

Windows IEEE 1394 Issues

Software Release Information

The DCS Host Software products for Windows that support tethered mode operation included in this release are the following:

- DCS SDK for Windows version 1.6.1
- DCS TWAIN Data Source version 5.9.3

Supported DCS Camera Models

The following DCS camera models have tethered mode support with the software included in this release:

- DCS 520 and EOS D2000
- DCS 560 and EOS D6000
- DCS 620 and DCS 620X
- DCS 660 and DCS 660M
- DCS 330

Supported Operating Systems

The following Microsoft Windows operating systems support tethered mode operation with DCS cameras:

- Windows NT 4.0
- Windows 98
- Windows 98 SE
- Windows 2000

Tethered Mode Support Recommendations

It is highly recommended for tethered mode operation that Windows NT 4.0 or Windows 2000 operating systems be used. We have found performance and reliability issues with Windows 98 and Windows 98 SE. See the Issues section below for details.

Camera Firmware Recommendations

It is highly recommended for tethered mode operation that you upgrade the firmware in your camera to version 3.2.1 or later. We have found performance issues with earlier versions of 3.x.x DCS camera firmware. In addition, if you are using version 2.x.x or older of DCS camera firmware, you must upgrade to achieve tethered mode support.

IEEE 1394 Adapter Information

In the past we have recommended the use of Adaptec's 8920 or 8940 IEEE 1394 adapter cards as the solution for tethered mode support for Windows NT 4.0. These cards are still the recommended choice. These same cards can be used with Windows 98 and Windows 98 SE, but they are not the recommended solution, as we have experienced very slow performance when using these cards. We have tested and approve the use of OHCI cards manufactured and distributed by Orange Micro and AdvanSys. If you choose to use the Adaptec cards mentioned, it is imperative that you not install the Hot Connect software. Installing this software will prohibit communications with the DCS camera. The performance of these cards in the Windows 98 and Windows 98 SE environment far exceeds that of the Adaptec solution. The Windows 2000 operating system only supports OHCI cards, and we recommend using the same OHCI cards as Windows 98 and Windows 98 SE.

If tethered mode support is necessary on a laptop system, we recommend CardBus adapters manufactured and distributed by Orange Micro and AdvanSys. We have tested these solutions with acceptable results with both Windows 98 SE and Windows 2000 operating systems. Again, we recommend the use of the Windows 2000 operating system.

Microsoft IEEE 1394 Driver Information

The Windows 98 SE and Windows 2000 operating systems come with drivers for IEEE 1394. We discovered an issue that significantly affected our performance with these drivers. We reported the issues to Microsoft and they made the changes necessary to improve our performance. It is necessary that the drivers on your system be updated to the updated versions available (at no charge) from Microsoft. They may be obtained via the Internet at the following URL's:

For Windows 98 SE:

<http://support.microsoft.com/support/kb/articles/Q252/1/83.ASP>

For Windows 2000:

<http://support.microsoft.com/support/kb/articles/q262/8/14.asp>

Follow the instructions on the sites for updating the drivers.

Known Issues

All Supported Operating Systems

We cannot guarantee that the camera will be found if you disconnect and reconnect the camera while in your application created using the DCS SDK or our DCS TWAIN Data Source. This did work to some degree in the past, but due to some changes we had to make in our software, is not as reliable. We recommend that you not do this.

It is highly recommended that you use the AC Adapter as the power source for the DCS camera during tethered operation for maximum performance.

Windows 98 SE

1. Camera Not Recognized –

Sometimes when a DCS camera is connected to the computer the system may place it in the Device Manager as an “Unknown Device”. To correct this problem, select the “Unknown Device” in the Device Manager and click on the Property’s button. When that dialog opens, select the Driver tab at the top of the dialog. When that opens, select the Update Driver button and when it asks for the location of the driver file, select the option that points to where you have the files ProFire.inf and Profire.sys that are delivered with our software. After the drivers have been successfully installed, you may be prompted to reboot the system. When the system comes back up, ensure that the Device Manager has a Kodak 1394 Device with a Kodak DCS Camera as the actual device. If a yellow exclamation mark icon is over the Kodak DCS Camera device you will need to repeat the install of our drivers and re-boot.

2. Unhandled Exception –

Occasionally the operating system will trap and display an “Unhandled Exception” dialog. We have seen this problem with our DCS TWAIN Data Source when requesting a change of folders on a PCMCIA card mounted in the camera. If you have developed an application using our DCS SDK you may see this performing the same functionality. This error is not fatal and can be ignored with no loss of data. Do not dismiss the dialog, but simply move it out of the way of your functional Window and continue to work. If you dismiss the dialog the system may hang, forcing a re-boot. If using the DCS TWAIN Data Source and you exit the session and your TWAIN compliant application, you may not successfully re-launch the application. Subsequent attempts may work although a re-boot may be necessary.

We have not been able to trap on the cause of this anomaly. We will continue work on it and will make every effort to implement a fix as soon as possible.