# MAP4 Software

Communications Troubleshooting

1. Make sure multiple instances of MAP4 are not running simultaneously. This can happen if the MAP4 icon is clicked again and again while waiting to load or if another Windows User logged in without shutting down MAP4 first. First shut down MAP4. You will have to press CTRL+ALT+DELETE to access Task Manager. Once Task Manager is open, click on the Processes tab and sort by image name. Verify there are no MAP.exe displayed. If so, End each process.
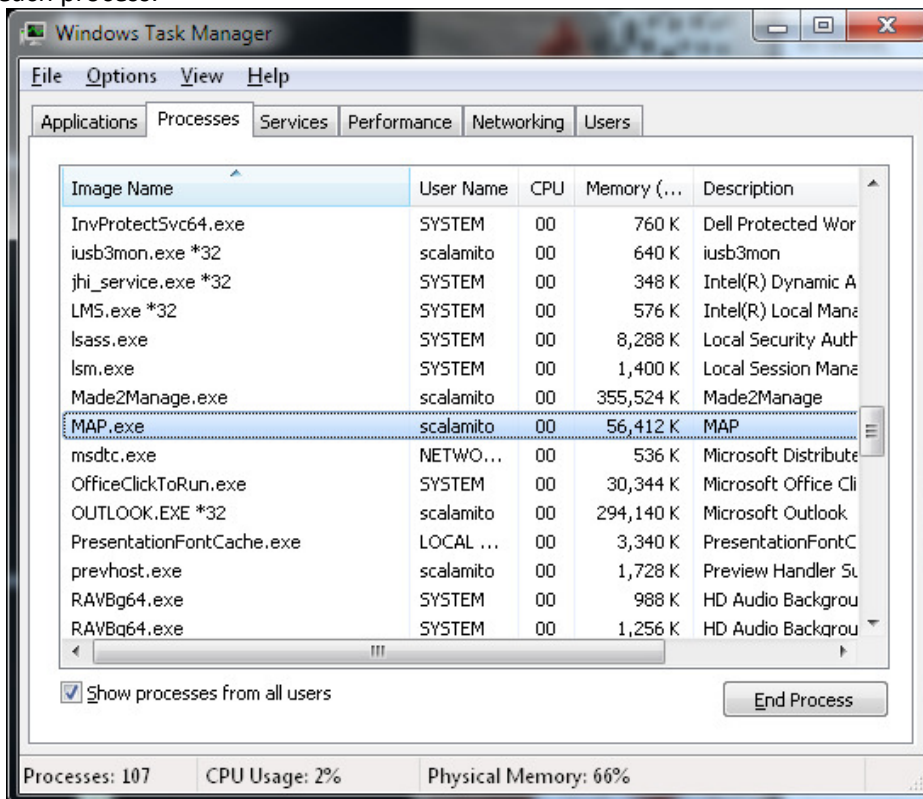
2. Make sure the Windows User permissions did not reset. They need to have Full Control over the ThwingAlbert directory. See PDF on MAP4 Admin User Rights.
3. You may try changing the COM Port (physically) as well as in the Device Manager. I try to set it to a high number like double digits 10 or 11. The PDF shows Windows 7, but once inside device manager, it's the same in Win10. See PDF on MAP4 Changing Ports in Windows 7
4. Verify all connections are tight.
5. You can try using different cables. If you are using a USB adapter, verify it has up to date drivers, reinstall the drivers, or try another adapter. Certain brands work better than others.

6. Commonly if we have a working machine that then loses communication, it is most likely a hardware issue either on the Vantage or the PC. You could try to install MAP4 on another PC to rule out an issue with the EJA Vantage.

You will want to verify the desktop or laptop has at least 4gb of ram.

System Requirements
- ✓ Operating System:
Windows® 7, 8 and 10
- ✓ Microsoft .NET Framework 4.5
- ✓ Processor: 2GHz or faster processor
- ✓ RAM: 4GB
- ✓ Hard Disk Size: 250GB
- ✓ Video: 1024 x 768 minimum