Statement of Vista SP2 on Huawei Modem Products

Microsoft has made the Vista Service Pack 2 available on the 26. May 09. We have subsequently engaged in testing the SP2 with Huawei's range of data products. This document officially notifies the analysis of Vista SP2 on Huawei Modem products.
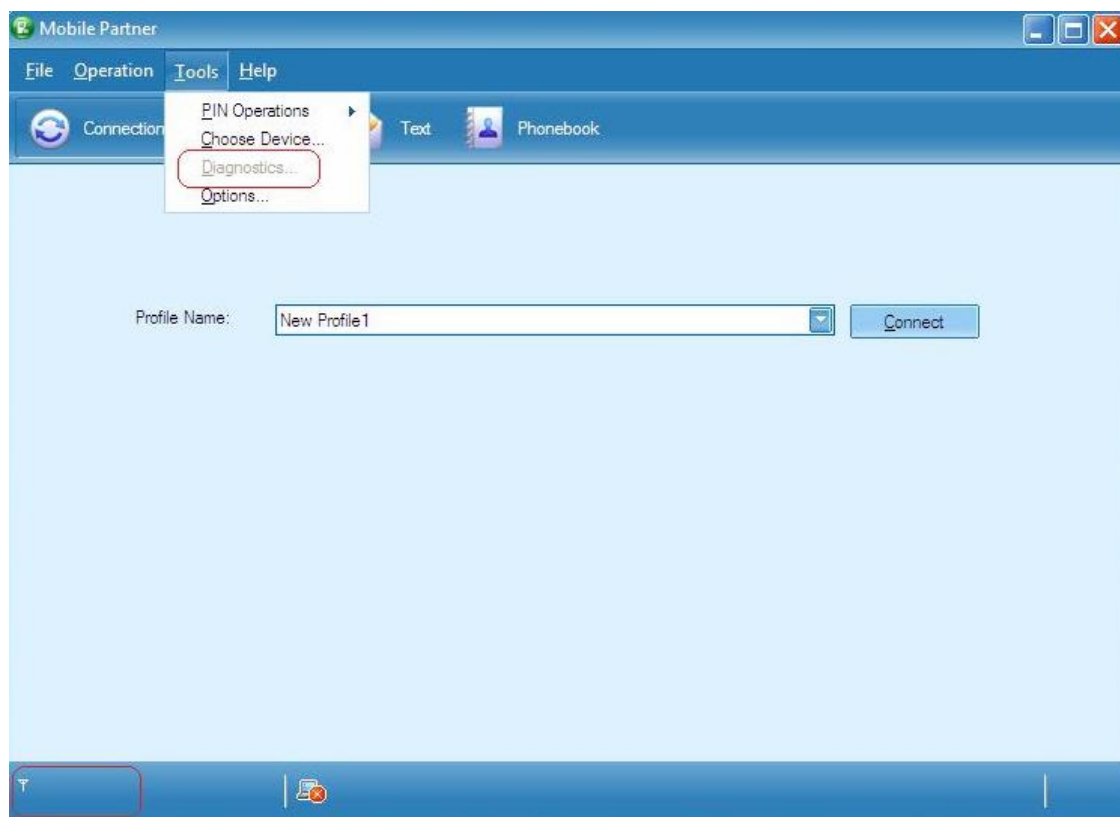
Vista SP2 Testing Results:

While using Modem products only under Vista SP2 system, the dashboard cannot detect the device under the following 2 scenarios:

1. Launch the dashboard first, and then plug the products into the laptop.

2. Plug the products into the laptop and then launch the dashboard. Then make the laptop enter into hibernating mode with the dashboard opened and the products plugged. After the laptop comes back from the hibernating mode, the laptop cannot detect the device.
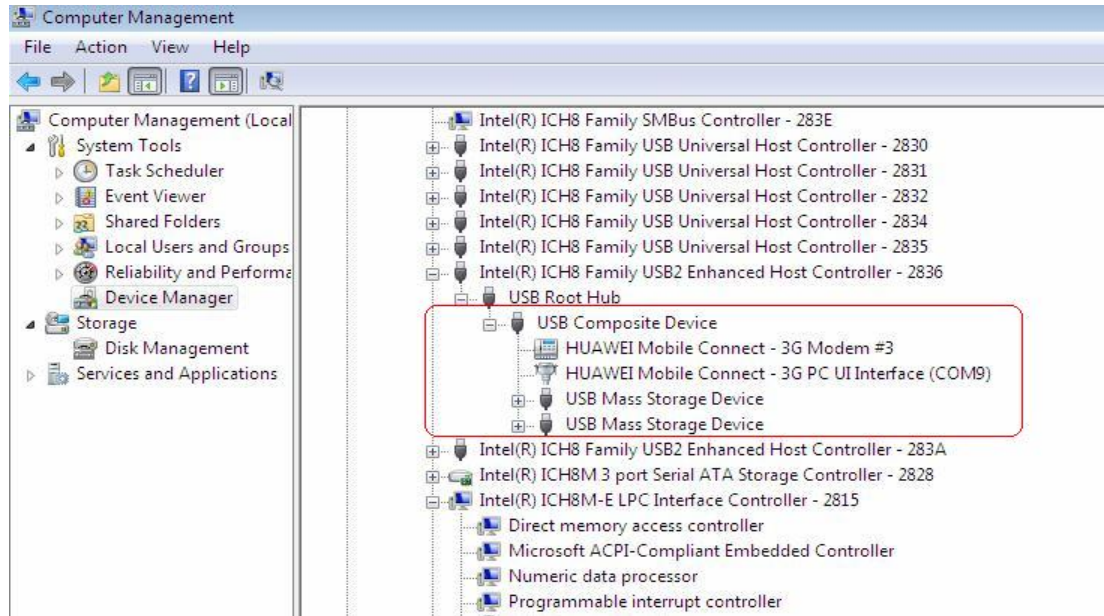
Issue phenomenon:

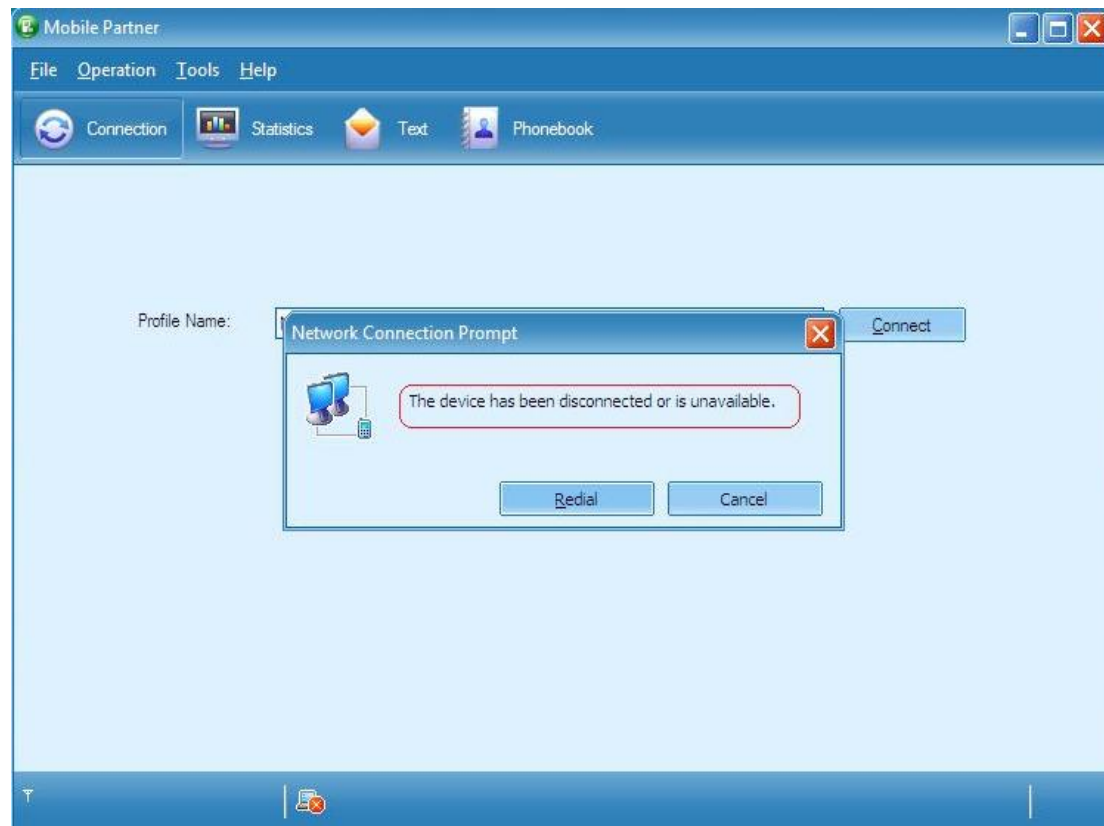1. The dashboard can not detect the device just like pic 1.

Pic 1

The diagnostics item is gray and there is no signal.

2. There are ports in the Device Manager just like pic 2.

Pic 2

3. The dial up is failed with the cue of the device has been disconnected or is unavailable
   just like pic 3.

Pic 3

Issue Analysis:

Microsoft begins to support IEEE 1667 standard (Standard Protocol for Authentication in Host Attachments of Transient Storage Devices in Vista SP2. Therefore, SCSI command is added to the initialization process of USB devices. The implementation of this command is not done strictly according to the protocol. It leads to the fact that products FW USB port status becomes abnormal after receiving SCSI command. Therefore the connection between FW and the dashboard gets lost.

This issue only concerns USB driver part of the FW and is not relevant to the dashboard.

Solutions:

1. Replug the Modem products while the dashboard is being closed can resolve this issue.

2. Huawei has released a special tool to solve the issue by running it in PC.