

UCC1 FAQ

If there are problems with the UCC1 in IRIS-Net Version 1.7.1 or later please check the following Questions:

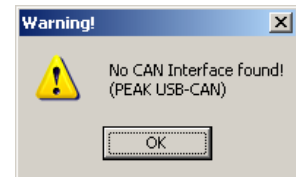
1. Is the driver installed correctly?

When the UCC1 is connected to the Computer correctly, the green LED must be illuminated permanently on the front panel. No LED -> no driver!

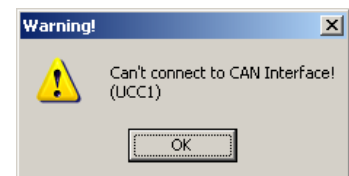
HINT: USB devices have to be installed for every single USB port separately.

2. Has IRIS-Net found the UCC1?

The "No CAN Interface found" error message indicates that the UCC1 hasn't been initialized correctly.

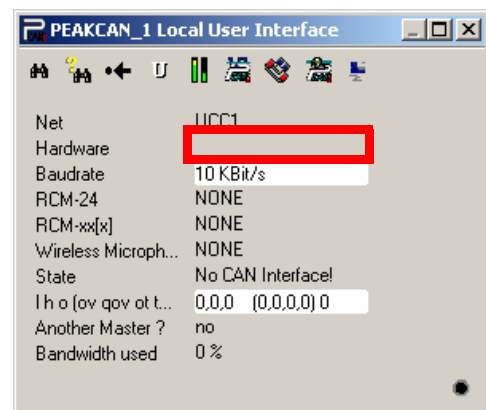


A second failure window appears.



You can manually check if there's an Interface present in the CAN Interface window (left click on the Interface symbol) in the "Hardware" row.

If this row is empty, the Interface can't be found / isn't present / hasn't been initialized correctly.



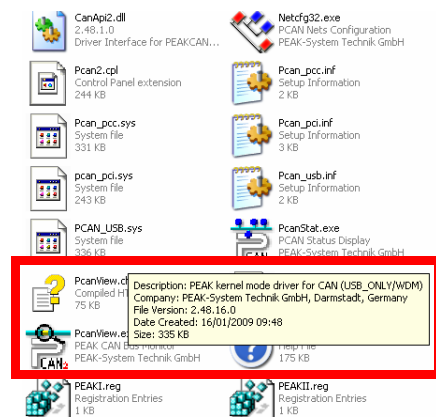
3. Has the UCC1 been connected to the Computer before IRIS-Net was started?

The UCC1 must be connected to the Computer before IRIS-Net is started.

4. Is the latest driver installed?

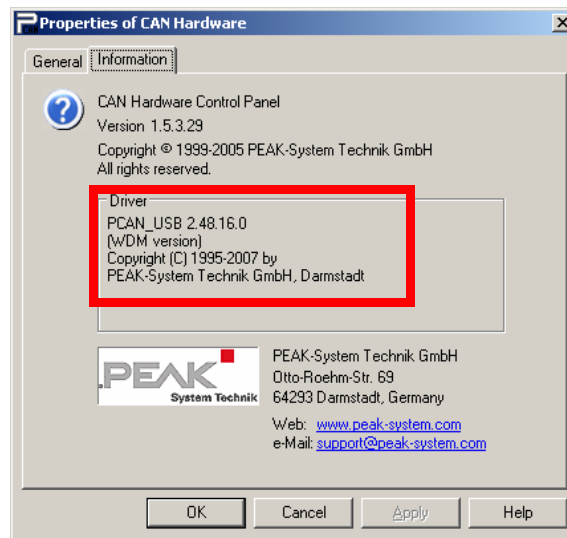
Every new IRIS-Net Version delivers the latest driver version which can be found in the folder

C:\Program Files\EVI Audio\IRIS-Net\Driver\PEAKCAN\.



The currently installed driver version can be checked as follows:

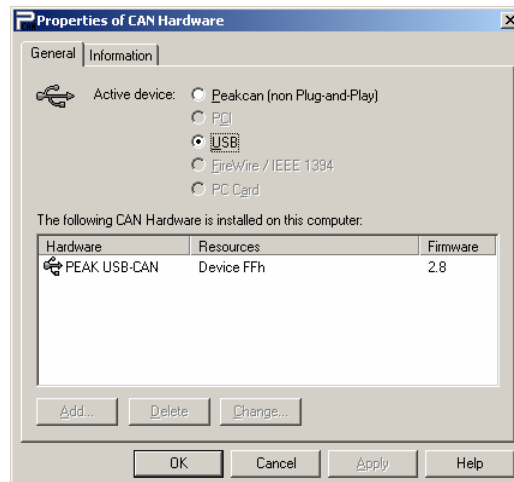
- With a left click run the "Can Hardware" Tool  under "Start->Settings->Control Panel". A dialog for the CAN Hardware appears.
- Under "Properties of CAN Hardware->Information" please check which driver version is currently installed.



5. Is the latest UCC1 Firmware installed?

Actually the UCC1 is delivered with the Firmware version 2.8. To check the Firmware version:

- With a left click run the "Can Hardware" Tool  under "Start->Settings->Control Panel". A dialog for the CAN Hardware appears.
- Under "Properties of CAN Hardware->General" check if USB is selected and which Firmware version of the UCC1 is present.



If the firmware is different to the version 2.8 then a firmware update is required. This should only be done by the Customer Service department. For details please check the Firmware update description in the Service Note 4 „Update UCC1“.

6. Is the UCC1 connected to the PC improperly?

The following rules apply when connecting the UCC1 to a PC:

- The length of the cable must not exceed 5 M (15')
- The UCC1 must not be connected to a USB hub
- The USB cable must be in proper working order and should be checked to make sure the cable is functioning properly.