

FREQUENTLY ASKED QUESTIONS

ACSELERATOR QUICKSET® SEL-5030 SOFTWARE



ACSELERATOR QuickSet® SEL-5030 Software is an easy-to-use yet powerful tool with template design capabilities for easy, consistent settings and applications to help you get the most out of your SEL device. This document provides common solutions to frequently asked questions about this product. If you have a question that is not addressed in this document or the provided solution does not work for you, please contact your local application engineer for more specific assistance.

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WHEN I INSTALL ONE DEVICE DRIVER IN SEL COMPASS®, MORE ITEMS ARE INSTALLED THAN I SELECTED.

Some device drivers require other plugins in order to use all the driver features. For instance, installation of the SEL-787 driver will also cause the download and installation of the Commissioning Assistant Software.

I CANNOT COMMUNICATE WITH MY SEL DEVICES IN QUICKSET WHEN USING A USB SERIAL ADAPTER.

A USB serial adapter is a common component of just about every new computer setup. These adapters are used to interface a personal computer (PC) with everything from QuickSet, HyperTerminal®, NMEA 0183 adapters and multiplexers, AIS receivers and transponders, and many other types of electronics. Most USB global positioning system (GPS) receivers, for example, each have an embedded USB serial adapter.

Several companies make the integrated circuits (“chips”) that form the core of a USB serial adapter. Each company provides special software, called a driver, that allows the Microsoft® Windows® operating system to detect and operate the USB serial adapter. If the appropriate driver has not been installed correctly in Windows, the USB serial adapter will not function or will not appear in QuickSet.

Driver software needs direct access to the hardware it controls (in this case, the USB serial adapter), so the operating system gives it special privileges. Unfortunately, these privileges make it possible for a driver to shut down the operating system when the driver misbehaves. Normal desktop applications do not have the same privileges, so an application crash does not affect the operating system and other running applications.

When a driver crashes, one of four things will usually happen:

1. Intermittent communications errors occur during a read or send.
2. The computer reboots unexpectedly.
3. The computer completely locks up.
4. A blue screen (also called the “blue screen of death,” or BSOD) displays with a lot of technical-looking words and numbers.

If you experience communications errors, sudden reboots, complete lockups, or blue screen errors, a device driver could be responsible. Unfortunately, it is not always easy to determine which driver is at fault because every hardware component in your computer, including the display adapter, hard drives, keyboard, and mouse, uses a driver. Sometimes, following a reboot after a driver crash, Windows will offer to send a report about the crash to Microsoft. On rare occasions, you will receive a response indicating which driver caused problems. If you seem to only experience these problems when running QuickSet, a USB serial adapter driver is the mostly likely cause.

Your first step in trying to solve driver problems should be to check the website of the manufacturer whose device driver is causing the problem. Most manufacturers have support areas on their websites where you can download the latest drivers. If you need help determining which driver you need or with installing the driver, please contact the manufacturer of the device. SEL cannot offer support for devices from another manufacturer. The SEL-C662 USB-to-Serial Port Cable works more reliably with our products.

WHEN I SELECT UPDATES FOR ONLY A FEW DRIVERS IN SEL COMPASS, ALL PRESENTLY INSTALLED QUICKSET-RELATED PACKAGES ARE ALSO DOWNLOADED AND INSTALLED.

Some updates require that all QuickSet files be a specific version. For presently installed drivers to work, they must be at a specific version that is compatible with the main shell of QuickSet. Each driver must be updated, or the driver will not open or function correctly because of specific changes to the main shell of QuickSet.

HOW DO I DOWNLOAD QUICKSET FOR INSTALLATION ON A COMPUTER WITHOUT INTERNET ACCESS?

We have an offline installation file available for download at www.selinc.com/SEL-5030. You can use a computer with Internet access to download this file from the SEL website and copy the file to a removable thumb drive or CD. You can then take the removable media, copy the file onto the PC without Internet access, and run the file from there.

CAN I STILL SEND SETTINGS TO AN SEL DEVICE IN QUICKSET EVEN WHEN ERRORS ARE BEING REPORTED IN THE SETTINGS?

Yes. You can still send settings to an SEL device even when the Settings Editor shows that errors exist. Prior to sending settings with known errors, QuickSet displays a prompt asking whether you want to send these settings (see Figure 1).

If you select **Yes** and the values are valid for the SEL device, QuickSet accepts the settings. If the values are invalid, QuickSet might display an error message from the SEL device during the send process.

If you select **No**, QuickSet returns you to the Settings Editor, where you can adjust the settings changes to make them valid.

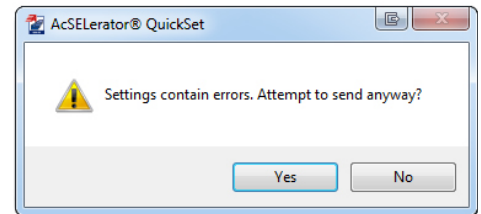


Figure 1: Select **Yes** at the settings error prompt to accept the settings.

HOW DO I SAVE SETTINGS FOR A DEVICE WHEN I DO NOT HAVE THE ASSOCIATED DRIVER INSTALLED IN QUICKSET?

QuickSet has two ways of handling this kind of situation. One way is to use a universal driver, while the other is to give users an option to save the settings into the database and then open these files when the driver is installed.

The universal driver opens in a grid format, where you can save, modify, and send settings to a device. No error checking or graphical logic editor options are available for the universal driver, but users can still manage their settings. To use the universal driver option, the SEL device will have to be using File Transfer Protocol (FTP), Telnet, or Y-Modem. SEL devices that use ASCII transfer will be unable to use the universal driver.

To save settings during a read, choose **Load Settings Without a Driver** when QuickSet prompts that there is no driver installed. When you choose this option, QuickSet displays the settings in a grid editor. This editor has no error-checking features but allows you to make changes to the settings and save the settings to open later.

If you read settings for a driver that QuickSet supports but you do not presently have the driver installed, you can always install the driver after the settings are read from the device. After the driver is installed, it will then open the settings in the correct QuickSet Settings Editor.

WHY DO SOME DEVICE DRIVER SETTINGS EDITORS DISPLAY IN AN EASY-TO-VIEW GUI WINDOW WHILE OTHERS DISPLAY IN A MICROSOFT® EXCEL®-TYPE GRID EDITOR?

QuickSet uses two types of Settings Editors: one that we call a smart form editor (or GUI) and another that opens in a grid-type editor much like what you would see with an Excel spreadsheet. You can make changes, save, open, read, and even send settings using either editor. The main difference is that smart form editors provide error-checking functionality along with other features, such as the graphical logic editor, while grid-type editors are just a means of storage for the settings.

HOW DO I BACK UP MY DEVICE MANAGER DATABASE AND ALL ASSOCIATED SETTINGS?

QuickSet uses two types of databases to manage settings and connections. The most commonly used database file is the relay database (RDB) file, which is standard on all QuickSet installations. After locating this file, it can be copied into a folder for storage and backup. By default, the RDB file is stored in the **C:\Users\Username\AppData\Roaming\SEL\AcSELeRator\QuickSet** folder and named **Relay.rdb**.

QuickSet uses the second database, a PostgreSQL database, for all Device Manager-related settings and connections. Device Manager uses this database to store all of the information it needs to display the connection settings. You can choose to back up the Device Manager database because it is not stored in one file, as is the RDB file type. This option only backs up information stored in the Device Manager and does not back up any RDBs and settings stored outside of the Device Manager.

To back up the Device Manager database, navigate to **File > Database Manager > AcSELeRator Database** and select the folder where you want to save the database. After selecting the backup folder, click the **Backup Database** button (see Figure 2).

If your database exceeds 10 gigabytes, then you will need to manually save the database folders as described in the FAQ on the ACSELERATOR TEAM® SEL-5045 Software webpage, located at www.selinc.com/SEL-5045. This FAQ document also includes instructions on restoring the database folders.

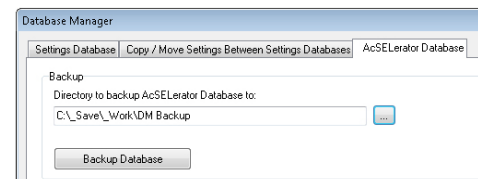


Figure 2: Back up the Device Manager database.

HOW CAN I IMPORT ALL OF MY SEL-5010 RELAY ASSISTANT SOFTWARE SETTINGS AND CONNECTIONS INTO QUICKSET?

Use the SEL.DataImporter tool to migrate your SEL-5010 connections and associated settings into QuickSet Device Manager connections. To import SEL-5010 connections and settings, you must first ensure that your SEL-5010 database is updated to version 4.3.3 or newer.

The SEL.DataImporter tool can be found at **C:\Program Files (x86)\SEL\AcSELERator\QuickSet\bin\Plugins**, as shown in Figure 3.

You can find more information on how to use the SEL.DataImporter tool under Section 9 of the ACSELERATOR QuickSet Instruction Manual, which you can download at www.selinc.com/SEL-5030 under the Product Literature tab.

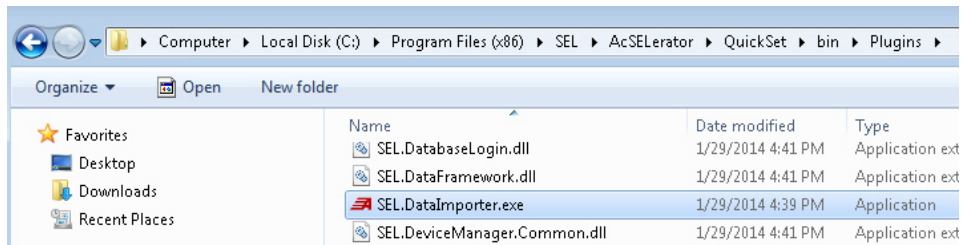


Figure 3: Locate the SEL.DataImporter tool.

IS QUICKSET FREE TO USE? I SEE A SECTION FOR LICENSING.

There are two versions of QuickSet: the base QuickSet program and another version (available with a license) that includes the Design Templates feature of QuickSet. For a chart describing features and outlining the differences between the two versions, visit www.selinc.com/SEL-5030. The free version of QuickSet includes everything necessary to manage your relays and associated settings. The Design Template feature provides the ability to develop Settings Editors for certain applications, allowing you to hide settings from end users and to determine the settings that can be changed in the editors.

For more information about QuickSet Design Templates, refer to Section 6 of the ACSELERATOR QuickSet Instruction Manual, which can be downloaded from www.selinc.com/SEL-5030 under the Product Literature tab.

WHAT ARE THE DEFAULT PASSWORDS FOR THE DEVICE MANAGER LOGIN?

When you start the Device Manager, you will see a prompt for a user name and password to access the database. By default, **User Name** is **admin** and **Password** is blank, as shown in Figure 4.

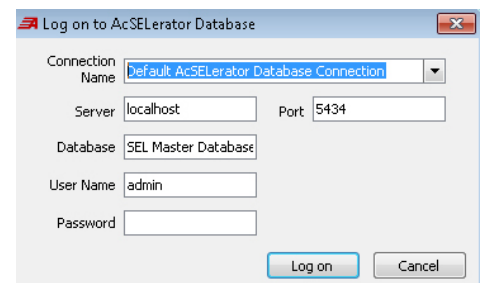


Figure 4: Enter **admin** for the **User Name**, and leave **Password** blank.

WHY AM I RECEIVING A MESSAGE WHEN STARTING DEVICE MANAGER THAT STATES IT COULD NOT CONNECT TO THE ACSELERATOR DATABASE SERVICE?

acSELERATOR Database, a service installed with the Device Manager, will sometimes not start because of an IT department policy preventing automatic start of the service or because of errors in the Device Manager PostgreSQL database. If you right-click on the **acSELERATOR Database** service and select **Start** and the service still does not start, then the service was set during installation to start manually instead of automatically. Work with your IT department to set this to automatically start. If the acSELERATOR Database service still does not start, there may be errors in the PostgreSQL database.

To determine if the acSELERATOR Database service is running, navigate to **Control Panel > Administrative Tools > Services** to open the Windows services display. acSELERATOR is usually one of the top services listed in the **Services** window. The **acSELERATOR Database** service should display a status of **Started**.

WHAT DEVICES DOES QUICKSET SUPPORT?

From the SEL website at www.selinc.com/SEL-5030, you should see a list of supported devices that will open either grid or smart form editors in QuickSet.

WHERE IS THE QUICKSET ADDRESS BOOK, AND CAN I COPY ADDRESSES TO ANOTHER COMPUTER TO ALLOW ACCESS TO SAVED CONNECTIONS?

If you use the address book from the **Communications Parameters** window, QuickSet creates a text file that stores this information. You can then copy this text file onto another computer without having to recreate the network entries.

The **Addressbook.txt** file is located in **C:\Users\Username\AppData\Roaming\SEL\AcSELERator\QuickSet**. To move the address book to another computer, you must copy the **Addressbook.txt** file into the same location on the other computer. If you do not have an **AddressBook.txt** file in this location, there are probably no saved network configurations for your QuickSet program. The text file is not created until the first saved connection.

HOW DO I TRANSFER SAVED HMI CONFIGURATIONS SO THAT OTHER USERS SEE THE SAME HMI SCHEMES?

The HMI Configurations settings are stored in a Microsoft Access® database (MDB) file called **HMIUserConfigurations.mdb** at **C:\Users\USERNAME\AppData\Roaming\SEL\AcSELERator\QuickSet**, as shown in Figure 5.

To share the HMI configurations of your QuickSet program, you will need to copy this database file into the same location on other PCs after you have made all necessary changes to the configurations. Keep in mind that copying this file to another PC will erase all other user configurations on that PC. We suggest that you back up the other **HMIUserConfigurations.mdb** files so that you can restore these configurations, if necessary.

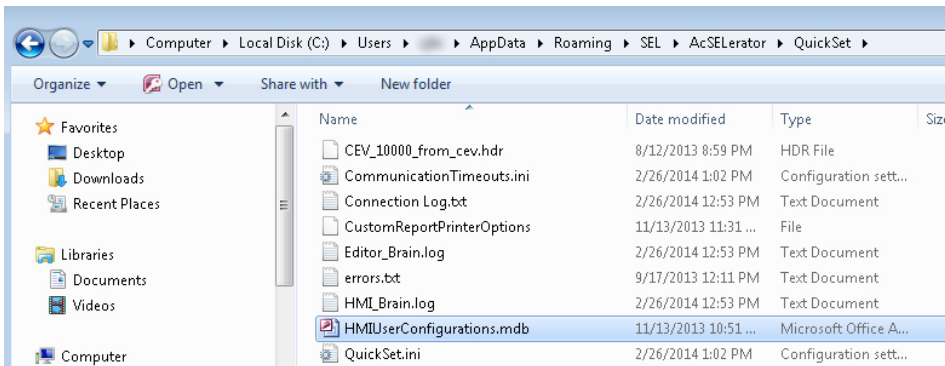


Figure 5: Locate the **HMIUserConfigurations.mdb** file.

HOW CAN I RECEIVE NOTIFICATIONS OF NEW QUICKSET VERSIONS?

SEL Compass has an option for notifying users of new versions for presently installed packages, including downloaded documents and installed SEL programs. To turn on this feature, open SEL Compass and navigate to **Tools > Options**. In the **SEL Compass Options** window, there is an **Update Frequency** section, as shown in Figure 6.

SEL Compass does not automatically install updates. However, if you have selected **Enable Update Notifications** and designated a timeframe when you want SEL Compass to look for new updates, the program will inform you of updates for documents and installed SEL software.

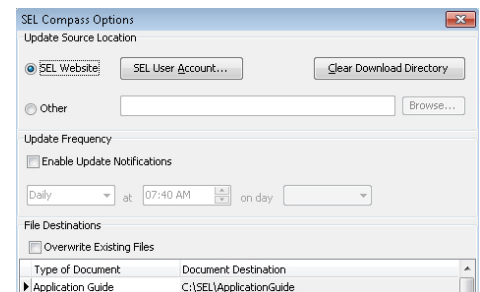


Figure 6: Select **Enable Update Notifications**, and choose a timeframe to be notified of updates.