

# *VScom Serial Device Servers: How can I check a problem with my NetCom Server?*

First of all be sure to have

- the latest firmware version
- the latest driver version
- the latest version of the manual

All these components are available for download, either on the web page of your product, or in the [download center](#) .

Open the manual, and read the section titled "Troubleshooting Guide". Perform the steps for testing named there, especially items 1 to 9. A loopback plug is a DB9 plug with some signals connected internally

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Â 1--4--6--9

Such a plug can be used in RS232 mode.

If there are still problems, reset the NetCom Server to factory settings. For details please read section "Erase Configuration of NetCom" in the manual, or read the [How can I reset the NetCom to factory settings?](#) FAQ. In short terms, you have to configure the DIP switch, reboot the NetCom, and wait for the Power LED to blink one time. Then change the DIP switches to RS232, and reboot the NetCom again.

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Done that please repeat the "Troubleshooting Guide" procedure.

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