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CH 2.43 SMS DRIVER ON INSPEC VISION

(4/04)

Summary

Recent reports that "InSpec for Windows won't open" have been related to remote viewing display drivers. Virtual display drivers interfere with the frame grabber and must be deleted or disabled.

The Problem

Some certain remote administration programs use a virtual display driver allowing administrators to view what is happening on a remote computer. The frame grabber card used with vision systems cannot grab frames when a second display driver is present. Hence, such display drivers prevent InSpec from working properly. These files may have been added automatically by a Windows update or may have been added intentionally by the administrator.

DIAGNOSING THE PROBLEM

When you start InSpec, the software requests access to a video chip on the frame grabber, and access is denied.

Check the ERROR.TRL immediately.

Look for the following error.

04/13/2004 09:28:33,(0x1E8),W:\Dev\ISMILGrabber\mil_grabber.cpp(1619):ISMilGrabber Error : 2620 (0xa3c)MsysAlloc

Error from Orion low level function.

System allocation error:

System not found or already allocated

(Error detected on Orion system)

InSpec reports that it cannot connect to the frame grabber or the frame grabber is already in use.

Check the display adapters.

- Right Click on My Computer
- Select Properties.
- Select the Hardware tab at the top
- Click on the Device Manager button.
- Click on "+" next to Display Adapters.

The only entry should be the Matrox frame grabber.

If there are other entries in Display Adapters, then you have a problem.



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THE CULPRITS

We have seen this problem with Novell Zenworks, MS SMS Remote Control, and MS SMS Mirror Driver.

THE SOLUTION

Entries other than the Matrox frame grabber must be uninstalled or disabled.

Novell Zenworks and SMS Remote Control have an uninstall option. (Right Click - Uninstall) Uninstalling requires Administrator privileges.

SMS Mirror Driver does not have an uninstall option, but on the Microsoft website, we have found that it can be disabled (but not removed) in the registry.

Disable the SMS Mirror Driver.

- Open REGEDIT from the RUN command line
- Go to HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\ldisw2km
- Change the Start value from "3" to "4"
- Reboot the system
- Open InSpec and verify it is working

Note: The SMS Mirror Driver will be disabled, but it will still be listed under Display Adapters in the Device Manager.

We strongly recommend you carry a spare cable for troubleshooting zoom problems. If you do not have a replacement cable you can always plug the zoom directly into the 15129 lighting breakout PCB, bypassing the cable in question.