

DATAQ Instruments Hardware Manager Lists Device as "Not Installed"

Symptoms

After proper installation the DATAQ Instruments Hardware Manager lists your device as "Not Installed" rendering the device inaccessible.

Description	Model#	Status	Serial#
DATAQ1	DI-710-ULS	Not Installed	40D0D241

Cause

Error created during installation incorrectly determining the virtual COM port to which the device was installed.



Resolution

- 1. Find the COM port number of the installed instrument by looking in the **Windows** Device Manager:
 - a. Go to your desktop and Right-click on the My Computer icon.
 - b. Click on **Properties**.
 - c. Click on the Hardware tab, then click on the **Device Manage**r option.

System Properties			? 🔀
System Restore	Automa	tic Updates	Remote
General Compu	uter Name	Hardware	Advanced
Add Hardware Wizard-			
The Add Hard	ware Wizard he	elps you install hardwa	re.
		Add <u>H</u> ardware	Wizard
Device Manager			
The Device M on your compu properties of a	anager lists all iter. Use the Di ny device.	the hardware devices evice Manager to cha	installed nge the
Driver <u>S</u>	Bigning	Device Man	ager
- Hardware Profiles			
Hardware profi different hardw	iles provide a w vare configurati	vay for you to set up a ons.	nd store
		Hardware <u>P</u> r	ofiles
	ОК	Cancel) Apply

d. Find **Ports** (**COM & LPT**) and expand by clicking the + box to the left. This shows all COM and LPT ports currently assigned on your computer.

e. Find DATAQ DI-xxx-USB (COM#)

xxx is the model number of the device



🚇 Device Manager	
<u>File Action View H</u> elp	
+ -> 🗉 🗳 🖨 😫 🛪 🗶	1 🛃
E Computer	
Disk drives	
Display adapters	
DVD/CD-ROM drives	
Hoppy disk controllers	
Hings Hoppy alsk arives	
E May Keyboards	
Here Monitors	
+ W Network adapters	
Ports (COM & LPT)	This DI-710 is
Communications Port (COM1)	/ installed at COM4
Communications Port (COM2)	
DATAQ DI-710-USB (COM4)	
Printer Port (LPT1)	
主 🦔 Processors	
🛨 🧐 Sound, video and game controllers	
🛨 🥪 Storage volumes	
🗈 🚽 System devices	
🗄 😋 Universal Serial Bus controllers	

is the COM port designated to your USB device

2. Find the Serial Number of your device. The serial number can be found on the sticker attached to the bottom of your instrument or by opening the DATAQ Instruments Hardware Manager.

Description	Model#	Status	Serial#
	51110023		10000241
Find Devices	Rename	Stand-alone Set up	Start Windaq

3. Go to the DATAQ directory on your hard drive as specified during installation (default is C:\DATAQ). There should be 4 folders inside this directory: **ExcelProgram**; **LabView**; **VB**; and a fourth possibly named **0** (folder contains four files: codaspar.bin; DEVICE.INI; DIS-



ETUP.EXE; and DiSetup.log). Rename the fourth folder to be the serial number of your installed device.



4. In your newly named folder find and run the program called **DISETUP.exe**. Change the port number to match the COM port designation of your device (see step 1 above) and change the Baud to 115200.

Configuratio	on For WinD	aq/Serial	×
 Serial Device DI-15081 DI-1508 DI-1508 DI-1508 DI-1508 DI-1548 DI-1548 DI-1558 DI-1558 	5 🗭 DI-1 5 Ø DI-7 6 DI-7 5	58/148 10/7158	■ Baud Rate = 2400 4800 9600 19200 38400 57600 2115200
DI-1948 DI-1998 DI-1998 Transoni Serial Port C 20044	s c Flow Meter		• 115200 • 921600
	C COMS	C COM9	C COM13
 ○ COM2 ○ COM3 ○ COM4 	С СОМ5 С СОМ7 С СОМ8	C COM10 C COM11 C COM12	C COM14 C COM15 C COM16
Make sure you push the OK b	u exit all running uton OK) Windaq applic Cancel	ations before you



- 5. Go to the DATAQ directory on your hard drive as specified during installation (default is C:\DATAQ). Find the file named **WDQDK1-1.exe**. Rename the file to **WDQDK1xx.exe** substituting your COM port for "xx"(if you have a single-digit COM port precede the COM number with a 0). For example, if my instrument is installed at COM 4 I would rename this file to WDQDK104.exe.
- 6. Go to the Windows\System32 folder (C:\Windows\System32). Find the files DI1-1NT.dll; DISCN1-1.exe; and DICOM1-1.exe. Rename these three files replacing "-1" with your COM port number (as in Step 5). For example, if my instrument is installed at COM 4 I would rename these files to DI104NT.dll, DISCN104.exe, and DICOM104.exe.

The information in this article applies to:

DATAQ Instruments Hardware Manager with Windows 2000 OS.