

## FAQ: Edgeport With Windows NT 4.0

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**1. Do Inside Out Networks' products work with Microsoft NT 4.0?**

Yes. Currently the Edgeport, Hubport, Rapidport, AnywhereUSB, Wavespeed/LAN, Watchport Series and USB Plus Series are supported under Microsoft Windows NT 4.0. Our PCI to USB expansion card enables Inside Out Networks solutions to work under Windows NT 4.0. It does NOT provide NT support for third-party USB peripheral devices. ([Go back to top of page.](#))

**2. How do I completely uninstall the Edgeport from my Windows NT system?**

Go to Start, Settings and Control Panel. Choose "Add/Remove Programs" and look for a listing under "Edgeport Drivers." Highlight this entry, and click the "Add/Remove" button and follow the prompts to uninstall the software. You must reboot to complete the uninstall. ([Go back to top of page.](#))

**3. What is the best way to reinstall or to update the drivers for my Edgeport under Windows NT?**

Run the setup.exe program included with your new Edgeport drivers. NOTE: If you are running a beta version of the Edgeport drivers, Inside Out Networks recommends you first uninstall your beta drivers and upgrade to the most recent (non-beta) version as soon as possible. ([Go back to top of page.](#))

**4. My Edgeport did not come with a power supply. Why is a power connector located on the back?**

The power connector located on the back of the Edgeport/4 is optional and, under normal circumstances, will not be used. If your serial products need more power, then an additional power supply may be used with the Edgeport. NOTE: Make sure the power supply is rated for 5V @ 5A output, and the connector polarity is as follows: Center = Negative and Outer = Positive. ([Go back to top of page.](#))

**5. How do I know if my USB hub is bus powered or self-powered?**

If your USB hub does not have an external power source, then it is receiving its power from the downstream USB port coming from the computer and is, therefore, considered to be "bus powered." Insufficient power from a bus powered hub will cause problems for USB peripherals that need more power, such as the Edgeport. NOTE: Inside Out Networks sells only self-powered USB hubs, which may be purchased by calling 512.301.7080. ([Go back to top of page.](#))

**6. When I plug the Edgeport into my computer's USB port, the status light does not come on at all. What do I do next?**

The status light should be blinking RED, which means that the USB port is supplying power to the Edgeport. If this is not the case, you may have either a malfunctioning USB port or Edgeport. To determine which device is at fault, try attaching the Edgeport to another USB port on the same system. If this still does not work, verify that the Edgeport is good by connecting it to another system with a USB port.

Also, you may need to verify that your USB port is enabled in your System BIOS settings. Some

BIOS have instead a "Win 95" or "PnP OS" option which must be set to off or disabled. Note that American Megatrends BIOS setup has an option for "USB Passive Release," which should be set to "Enable." ([Go back to top of page.](#))

**7. Why isn't my Edgeport automatically detected when I plug it in to my computer for the first time?**

Since Windows NT does not support Plug-n-Play devices, you will not be notified by the operating system that a new device has been found. The Edgeport status light will blink RED until the Inside Out Networks NT 4.0 drivers have been loaded and the system has been rebooted. ([Go back to top of page.](#))

**8. When I try to install Edgeport drivers for NT 4.0, the setup program stops during installation and says it is unable to continue.**

Before you install the Edgeport drivers for NT 4.0, make sure you are logged on as the Administrator or that you have Administrator rights. ([Go back to top of page.](#))

**9. I have installed the Edgeport for NT drivers and rebooted, but I still do not see any additional COM ports in my ports listing, and my Edgeport status light is still blinking red. What do I do next?**

Although your computer may have a physical USB port, Windows NT4 does not have USB support straight out of the box. Therefore, many PC manufactures ship their systems with the USB port DISABLED in the system BIOS. Verify that your USB port option is enabled in your system's BIOS. (See the note about BIOS in FAQ #6.) If the Edgeport is still not found, connect the unit to another available USB port on your system. If you have multiple systems with USB connectors, verify that it works on another system. ([Go back to top of page.](#))

**10. Is it possible to hot swap Edgeport units under NT4, even though it is not a true Plug and Play operating system?**

After installing the Edgeport drivers for NT4, you may then unplug any Edgeport and then reconnect it and the Edgeport will automatically be recognized. NOTE: Hot swapping an Edgeport while any of the ports are active may cause problems. Ensure that there is no port activity prior to hot swapping an Edgeport. ([Go back to top of page.](#))

**11. How do I change the COM port settings on my Edgeport?**

Click on START and then PROGRAMS. Go to "Inside Out Networks Utilities" and click on the Edgeport Configuration Utility. Next, find the corresponding Edgeport unit's serial number listed in the "General" tab. After highlighting the corresponding Edgeport device, click "Configure." Type the desired COM port numbers for each port. After making the desired changes, unplug your Edgeport, wait a few seconds, and reconnect it. NOTE: Make sure no ports are open or the change will not take effect. You should now see the new changes in the Edgeport Configuration Utility. ([Go back to top of page.](#))

**12. I have tried to change the COM port numbers through the Edgeport Configuration Utility,**

**but the COM ports do not stay configured and they reset to the previous configuration.**

Verify that the new COM port number you are trying to use is not already taken by another device, such as a modem, IR device, or any other serially attached device. ([Go back to top of page.](#))

**13. I have installed my Inside Out Networks drivers for NT 4.0, but my system does not recognize any other peripherals besides my Edgeport or Hubport.**

Inside Out Networks supplies an NT 4.0 driver for use with Inside Out Networks USB products only. You may use a third party USB hub. However, we strongly recommend you use our Hubport products, so that all of your devices will have enough power to operate and to ensure 100% compatibility with your Edgeport. ([Go back to top of page.](#))

**14. What do the various colors of the status light represent on the Edgeport?**

The status light on the front of the Edgeport is a useful way of determining the status of the unit. When power is first applied, the light will blink RED. After the drivers have been successfully loaded, and the Edgeport is running on it's internal software, it will blink a SLOW GREEN.

Whenever there is any activity on any of the ports, the status light will blink YELLOW. ([Go back to top of page.](#))