

Technical Support FAQ

Phantom software cannot connect to 1394 (FireWire) Phantom Cameras (V4.0, v4.1, v5.0) on a new computer or after a Service Pack update to an existing computer.

Symptoms

- Windows 2000
 - Error while reading from 1394 address: 0xffff0000084 Block size 4
 - “No Cameras Connected” Error
- Windows XP
 - “No Cameras Connected” Error

Cause

- Installed 1394 interface card using unsupported generic 1394 drivers
 - Windows 2000 systems must use the following Service Pack 2 driver files:
 - 1394bus.sys dated **5/4/2001**
 - ohci1394.sys dates **5/4/2001**
 - Windows XP systems must use the following Service Pack1 driver files:
 - 1394bus.sys dated **8/23/2001**
 - ohci1394.sys dates **8/23/2001**
- Installed 1394 interface card using chipset manufacturer driver (NEC, TI, VIA)
 - 1394 Adapter must be identified as an **OHCI Compliant IEEE 1394 Host Controller** in the Device Manager

Notes:

- Only 1394 cards with an NEC chipset are supported by Phantom Drivers. However, adapters with TI or VIA chipsets may still work properly in some computers. Contact your Sales Representative for availability of approved cards.
- You must have local Administrative privileges in order to perform the following steps
- If you perform a service pack update, the 1394 system files will be overwritten by the update and the following process will need to be repeated.

Solution

Explore the C: hard drive and browse to **C:\WINDOWS\system32\drivers**

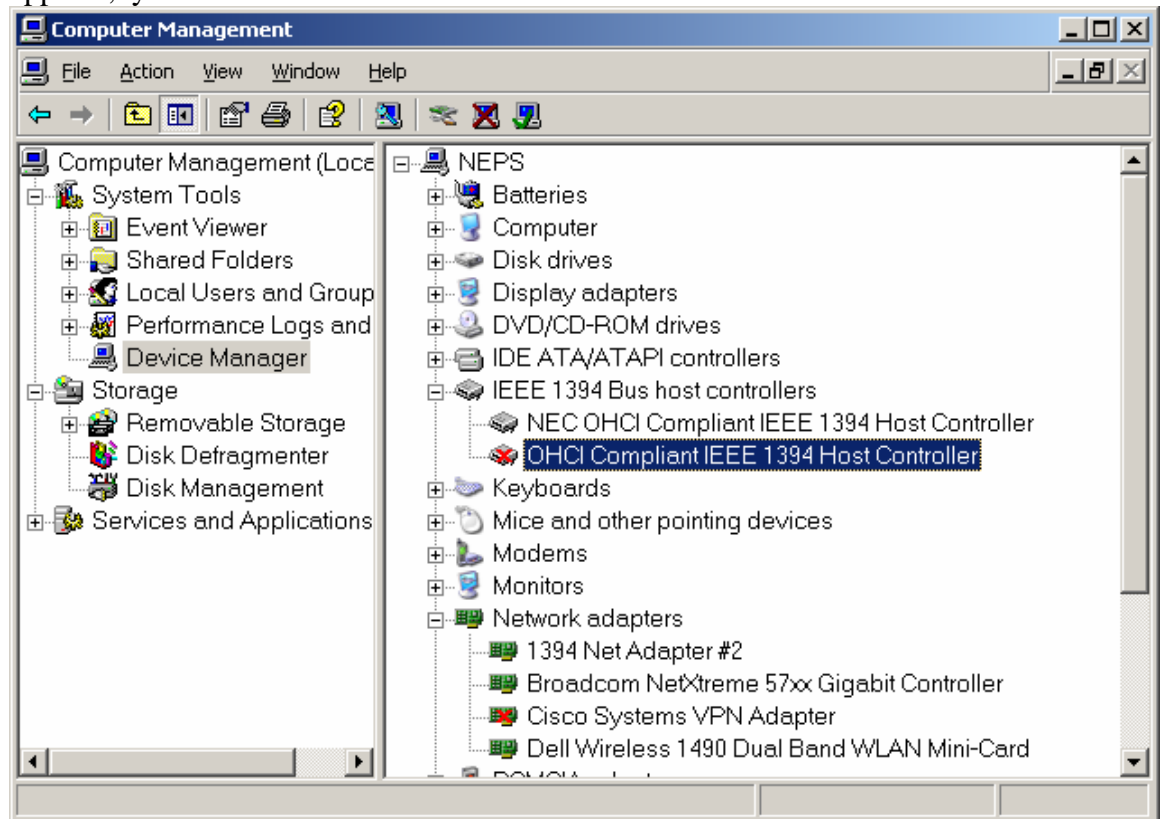
- Click View -> Details
- Click the Name column bar to sort the files in ascending order
- Locate the 1394bus.sys and ohci1394.sys files and verify the dates. If the files have the correct date, **SKIP to Configuring the 1394 Adapter to use the supported drivers**

Install the supported Windows 1394 drivers

1. Restart the computer in "Safe Mode" by pressing the F8 key at startup
2. Browse to **C:\Program Files\Phantom\Win2k System Files** or **C:\Program Files\Phantom\XP System Files** depending on your OS. Note: If the directories listed above are missing from the Phantom Directory, please contact VRO to obtain the necessary files for Step 3
3. Copy the files 1394bus.sys and ohci1394.sys to **C:\WINDOWS\system32\drivers** AND to **C:\WINDOWS\Driver Cache\i386**. When prompted to overwrite the newer file select yes.
4. Restart the laptop normally

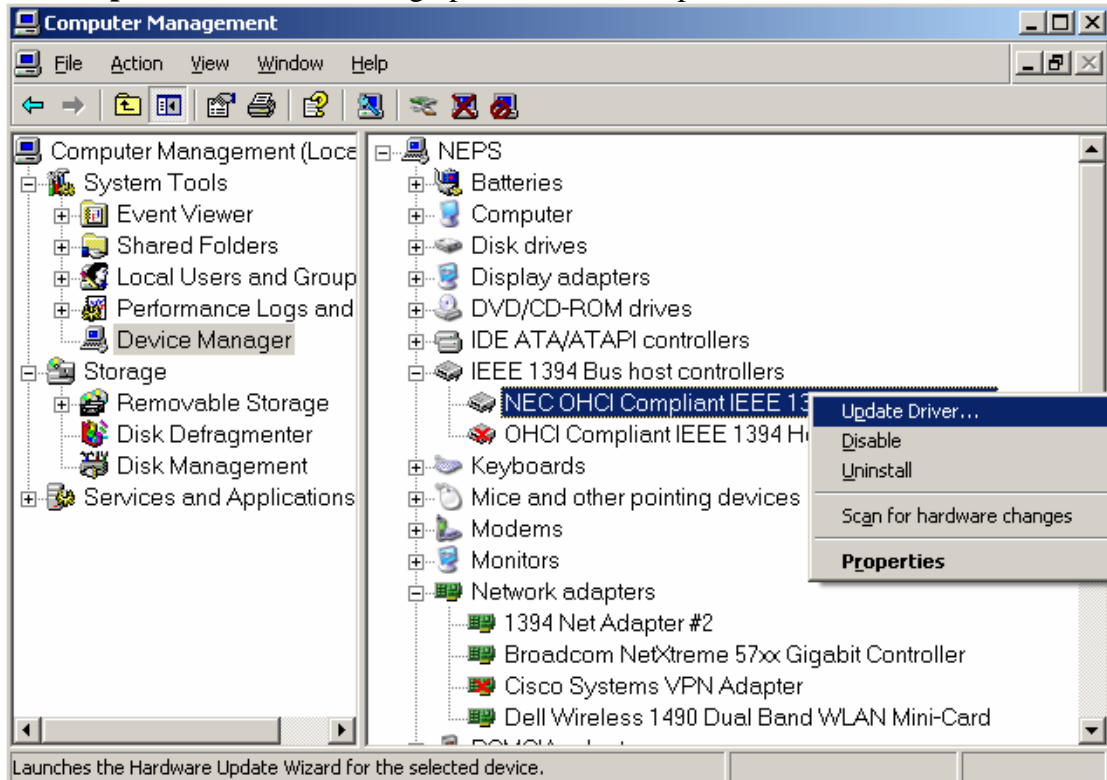
Configuring the 1394 Adapter to use the supported drivers

1. Insert the 1394 card into the CardBus/PCMCIA slot of the laptop
2. Open the **Windows Device Manager**
 - Right-click the **My Computer** icon and select **Manage** from the menu
 - Click on the **Device Manager** in the left pane of the Computer Management Console
 - Expand the IEEE 1394 Bus host controllers tree. If more than one 1394 device appears, you must disable the built-in 1394 controller

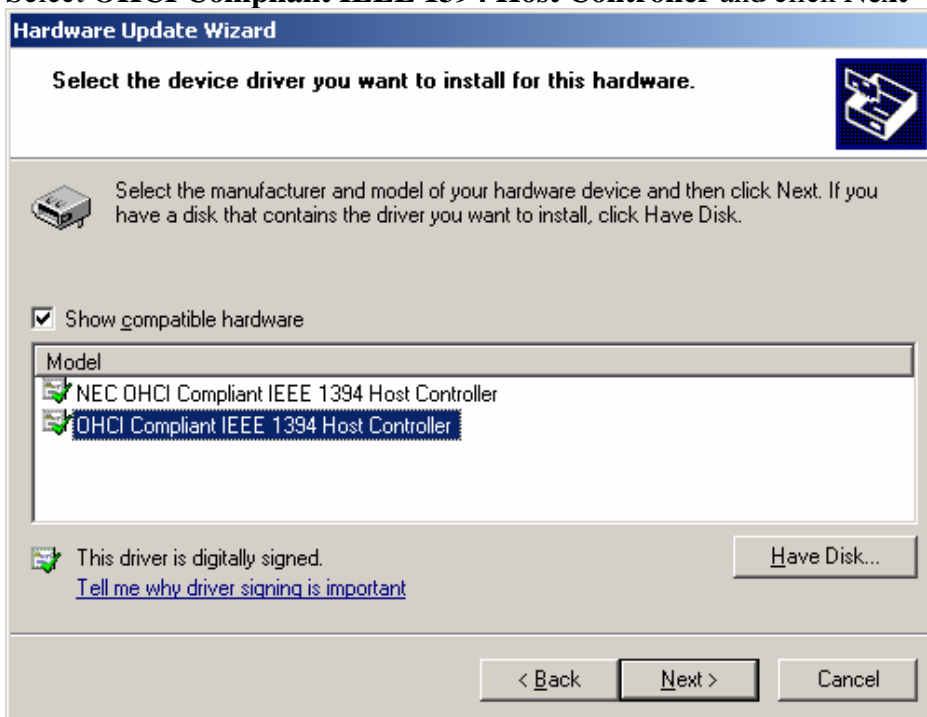


3. If the FireWire card is identified as an OHCI Compliant IEEE 1394 Host Controller, it is using the correct driver. If it is identified with a chipset manufacturer's name (NEC, TI, VIA), you must update the driver.

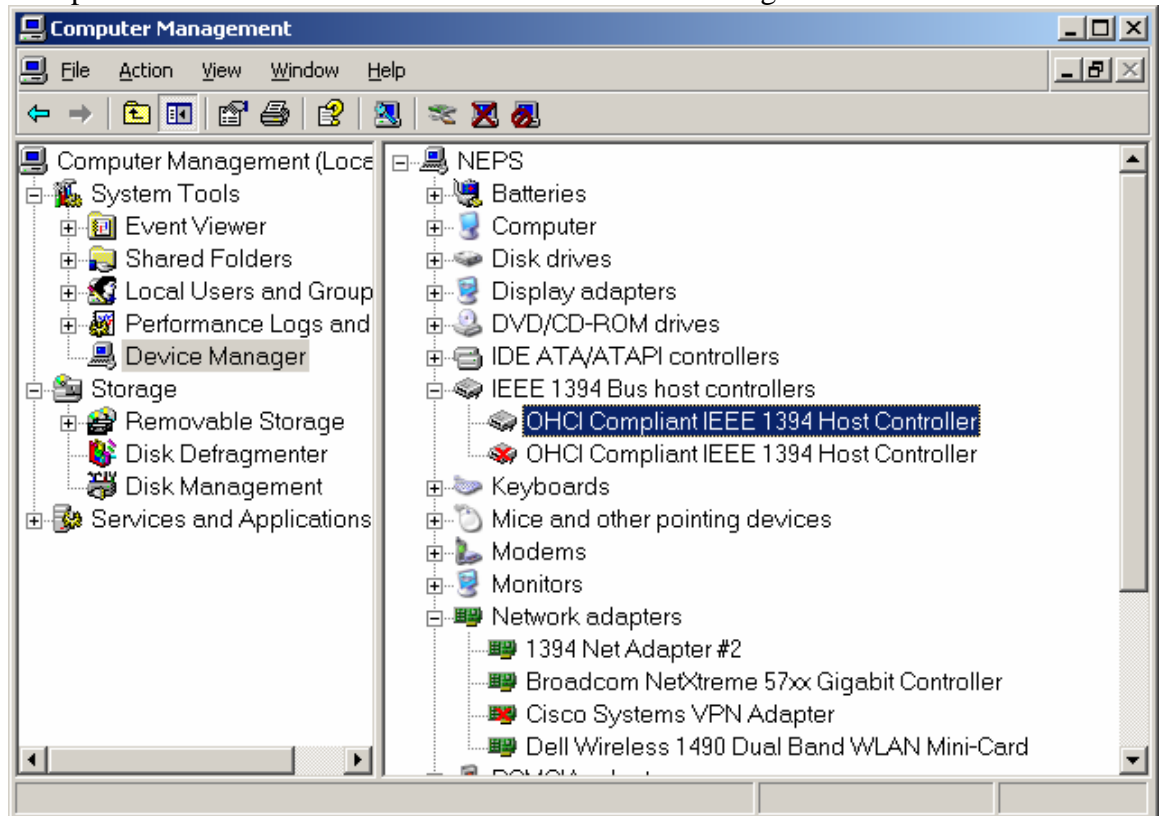
4. In the Device Manager, **right-click** the 1394 card entry in the right pane and select **Update Driver...** to bring up the Hardware Update Wizard



5. In the Hardware Update Wizard, click **“No, not this time”** and click **Next**
6. Click **“Install from a list or specific location (Advanced)”** and click **Next**
7. Click **“Don’t search. I will choose the driver to install”** and click **Next**
8. Select **OHCI Compliant IEEE 1394 Host Controller** and click **Next**

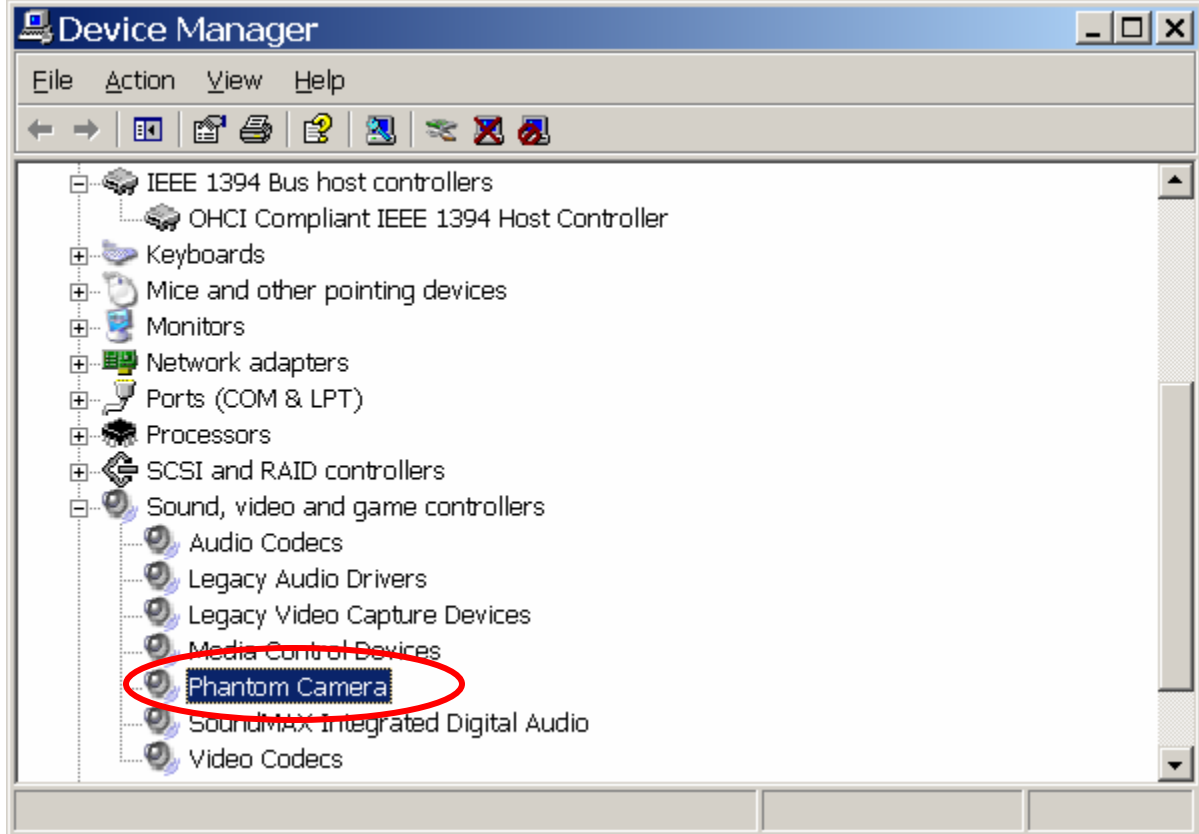


9. Click **Continue Anyway** when the “Unsigned driver” warning appears
10. Click **Finish**. Verify that the FireWire card is now identified as an OHCI Compliant IEEE 1394 Host Controller in the Device Manager.



Establishing connection with your Phantom Camera

1. Open the **Windows Device Manager**
2. Connect the FireWire cable from the camera’s rear panel to the computer’s 1394 Adapter
3. Apply power to the Phantom camera and allow at least 30 seconds for the boot cycle to complete
4. Verify that the Device Manager detects a new device connection. The device tree should collapse for a moment and re-expand when a new device is selected
5. Expand the **Sound, video and game controllers** tree in the right pane of the Device Manager
 - If **Phantom Camera** is listed, your Phantom Camera system is ready for use



- If **Unknown Device** (it could appear anywhere in the Device Manager), or the **New Hardware Wizard** appears instead, you must install the Phantom Camera Driver

Installing the Phantom Camera Driver

1. If the **New Hardware Wizard** appeared, click **Next** and skip to Step 4
2. Open the Windows Device Manager
3. Right-click the Unknown Device and select **Update Driver...** to bring up the Hardware Update Wizard
4. Click "**Install from a list or specific location (Advanced)**" and click **Next**
5. Click "**Don't search. I will choose the driver to install**" and click **Next**
6. From the list of hardware that appears, scroll down and select **Sound, video and game controllers** and click **Next**
7. From the list that appears, click **Have Disk**
8. Click **Browse** and browse to the **C:\Program Files\Phantom\Win2K Camera Drivers** or **C:\Program Files\Phantom\WinXP Drivers** folder depending on your OS and click **OK**
9. From the list that appears, select **PH1394.inf** and click **OK**
10. When Select Device opens, select **Phantom Camera**, then click **OK**
11. Click **Next** to install the driver
12. Click **Continue Anyway** when the "Unsigned driver" warning appears
13. Click **Finish**
14. **Phantom Camera** should now be listed under **Sound, video and game controllers** in the **Device Manager**

Your Phantom Camera system is now ready for use