

Knowledge Base Article

Radio Interoperability Unit Problems Connecting via USB

SYMPTOMS

- The SmartMsg Radio Interoperability Unit (RIU) is having problems connecting to the computer via USB.
- The SmartMsg Radio Client log shows multiple reconnect attempts without success

CAUSE

The Advanced Configuration and Power Interface (ACPI) manages Interrupt ReQuest (IRQ) addresses. The USB port may be sharing an IRQ address with other hardware such as a network card, a sound card, or a video card.

APPLIES TO

Operating Systems – Windows 2000 and Windows XP

Workaround

Disable ACPI, so that it cannot share the USB's IRQ with any other hardware. Here are the steps to do this:

1. Locate the **Control Panel** OR right-click on **My Computer** and select **Properties**.
2. Select **Hardware**.
3. Select **Device Manager**.
4. Expand **Computer**.
5. Double-click **ACPI Multiprocessor PC**. The ACPI Multiprocessor PC Properties window will appear.
6. Select the **Driver** tab.

7. Click the **Update Driver...** button.

The following steps vary based upon which Operating System is used. Therefore 2 options will be defined for each step.

8. For Windows 2000: Click **Next** on the Upgrade Device Driver Wizard.
For Windows XP: Select **Install from a list or specific location (Advanced)** and click **Next**.

9. For Windows 2000: Choose **Display a list of the known drivers for this device so that I can choose a specific driver**. Click **Next**.
For Windows XP: Choose **Don't search. I will choose the driver to install**. Click **Next**.

10. For Windows 2000: Click the **Show all hardware of this device class** button.
For Windows XP: Check the box labeled **Show compatible hardware**. (If it isn't already checked.)

11. Select **Standard PC** from the list of Models. Click **Next**.

12. Click **Finish** and close the windows when the Update Wizard has finished.

*Note: Changing this means that all drivers of your hardware are re-installed, so keep the driver disks available. **Additionally, make sure that Plug and Play OS INSTALLED in BIOS is set to NO. This is very important.** Also, note that disabling ACPI mode may cause your computer to not power off when you perform a Windows shutdown. In this case, you would simply need to push the power button after performing a shutdown to complete turning the computer off.*

Reversing this process (re-enabling ACPI) requires the user follow these steps again, but to choose 'ACPI Multiprocessor PC' instead of 'Standard PC' in Step 11. Again, this will require drivers to be reloaded.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.