guide

### **PortServer TS 8/16 Documentation**

- PortServer TS 8/16 Hardware Installation Guide
- PortServer TS 8/16 Command Reference
- PortServer TS 8/16 Configuration and Administration Guide
- Digi One TS/PortServer Cable Guide
- Digi Port Authority--Remote Device Monitor Setup Guide

### **Digi One TS/PortServer TS 2/4 Documentation**

- Digi One TS/PortServer TS 2/4 Quick Reference Card
- Digi One TS/PortServer TS 2/4 Hardware Installation Guide
- Digi One TS/PortServer TS 2/4 Command Reference
- Digi One TS/PortServer TS 2/4 Configuration and Administration Guide
- Digi One TS/PortServer Cable Guide
- Digi Port Authority--Remote Device Monitor Setup Guide

### **Etherlite Documentation**

- Etherlite Cable Guide

## Configuring Digi One TS and PortServer

To configure Digi One TS, PortServer TS 2/4, PortServer TS 8/16, PortServer II, and PortServer for RealPort, you must do the following:

- Configure the device with an IP address.
- Configure ports for RealPort.

See "Related Documentation" on page 2-3 for device-specific configuration information.

## Configuring Etherlite

To configure Etherlite for RealPort, you must configure an IP address for the device. The recommended way to do this is during Windows XP RealPort driver installation. This method is described in "Installing the Driver" on page 3-2

Other methods are also available. See "Related Documentation" on page 2-3 for information on additional configuration methods.

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## Master Setup Process

Use this topic to identify all the tasks required to complete RealPort setup.

### *Procedure*

1. Configure the Digi One RealPort, EtherLite, or PortServer for RealPort.
2. This step is not required if you have an Etherlite module because configuration, which consists of assigning an IP address to the unit can be accomplished during RealPort driver installation. See "Configuring Digi One TS and PortServer" on page 2-4 and "Configuring Etherlite" on page 2-4.
3. Install and configure the RealPort driver.
  - If this is a new driver, see "Installing the Driver" on page 3-2.
  - If this is a driver upgrade, see "Upgrading the RealPort Driver" on page 3-3.
4. Configure peripherals on RealPort ports. See the following:
  - "Configuring a Printer" on page 3-4
  - "Configuring a Modem" on page 3-4

## Installing the Driver

Use these procedures to install the RealPort driver on a Microsoft Windows XP system using the Classic Start menu. To change to the Classic Start menu, right-click the Start button and choose Properties > Classic Start menu.

Before you begin, the terminal server devices should already be attached to the network and powered on.

1. From the Start menu, choose Settings > Control Panel > Add Hardware > Next. The Hardware Wizard searches for new devices.
2. Choose I have already connected the hardware > Next.
3. Scroll to the bottom of the Installed Hardware list and highlight Add a new hardware device > Next.
4. Choose Install the hardware that I manually select from a list > Next.
5. Choose Multi-port serial adapters > Next.
6. Choose Have Disk.
7. Select Browse and point the system to the appropriate driver location.
8. Select the RealPort driver and Open > OK.
9. Choose the Digi device you are installing > Next > Next.
10. A Hardware Installation warning screen appears, choose Continue Anyway.
11. If you are using an Etherlite unit that has not been assigned an IP address, do the following to assign an address:
  - a. Press the DgIPServ button.
  - b. Use the wizard and the associated help text to assign the IP settings to the Etherlite unit.
  - c. When you finish, you will be returned to the Add Hardware Wizard.
12. Use the Add Hardware Wizard and the associated help text to configure the RealPort driver with the IP address. The TCP port number should be 771.
13. Follow the prompts to complete configuration of the RealPort driver.

## Upgrading the RealPort Driver

Use this procedure to upgrade a Digi RealPort device driver that is installed in your system. Digi drivers may be delivered on a CD-ROM or downloaded from the Digi Support Web (<http://support.digi.com>).

**Note:** Digi drivers for Microsoft Windows XP may be either signed or unsigned.

### *Procedure*

1. Right-click My Computer, choose Properties > Hardware > Device Manager.
2. Choose Multi-port serial adapters from the list of devices.
3. Choose a Digi terminal server device from the list, then right-click and choose Update Driver. Do **not** uninstall the old driver.
4. On the Hardware Update Wizard page, choose Install from a list or a specified location > Next.
5. Choose Don't Search. I will choose the driver to install. > Next.
6. On the Hardware Update Wizard page, choose Have Disk.
7. Browse to the location of the driver upgrade > choose the driver > Open > OK > Next. The system saves the old driver files and upgrades to the new driver files.

**Note:** If you receive Hardware or Software Installation warning screens, choose Continue Anyway.

8. Choose Finish to complete the new driver upgrade. You do not need to restart your system.

## Accessing and Changing the RealPort Configuration

Use these procedures to access and/or change the RealPort configuration. Configuration changes might include adding or removing Digi terminal server devices, adding or removing ports, or changing port attributes.

### *Procedure*

1. Right click My Computer.
2. Choose Properties > Hardware > Device Manager.
3. Locate Multi-port Serial Adapters and expand the list if necessary.
4. Choose the Digi terminal server device, right click and then choose Properties > Advanced.
5. Use the Digi device's Properties utility and the online help for aid in making configuration changes.

## Configuring a Printer

Use this procedure to configure a printer on a Microsoft Windows XP system that is running RealPort. Using the Classic Start menu. To change to the Classic Start menu, right-click the Start button and choose Properties > Classic Start menu.

### *Procedure*

1. From the Start menu, choose Settings > Printers and Faxes > Add Printer.
2. From the Add Printer Wizard, choose Next > select Local printer attached to this computer and uncheck the box Automatically detect and install my Plug and Play printer.
3. Choose Use the following port and scroll to the port to be assigned the printer > Next.
4. From the Install Printer Software screen, choose the printer attached to the RealPort port > Next.
5. Accept the default name or enter a name for the printer > choose whether to make it the default printer or not > Next.
6. Choose Yes to print a test page > Next > Finish. The system does not need to be rebooted.

## Configuring a Modem

Use this procedure to configure a modem on a Digi terminal server port using the Classic Start menu. To change to the Classic Start menu, right-click the Start button and choose Properties > Classic Start menu.

### *Procedure*

1. From the Start Menu, choose Settings > Control Panel > Phone and Modem Options.
2. Choose the Modem tab and then Add. From the Install New Modem screen choose to have Windows detect the modem or to select the modem from a list.
3. If the Windows XP system does not autodetect the proper modem, select the correct modem.
4. Follow the Windows XP prompts to install and set up the modem on a Digi port.

## Starting and Stopping the RealPort Service

Use this procedure to start or stop the RealPort service on Microsoft Windows XP.

### *Procedure*

1. Right-click on My Computer, choose Properties > Hardware tab > Device Manager.  
Expand the Multi-port Serial Adapters list if necessary and select the terminal server.
2. Right-click and choose Disable to stop the service or Enable to start the RealPort service.

## Upgrading Etherlite Firmware

Use this procedure to upgrade the firmware on a Digi RealPort EtherLite module.

### *Procedure*

1. Download the latest firmware upgrade, the DgIPserv utility, and the Verlog utility from the Digi website at <http://support.digi.com>.
2. Create and name a folder and extract the compressed files to the folder.
3. Execute the DgIPserv utility.
4. Choose Update Firmware > Next > and browse to the location of the extracted firmware files.
5. Choose the appropriate \*.bin file  
where \* represents the EtherLite firmware part number.
6. Follow the prompts by entering the EtherLite's MAC address and it's current IP settings.
7. Recycle the power, allowing 10 seconds before reseating the power, and choose Finish. The message "Transfer complete!" will appear confirming a successful upgrade to the firmware. You do not need to reboot your system.

**Note:** To verify the firmware update, use the Digi Verlog utility. It will list the EtherLite model, the new firmware version, and other related information.

## Removing the Driver

Use this procedure to remove RealPort from your system.

### *Procedure*

1. Right-click My Computer > choose Properties > Hardware.
2. Choose Device Manager > select Digi EtherLite > right-click > select Uninstall.

