

DATAQ Instruments Installation Manager Cannot Find a USB Device

Symptoms

After properly installing the device drivers (2 are required - a USB and a Serial Port driver) during WinDaq Software installation the DATAQ Instruments Installation Manager cannot find your USB device. Sometimes this is accompanied with the following error.



Cause

Conflict with another device already assigned to that COM port.

Resolution

Change the COM port designation of your DATAQ Instruments Device. Before performing these instructions, make sure your device is connected to your computer, that both drivers are installed, and, if applicable, that power is applied.

- 1. Go to your desktop and Right-click on the My Computer icon.
- 2. Click on Properties.





- 3. Depending on which Operating System is running on your machine:
 - a. Windows 98 and Windows ME Click on the Device Manager tab.
 - b. Windows 2000 and Windows XP Click on the Hardware tab, then click on the Device

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General	Computer N	uter Name Hardware		Advanced
Device Mana Th on pro	ager e Device Manag your computer. L iperties of any de	erlists all th Jse the Dev vice.	e hardware device vice Manager to cł	es installed hange the
			Device Ma	anager
Drivers				
Dri co ho	ver Signing lets y mpatible with Wir w Windows conr	iou make si ndows, Win nects to Wir	ure that installed dr dows Update lets j ndows Update for o	ivers are you set up drivers.
	Driver <u>S</u> ignir	ng	<u>W</u> indows L	Ipdate
Hardware Pri	ofiles			
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4. 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.



5. Find DATAQ DIxxx (COM#) - # is the COM port designated for your device.

🖳 Device Manager	
Eile <u>A</u> ction <u>V</u> iew <u>H</u> elp	
 Keyboards Mice and other pointing devices Monitors Monitors Network adapters Ports (COM & LPT) Communications Port (COM1) Communications Port (COM1) Communications Port (LPT1) ECP Printer Port (LPT1) Processors Sound, video and game controllers Storage volumes System devices Universal Serial Bus controllers 	
 	

- 6. Change the COM port Number of your Device.
 - a. Right-click on DATAQ DIxxx (COM#).
 - b. Click on Properties.

🚇 Device Manager	
File Action View Help	
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 Keyboards Mice and other pointing devices Monitors Monitors Ports (COM & LPT) Communications Port (COM1) DATAQ DI-710-USB (COM6) ECP Printer Port (LPT1) Processors Sound, video and game controlle System devices Universal Serial Bus controllers 	Update Driver Disable Uninstall Scan for hardware changes
Opens property sheet for the current select \Box	

c. Click on the Port Settings tab.



d. Click on the Advanced button.

DATAQ DI-710-USB (COM6) Properties			
General Port Settings Driver Details			
Bits per second: 9600			
Data bits: 8			
Parity: None			
Stop bits: 1			
Flow control: None			
Advanced Restore Defaults			

e. Click the down arrow on the COM Port Number drop-down menu.



f. Select an alternate COM port number.

Advanced Settings for COM6		? 🔀
COM Port Number: COM6 USB Transfer Sizes COM7 COM8 Select lower settings COM9 Select higher settings for faster pe Receive (Bytes): Transmit (Bytes):	nce problems at low baud rates. formance. 4096	OK Cancel Defaults
BM Options Select lower settings to correct re	sponse problems.	
Latency Timer (msec): Miscellaneous Options Minimum Read Timeout (msec): Minimum Write Timeout (msec):	16 ▼ 0 ▼ Serial Enumerator □ Cancel If Power Off □ Event On Surprise Removal □ Set RTS On Close □	

The information in this article applies to:

DATAQ DI-148, DI-158 Series, DI-710 Series, and DI-715B Series USB Instruments; DATAQ Instruments Installation Manager; and All Windows OS.