

PORTLOCK

DEVICE MANAGER

User's Guide
Version 5.04.801

Portlock Device Manager

Version of User's Guide: 5.04.801

Date of Publication: August 1, 2008

Terms of use

Portlock Device Manager is furnished under a license agreement and may be used only in accordance with the terms of the agreement. **Portlock requests that all Portlock Device Manager users upload drivers via the Upload button on the toolbar.** This procedure uploads drivers for your system devices to the Portlock Driver Library, which helps Portlock support a wide variety of hardware.

NO WARRANTY. The technical documentation is being delivered to you AS IS and Portlock Corporation makes no warranty as to its accuracy or use. Any use of the technical documentation or the information contained therein is at the risk of the user. Documentation may include technical errors, typographical errors or other inaccuracies. Portlock reserves the right to make changes without prior notice.

All technical documentation is the copyrighted work of Portlock Corporation. No part of this publication may be copied without the express written permission of Portlock Corporation, 8353 154th Avenue NE, Redmond, WA 98052.

Copyright 2000-2008 Portlock Corporation. All Rights Reserved. Portlock, the Portlock logo, Portlock Storage Manager and Portlock Boot CD are trademarks of Portlock Corporation.

Other vendor product names mentioned in this guide may be trademarks or registered trademarks of their respective companies and are hereby acknowledged. Printed in the United States.

Table of contents

- 4** Supported operating systems
- 4** Introduction
- 5** Submit object device list
- 5** Loading an XML device list
- 6** Missing devices
- 6** Uploading a system's driver list to Portlock
- 7** Manual driver installation
- 8** Capture screen
- 8** Portlock Boot CD: Troubleshooting device recognition

Supported operating systems

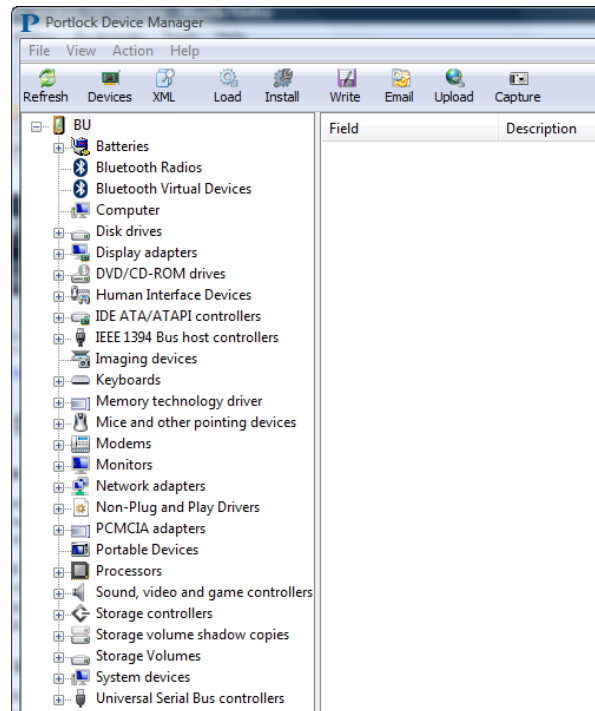
Portlock Device Manager is one of many utilities contained on the Portlock Boot CD, which supports all operating systems. It is also available in separate 32-bit and 64-bit packages for installing on most Microsoft operating systems. The following list outlines those operating systems:

- Microsoft Windows Server 2008
- Microsoft Windows Vista
- Microsoft Windows Server 2003
- Microsoft Windows XP

Introduction

Portlock Device Manager (PDM) provides detailed information about Windows system devices. Users can view devices, export a system's installed devices to an XML file, load a device driver, install a device driver, upload drivers to the Portlock Driver Library, capture screenshots and email the driver list and/or screenshots to Portlock.

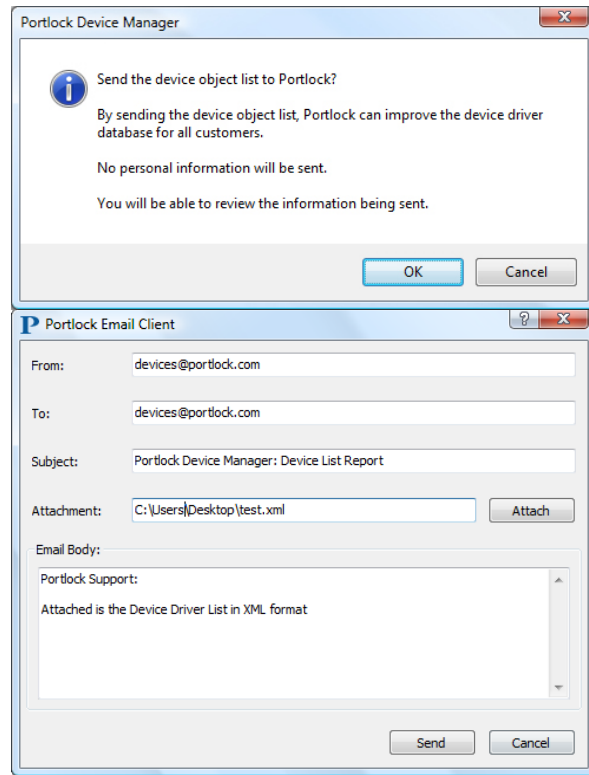
PDM has been developed to minimize user and compatibility error with all of Portlock's applications. PDM can retrieve an extensive amount of detail from a given machine, which makes troubleshooting and device support issues easier for Portlock's customers. PDM interfaces with a large device driver library, which simplifies system management by tracking drivers. Customer-submitted hardware device lists allow Portlock to detect unsupported devices – particularly storage and network – into future builds.



PDM provides information regarding devices with missing drivers and it assists with finding the appropriate driver. PDM is an excellent tool for manually installing and loading a driver.

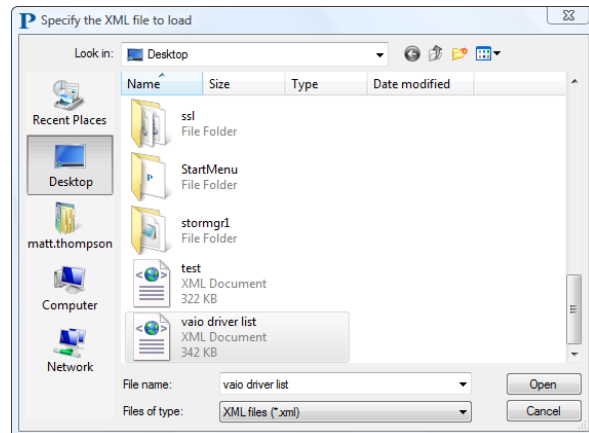
Submit device object list

Portlock Device Manager (PDM) can save your driver list to an XML file and then email the XML file to devices@portlock.com. To submit the device list to Portlock, select the **Email** icon on the toolbar. PDM requires the XML file to be saved to disk before sending.



Loading an XML device list

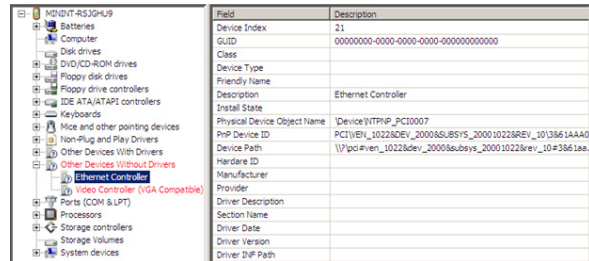
If a customer reports problems with a specific device, Portlock Support can load that user's XML device list via the **XML** button on the PDM toolbar to view the same device listing. This includes all supported and unsupported devices for all Portlock programs. Another use for this feature is to export an XML device list prior to installing a new physical device or device driver. To view the old configuration while running on the new configuration, simply load the XML file. To view the current configuration, press the **Devices** button on the toolbar.



Missing devices

Portlock Device Manager (PDM) lists devices in the left-hand pane. Devices with missing drivers are displayed in **RED**. For example, if an Ethernet driver is missing, the Network Adapter portion of the devices will be displayed in **RED**. The **Upload** button on the PDM toolbar sends detailed driver information from a given system to the Portlock Driver Library. This allows Portlock to add support for unsupported devices.

The screenshot to the right displays an unsupported Ethernet controller. Highlighting the Ethernet controller in the far left pane will display important information that can be used to locate the correct driver.

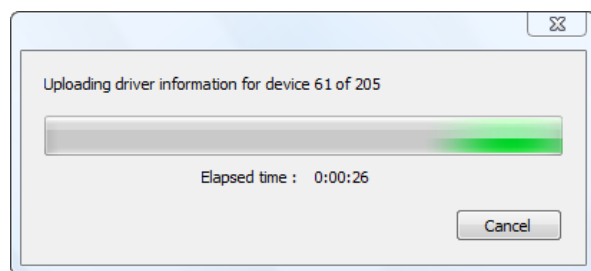


If you already know the make and model of your Ethernet controller then you may move forward with downloading the driver from the vendor website and loading your device driver manually (see “Installing Device Driver”). You may also locate your device by doing a search for your PCI device number shown in the right pane next to the device path. Example: PCI#dev_1022

Note: When downloading a device driver from the vendor website for an unsupported device on the Portlock Boot CD, you will need to select Windows Vista/Windows Server 2008 as the operating system. Windows XP/Server 2003 drivers usually work correctly.

Uploading a system's driver list to Portlock

Portlock requests users who encounter an unsupported device to upload the device drivers as well as the XML device list to devices@portlock.com. This will help Portlock to support all system devices.



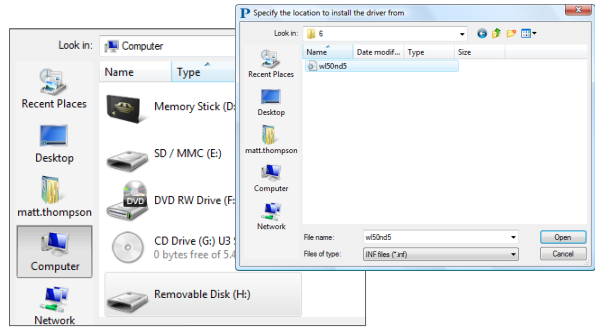
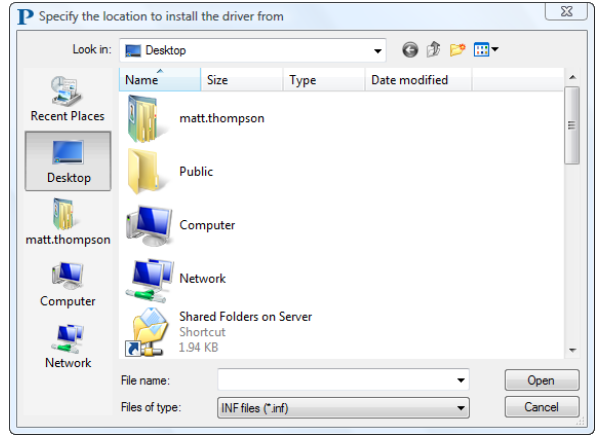
Manual driver installation

Portlock Device Manager (PDM) is a comprehensive utility for troubleshooting and providing valuable information for device support. In the example below we discuss the process and options for loading a driver manually into the Portlock Boot CD.

Note: PDM is located on the Portlock Boot CD's **System** tab.

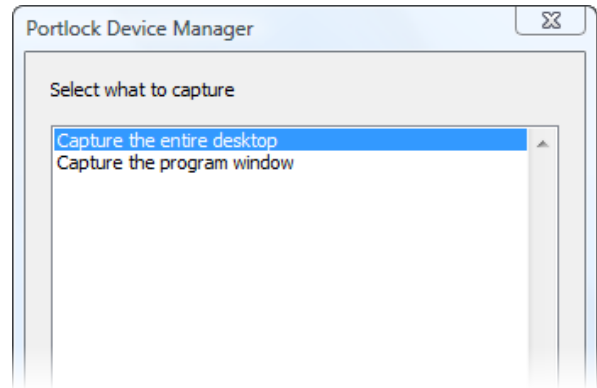
In the event your device is not viewable from the Portlock Boot CD, Portlock recommends downloading the device driver from the device-vendor's website and installing it manually. To manually install your driver, select **Install Driver** on the toolbar. PDM will then ask for the location of the driver. PDM allows for loading a driver from a floppy, USB device or mapped drive. In the example to the right, we are installing a driver from a USB key.

Note to Portlock Boot CD users: The Portlock Boot CD supports "plug and play" devices. A USB device can be attached at any time. If a driver requires a reboot then manual installation is not possible as the Portlock Boot CD runs on a RAM disk and the new driver will not be saved after rebooting. In this case, please upload your device driver XML file and inform Portlock Support that the driver needs to be added in a future build.



Capture screen

Another convenient feature of Portlock Device Manager (PDM) is the ability to capture a screenshot. This allows Portlock to view any part of the screen including errors, warnings, devices, etc. To capture a screen choose the **Capture** icon on the far right side toolbar. PDM can capture a single program or the entire desktop. This saves a .png file to the specified location. Use Portlock Email Client to email the screenshot to Portlock Support.



Portlock Boot CD: Troubleshooting device recognition

In the event that the Portlock Boot CD is unable to see a device and/or controller on your machine, please check the following:

1. Ensure you are using the most recent version. You can find the version number of the Portlock Boot CD that you are using at the bottom of the Portlock Boot CD interface. Compare that version number with the latest version number listed in the [Portlock Boot CD release history](#).
2. What is the make/model of the missing hardware? Capture a screenshot of Portlock Device Manager (PDM) by pressing the **F5** key and email it to support@portlock.com to confirm device support.
3. Is the firmware of the missing hardware up to date?
4. Run PDM. Does PDM show the device in the supported device tree?
5. If you are running NetWare, please send us the **startup.ncf** file as well as **autoexec.ncf** file. These can be found at **C:/NWSERVER/STARTUP.NCF** and **SYS:/SYSTEM/AUTOEXEC.NCF**. This will help identify your devices.
6. PDM supports loading device drivers. Locate the driver for your missing device and install it with Portlock Device Manager.

We are continually adding support for numerous devices, however, we do occasionally encounter a driver that we do not yet support. If you are able to find and load your driver manually from PDM, please send your driver/controller information to devices@portlock.com so we may add support for your device into our build environment.

The more information you are able to provide for us, the easier it is to assist you with a device support issue. Please send as much detailed information as you can to our support team.