Frequently Asked Questions

Title: Init_Module throws frontdesk error
Date: Feb 2017
Card/Board/Module: All M4K, M8K modules on 4000PCI[e], 2000PCI[e] cards
Operating System: Windows

Question:

Customer has an application working on an M4K family module on a 4000 Family card. They made an image of their machine, and copied it to a new machine (i.e., they cloned the machine).

They placed a 4000 card with same type M4K module in the new machine.
They have an application that runs on the original machine which is now copied onto the new machine. On the new machine, the application (on function call Init_Module) throws a frontdesk error.

What causes this problem ? How can they make it work on the new machine ?

Answer:

We need to check a number of things:
- Device Manager, card is listed properly; that is, the hardware driver was installed from the hardware installation disk
- Check that Showhex sees the card, and in bank 4 it sees the installed modules (Start > Programs > Excalibur > Showhex)
- If card is PCIe, verify that you have connected the SATA power cable to the power supply; otherwise, the modules will not be recognized, since they are not getting enough power
- Note that the default device number for the card is 25; use ExcConfig to assign a different (additional) device number to the card, e.g., number 0
- Verify the device number that the application expects to use; perhaps the application expects device number 0, or some other number, and it has not yet been assigned in ExcConfig
- If you are running a 32bit application on 64bit Windows, verify that the 32bit frontdesk.dll is in the EXE folder along with the necessary 32bit DLLs

Additional FAQ to see: "Driver Support for Various Windows Operating Systems - 64bit Windows and running a 32bit EXE" at URL http://www.mil-1553.com/faqs .