

## Packages - Bug #2016

### [wvdialconf] Unable to setup fax modem

2018-09-27 03:18 PM - ani

<b>Status:</b> fixed	<b>% Done:</b> 0%
<b>Priority:</b> bug	
<b>Assignee:</b>	
<b>Category:</b>	
<b>Description</b>	
This is the dmesg for my fax modem:	
[ 1008.994416] usb 1-7.2: new full-speed USB device number 7 using xhci_hcd	
[ 1009.640829] usb 1-7.2: New USB device found, idVendor=0572, idProduct=1329, bcdDevice= 1.00	
[ 1009.640839] usb 1-7.2: New USB device strings: Mfr=1, Product=2, SerialNumber=3	
[ 1009.640845] usb 1-7.2: Product: USB Modem	
[ 1009.640851] usb 1-7.2: Manufacturer: Conexant	
[ 1009.640855] usb 1-7.2: SerialNumber: 24680246	
[ 1010.044660] cdc_acm 1-7.2:1.0: ttyACM0: USB ACM device	
[ 1010.045718] usbcore: registered new interface driver cdc_acm	
[ 1010.045720] cdc_acm: USB Abstract Control Model driver for USB modems and ISDN adapters	
When running wvdialconf newconf:	
Scanning your serial ports for a modem.	
Modem Port Scan<*1>: S0 S1 S2 S3	
ttyACM0<*1>: ATQ0 V1 E1 -- failed with 2400 baud, next try: 9600 baud	
ttyACM0<*1>: ATQ0 V1 E1 -- failed with 9600 baud, next try: 115200 baud	
ttyACM0<*1>: ATQ0 V1 E1 -- and failed too at 115200, giving up.	
Sorry, no modem was detected! Is it in use by another program?	
Did you configure it properly with setserial?	
Please read the FAQ at <a href="http://alumnit.ca/wiki/?WvDial">http://alumnit.ca/wiki/?WvDial</a>	
I am ignored on #parabola, Freenode.	

### History

#### #1 - 2018-09-27 04:24 PM - freemor

First thig to do is install minicom and see if you can send AT commands to the modem

if not.. check permissions/Groups

When you can talk to the modem with minicom and can see intelligent responses then you gan go ahead and try setting up wvdial.

It is important to read through the wvdial documentation. it is not a click and go type affair

#### #2 - 2018-09-28 01:15 PM - ani

[freemor](#)

I have tried to use picocom (similar to minicom) and while wvdialconf is requiring root access to be able to scan anything on /dev/ttyACM0, picocom seems to not care.

I have added myself before to group 'uucp' and also now I added myself twice, relogged in. The modem at /dev/ttyACM0 has the group ownership 'uucp' with rw rights.

I read about connecting to a modem with the serial interface but the only non default option I found was to set hardware flow. I set it with '--flow h'.

I tried the default baud (9600) and the 115200 baud rate.

Pressing ENTER doesn't do anything while connected. I don't know how to get output or if it understands picocom.

**#3 - 2018-09-28 01:24 PM - freemor**

read:

<https://wiki.archlinux.org/index.php/Wvdial>

And decide between the suid, sudo or creating a dialout group methods.

**#4 - 2018-09-28 03:58 PM - ani**

[freemor](#)

I wasn't clear. I run wvdialconf as sudo (root privileges) but it fails with those messages in post [#1](#).

**#5 - 2018-09-28 04:58 PM - freemor**

is:

ATQ0 V1 E1

a sane command for you modem?

How does the modem respond to this in minicom/picocom?

Is wvdial expecting numeric or alphanumeric responses?

**#6 - 2018-09-28 05:02 PM - ani**

[freemor](#)

when I am connected (using baud 115200 and hardware flow) I have to enable local echo in order to get an echo. The sequence "ATQ0 V1 E1" followed by ENTER gives no output at all.

I don't understand your last question.

**#7 - 2018-09-28 05:44 PM - freemor**

needing to turn on local echo is normal in picocom.

The fact that you are getting no response is you issue (as I said in my first reply to this post.) get yourself talking to the modem in picocom first. then worry about wvdial.

with a usb modem --flow h makes close to 0 sense as you do not have RTS/CTS lines to implement it so I would turn that off. you might be creating a situation where the modem is not responding because the (nonexistent) CTS line is (being nonexistent) in the wrong state

I'd start with ATZ <enter> in picocom to see if you get a response that is a fairly universal AT command if it sends a number back 0,1, something else then the modem is configured for numeric responses if the modem sends back "OK" then the modem is set to alphanumeric responses.

if what the modem is set to response wise does not match what wvdial is expecting you will go nowhere fast you can change the response type with the correct AT initialization string

**#8 - 2018-09-28 06:14 PM - ani**

[freemor](#)

Turned off flow. I use baud 115200.

ATZ <ENTER>

Produces no output.

Next step is calling support for the modem?

**#9 - 2018-09-28 06:30 PM - freemor**

Might be an idea.

From searching the vendor:productid what you have there is a softmodem and those have historically been hell to configure on linux This is why I serial port hardware modem sitting on a shelf for the day I need a modem.

you might also try posting to:

[discuss-subscribe@linmodems.org](mailto:discuss-subscribe@linmodems.org)

to get onto:

[discuss@linmodems.org](mailto:discuss@linmodems.org)

People there may be more familiar with the quirks of this particular softmodem.

**#10 - 2018-09-28 06:35 PM - freemor**

Or read up about DCG modems (the type you have)

on <https://linmodem.org> (some of the info there is dated.)

you should also

`lsmod`

with the modem connected to be sure that `cdc_acm` is getting loaded.

**#11 - 2018-09-28 06:50 PM - ani**

[freemor](#)

I'm sure that the module is loaded, I have checked `lsmod` before and looked at `dmesg` what module it loads.

The [linmodems.org](https://linmodems.org) page uses an insecure connection.

I'm calling about now since the time there would be 10:50 AM PST.

**#12 - 2018-10-22 12:44 AM - freemor**

*- Status changed from open to not-a-bug*

Closing this as it was more a tech support issue then a bug and there has been no further info from OP in almost a month.

**#13 - 2018-10-29 08:58 AM - ani**

[freemor](#)

Please don't close issues before they are resolved. You certainly have to give me more time than a month given the complexity of this issue.

**#14 - 2018-10-29 11:18 AM - freemor**

*- Status changed from not-a-bug to in progress*

**#15 - 2018-11-22 06:52 AM - ani**

By following a step by step guide from Thinkpenguin I got this modem to work pretty fast, so you can close the issue.

**#16 - 2018-11-23 01:20 AM - freemor**

*- Status changed from in progress to fixed*