



AVL LOOMS

AVL Looms, Incorporated

2360 Park Avenue, Chico, California 95928-8305

Phone: 530-893-4915 Fax: 530-893-1372 www.avlusa.com

AVLDrive Version 1.0

Troubleshooting MS Windows Connection Issues

Connection difficulties fall into five primary areas:

- 1) The basic stuff
- 2) Anti-virus software issues
- 3) Incorrect user permissions
- 4) Windows firewall blocking
- 5) USB Driver concerns

Please note that this document refers to “AVL software”, which for the purposes of this document is defined as the AVLDrive, AVLAdmin and AVLUpdate software programs.

Basic Stuff

The computer and loom cannot talk if either is without power or connected to the communication link (ex. USB, Ethernet/WiFi, RS232 Serial). Obviously, you always want to double check that your power plug is fully seated, power switched on and USB plug inserted into the appropriate port. **NOTE:** One customer kept having troubles until she realized that she had plugged the square USB “B” plug into the Ethernet port on her Compu-Dobby IV! Believe it or not it fits!

Startup Protocol

- 1) Turn on the loom.
- 2) Wait one minute after the completion of the self-test where all solenoids are activated. The wait time is primarily with the WiFi-enabled looms, such as the Little Weaver, that must search for WiFi signals during boot up. Note: One customer claimed that this took five minutes.
- 3) Start AVLDrive and open a WIF file.

Failure Restarts Protocol

This must be done each and every time you fail to connect.

- 1) Reboot the loom. (i.e. turn off then turn back on)
- 2) Wait one minute after the completion of the self-test where all solenoids are activated. The wait time is primarily with the WiFi-enabled looms, such as the Little Weaver, that must search for WiFi signals during boot up. **NOTE:** One customer claimed that this took five minutes.
- 3) Start AVLDrive and open a WIF file.

Anti-Virus Software

Some anti-virus software can create problems with AVL software operation. Generally, we recommend that you disable your anti-virus software before installing AVL software. Once installation is complete and the anti-virus software is re-enabled, set the anti-virus software to unblock or allow the AVL software.



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Norton Internet Security Software

An exception is Norton Internet Security software. Norton exhibits bad behaviors, including stripping out files during installation, blocking files from operating and turning itself back on after you have disabled it. Further, Norton operates behind the scenes without providing the user notification, much like the malware it is supposed to protect against. With Norton, we recommend:

- 1) Uninstall Norton and reboot the PC prior to installing AVL software.
- 2) If you choose to reinstall Norton after verifying that AVL software is working,
 - a. Unblock/allow AVL software to run in Norton
 - b. Unblock/allow AVL software from Norton's firewall

Incorrect User Permission

If your login account is not allow full access permissions to the C:/Program Files (x86)/AVLUSA/AVLDrive folder and files, NetUsbDriver.exe will be blocked and AVLDrive will not connect to the loom. To solve the problem set the folder and files to *Full control* for your login user account. An alternative approach is to always run AVLDrive "As Administrator".

Windows Firewall Blocking

During installation of AVL software, you might provide a dialog box asking for action on blocking/unblocking the AVL software. Obviously, you don't want it to be blocked. However, if you accidentally block it, or you don't see the message, you might find Windows has blocked AVL software. To resolve this issue, you can access the Windows Firewall from the Control Panel, unblock the AVL software and allow the AVL software.

USB Driver Concerns

This section is a bit of a misnomer. AVL software embeds the USB driver in the NetUsbDriver.exe file. So as long as you have it installed, USB driver issue will actually fall under other problem categories. If NetUsbDriver.exe is missing, see the *Anti-Virus Software* section. Otherwise, read the *Incorrect User Permission* and *Troubleshooting Steps* sections.

AVL software's USB driver approach is much different from other programs, like WeavePoint and Fiberworks, which may require a separate driver installation from the main program installation. The driver installations for WeavePoint and Fiberworks are found here:

<http://www.avlusa.com/resources/library/> -- in the *Drivers, Firmware and Software* selection.

Troubleshooting Steps:

So, you have followed our installation procedures and the recommendations above and no matter how you try, you still have no luck in making a connection between AVL software and the loom. Here are some troubleshooting steps:



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- 1) Verify that your AVLDriver folder contains the following files:

Name	Date modified	Type	Size
AVLDriver.exe	7/28/2013 1:58 PM	Application	329 KB
AVLDriver.xml	10/15/2014 10:08 AM	XML Document	1 KB
AVLDriverLicense.pdf	6/13/2013 1:52 PM	Adobe Acrobat D...	39 KB
avlLogo60.png	6/13/2013 1:52 PM	PNG File	8 KB
AVL Looms.ico	5/29/2013 4:38 PM	Icon	150 KB
javax.util_1.4.0.jar	6/13/2013 1:52 PM	Executable Jar File	42 KB
json_io_1.0.4.jar	6/13/2013 1:52 PM	Executable Jar File	30 KB
log4j.properties	7/25/2013 10:18 AM	PROPERTIES File	1 KB
log4j-1.2.16.jar	6/13/2013 1:52 PM	Executable Jar File	471 KB
msvcrt100.dll	2/18/2011 11:40 PM	Application extens...	756 KB
NetUsbDriver.exe	2/22/2014 11:25 AM	Application	37 KB
swing-layout-1.0.4.jar	6/13/2013 1:52 PM	Executable Jar File	115 KB
TabbyStyles.xml	7/18/2014 3:24 PM	XML Document	2 KB

If any file is missing

- a. Uninstall the anti-virus software and reboot the PC. Verify that the anti-software is uninstalled.
 - b. Uninstall, then reinstall AVLDriver software. Verify all files are present in the AVLDriver folder.
- 2) Right click on AVLDriver.exe and “Run as Administrator”. If you find that you are now able to connect to the loom, you need to review the *Incorrect User Permissions* section and make the appropriate changes.
 - 3) Email the AVLDriver.runlog.txt and extusb.log files to AVL for review.

If you want to review these files yourself, they are both text files and can be viewed with Notepad or any other text reader. If the extusb.log stops at looking for FT245R, then you either have the firewall blocking NetUsbDriver.exe or anti-virus software stripped it out of the installation (see the *Anti-Virus Software* section).