

# "Serial Device Did Not Stop Properly" Error

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## Symptoms

While attempting to start WinDaq from the DATAQ Instruments Hardware Manager you receive the following error message:

"Serial Device Did Not Stop Properly"

#### Cause

The latency timer is set to a value not favorable for running WinDaq.

## Resolution

To resolve these issues follow the steps below.

#### Change the value of the latency timer

By default the latency timer is set to 16 (mS). Change this value to 17 (mS).

- 1. Go to your desktop and right-click on the "My Computer" icon
- 2. Select "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 the Device Manager button.
- 4. Find "Ports (COM & LPT)" and expand by clicking the + box to the left.



5. Right-click on the DI-148-U, DI-158-U or DI-71x-U and select "Properties."

🚚 Device Manager	
File Action View Help	
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<ul> <li>⊕</li></ul>	^
Keyboards     Mice and other pointing devices     Monitors     Monitors     Property (COM & LPT)     Communications Port (COM1)     Communications Port (COM2)	
Printer Port (LPT     Disable     Uninstall     System devices     System devices     System devices     Scan for hardware changes	
Properties	~
Opens property sheet for the current selection.	



6. Select the "Port Settings" tab and click the "Advanced" button.

General Port Settings Driver Details           Bits per second:         9600           Data bits:         8				
Bits per second: 9600 ▼ Data bits: 8 ▼				
Parity:     None       Stop bits:     1       Elow control:     None				
<u>Advanced</u> . <u>B</u> estore Defaults				



7. In the "BM Options" box change the "Latency Timer (msec):" to 17 and click "OK."

Advanced Settings for COM14		? 🛛
COM Port Number: COM14 USB Transfer Sizes Select lower settings to correct per Select higher settings for laster per	formance problems at low baud rates. formance.	OK Cancel Defaults
Receive (Bytes):	4036	
Transmit (Bytes):	4036	
BM Options Select lower settings to correct re-	ponse problems.	
Latency Timer (msec):	16 • 16 •	
- Miscellaneous Options Minimum Read Timeout (msec):	18 19 ✓ Seiial Enumerator □	
Minimum Write Timeout (msec):	Cancel If Power Off Cancel If Power Off Event On Surprise Removal Set RTS Dn Close	

8. Disconnect the USB cable and power supply (DI-71x only) from the DI-148-U, DI-158-U or DI-71x-U and then reconnect.

Run the DATAQ Instruments Hardware manager, select the DI-148-U, DI-158-U or DI-71x-U and click the "Start WinDaq" button. Did WinDaq run properly? If not proceed to the next step.

#### **Email DATAQ Support**

Send an email to support@dataq.com with the subject line: "Serial Device Did Not Stop Properly." Include a brief description of the problem along with the following information:

- -PC manufacturer -PC model
- -Processor speed

The support staff at DATAQ Instruments will review this information and reply with a solution.

## **Applies To**

DI-148, DI-158, and DI-71x USB products.