

# Network Service Tool V Version 2.2 Installation Instructions

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## About Network Service Tool V

Network Service Tool V (NST V) is designed to be the primary technician interface to start up and troubleshoot the Carrier Comfort Network (CCN). The software is designed to run on any computer utilizing the Windows® 2000/XP/Vista/7 operating system. The computer needs a USB port to support the USB to CCN Converter which is required to run NST V

NST V provides an environment from which you can easily perform the following tasks:

- Display current controller status and configuration data
- Dynamically switch between customary US or metric units
- Install, commission, monitor, and control any CCN device including Comfort Controllers and Universal Controllers (Note: 203FID and VVT Gateway are NOT supported)
- Backup and restore CCN device configuration
- View and save CCN network alarms
- Configure and troubleshoot the CCN network with the aid of Bus Diagnostic utilities which includes Bus Monitor
- Create and edit BEST++™ (custom) programs
- Supports USB, Ethernet and Modem Dialup connections
- Supports ComfortVIEW CCN Import/Export to move databases between NST V and ComfortVIEW

## Computer Requirements

- Microsoft Windows Operating Systems
  - Windows 2000 Professional
  - Windows XP Professional
  - Windows Vista Business or Ultimate 32/64 bit
  - Windows 7 Professional or Ultimate 32/64 bit
- Hardware requirements
  - Pentium 600 MHz processor with 256K cache RAM
  - 512 Mb of memory
  - 4 Gb hard disk with 1 Gb free for NST V
  - CD-ROM drive
  - One free USB port



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## **Installation Instructions**

The NST V CD contains the following software:

- NSTV application
- USB Driver for the USB to CCN Converter.

**Note:** **DO NOT** attach the USB to CCN Converter to the computer before installing the NST V software.

To begin the installation process, insert the NST V CD into the computer's CD drive and AutoRun will begin the installation. If AutoRun does not initiate the installation, then double click on the SETUP.EXE application in the CD's root directory to begin the installation. Follow the dialog box prompts to complete the installation.

**Note:** When the NST V application software installation has completed, **DO NOT** reboot your PC.

Keep your NST V CD in the CD drive and connect the USB converter to your PC. Follow the dialog box prompts to install the USB driver. The driver installation is a two part installation; first it will be necessary to install the USB Bus driver (ftdibus.inf) followed by the Port driver (ftdiport.inf). Once the USB driver has been fully installed, remove the NST V CD from the drive and reboot your PC.

**Note:** If installing the USB Converter driver on a system running Windows Vista or Windows 7 then refer to the Additional Notes section of the readme.doc file in the Network Service Tool V folder of the NSTV installation.

## **Additional Notes**

### **Multiple USB Ports**

If your PC has multiple USB ports and you plug the USB converter into a USB port that has never had the converter connected to it before, you will be prompted to reinstall the USB driver for the converter. This is normal for Windows USB-based communication devices. The required USB driver can be found in the FTDI USB Driver folder under the Network Service V folder.

Therefore, we recommend that you install the USB driver for all USB ports on your computer to which you may connect the NST V USB converter. To do this, plug the USB converter into each USB port and complete the driver installation.

### **Firewall and Ethernet Connection**

In order to use NST V to connect to Ethernet based CCN controller, you must first ensure that any network firewall is disabled. Windows comes with a firewall which can be disabled (turned off) by selecting *Windows Firewall* from the Control Panel.



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