

Edge 2 DATA ERROR 3

A "Data Error 3" occurs when the Edge2 has received information that is corrupt or it doesn't understand.

Most common causes:

- Edge2 is plugged into the security key (only applicable for LPT security keys of course)
- Edge2 is sharing a port with another device such as a printer or scanner (switchbox, pass-through, etc)
- Sentinel hasn't been configured and is set to 'use' the port that the Edge2 is connected to
- Printer drivers, usually caused by an extra driver being installed and its set to use the same port as the Edge2
- The cable, if the cable is 'bad' or in some cases too long, it can cause the information to become corrupt
- If the port itself is bad it will cause problems
- The CPU board in the Edge2 unit may be bad and need to be replaced

Most common fixes:

- Make sure the Edge2 is the only device on the port
- Sentinel is configured properly
- Trying another cable
- Trying another port
- Removing or reconfiguring printer drivers so they don't attempt to access the Edge2's port
- Contact hardware support and see if something in the Edge2 needs to be changed