Classification					
Author		Date		NO.	FAQ-003

Q.The PIO-PISO.exe program identifies PCI cards correctly, but Diag.exe and demo programs failed and show the error message "Card initialize error" or "No xxx card in this system". What's the problem ?

Ans:The PIO_PISO.EXE directly get information of devices from PCI bus controller, so it should be always no problem to list PCI cards.

But it's not enough to support all features [For example: ISR (Interrupt Service Routine) ...] of every devices. Thus, we provide different drivers to support I/O cards, and users have to install these drivers correctly to make sure devices can work with full features.

As you can see that they works totally different. That's why the PIO_PISO.exe and Diag.exe / demo programs may have the different result.

Most of the problems may be caused by :
1. PCI card doesn't plugged well in the slot, or the slot doesn't work!
2. User doesn't finish the PnP (Plug&Play) operation correctly!
3. The related driver doesn't installed yet!
4. System resource sharing/conflict problems.

If you still got problems, please try ...
1. Put the card in another slot to make sure the slot is good or bad.
2. Check and change the BIOS setting about IRQ number and PnP.
3. Disable the "OS PNP" feature in BIOS setting.
4. Remove other cards that does not necessary in the test.
   (For example: Sound Card, Network card ... and SCSI card.)
5. Contact us.

Note 1: Under Windows 9X/2K/XP, users have to finish the PnP (Plug&Play) operation to let Windows to allocate resources for these PCI cards. These cards can then works correctly. Please refer to "Inf\PnPInstall.pdf" to finish the PnP operation.

Note 2: Please refer to "Manual\ResCheck.pdf" to check your system resource.

Note 3: While the card cannot be found in the system, the different OS will have the different behaves.
A. Windows 9X/ME
   Loading driver OK, but failed in search card or the TotalBoards parameter returns 0.
B. Windows NT/2K/XP
   Failed while loading drivers and returns Driver_Initialize_Error.

Note 4: Most of the NT drivers doesn't works under Windows 2000. Please uses the correct toolkit and drivers.

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