"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.
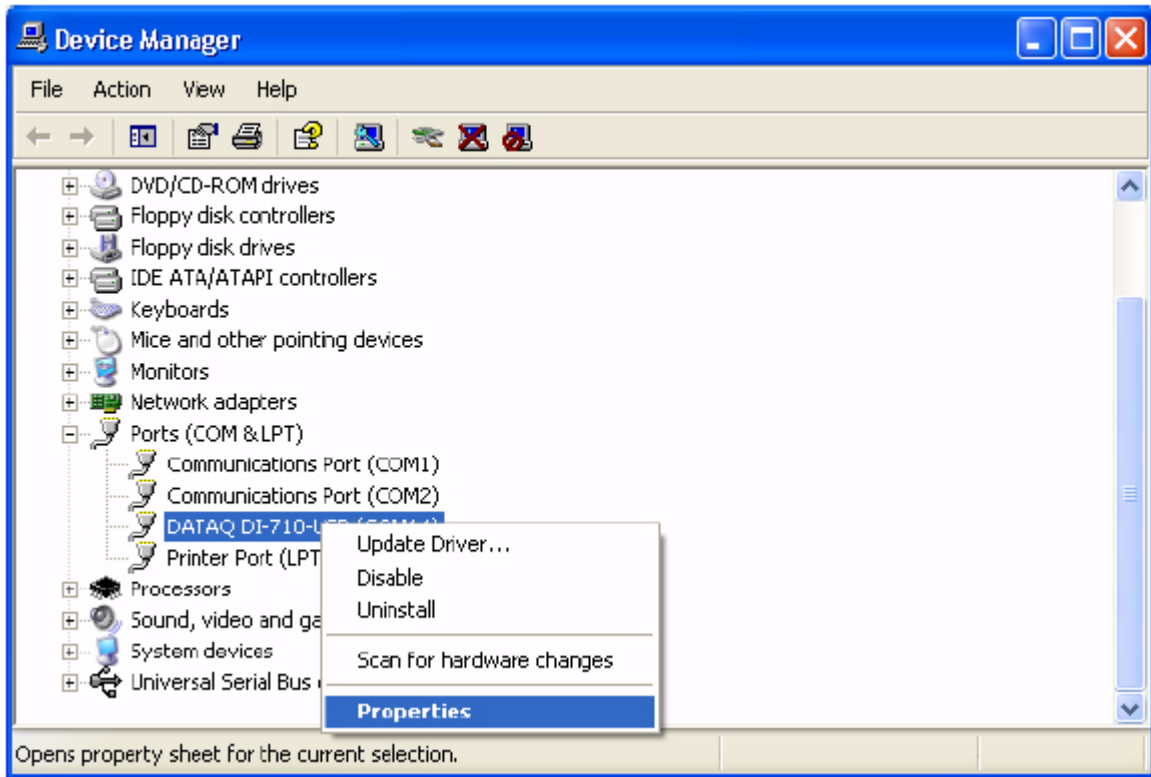
Resolution

To resolve these issues follow the steps below.

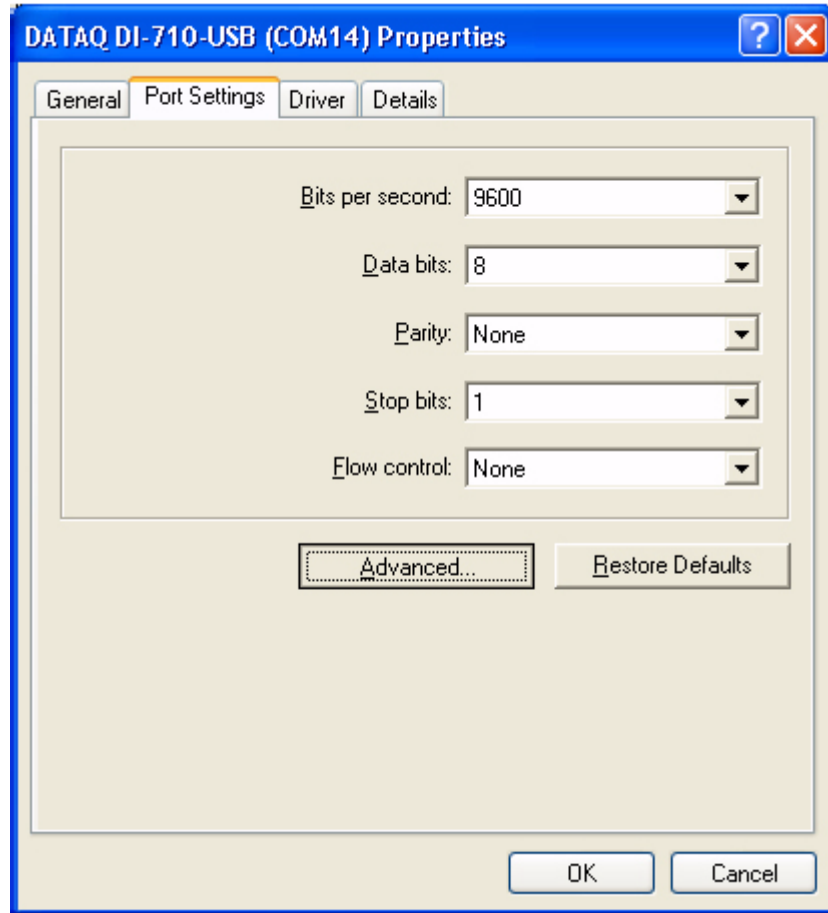### Change the value of the latency timer

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.

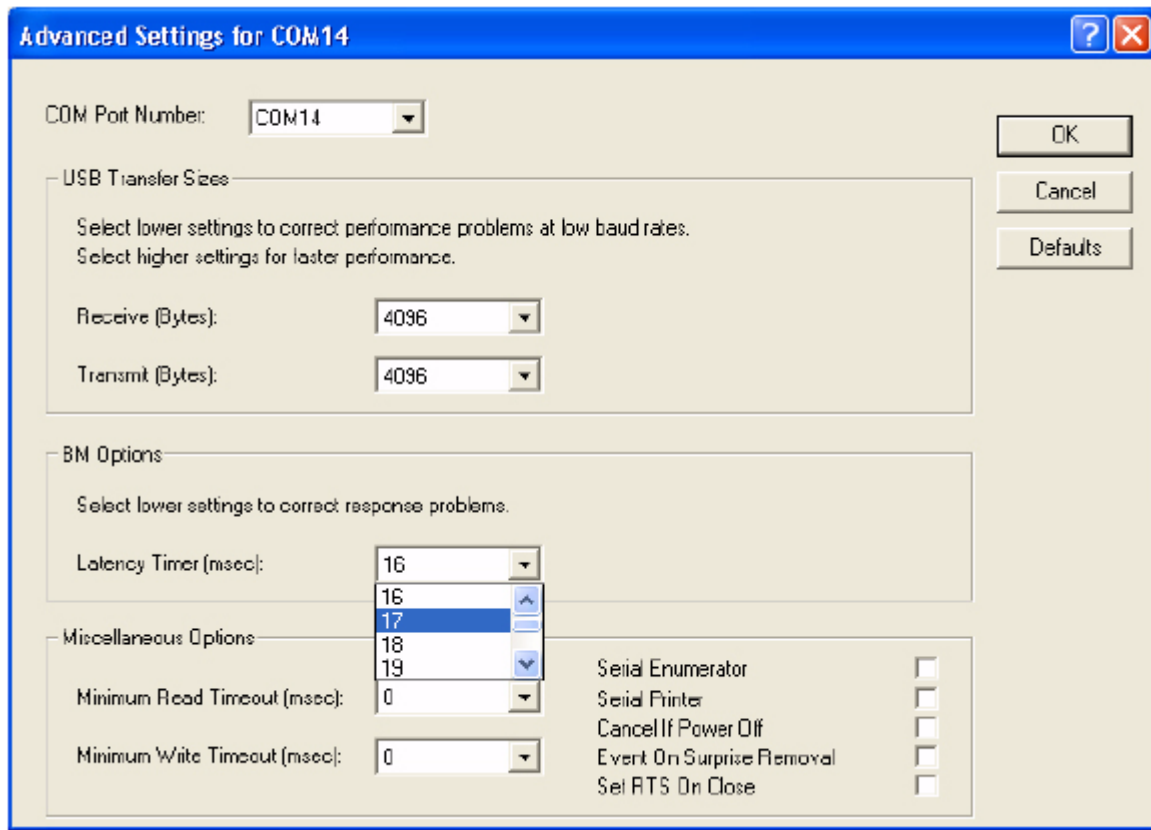4. Find "Ports (COM & LPT)" and expand by clicking the + box to the left.

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

Product Links: Data Acquisition | Data Logger | Chart Recorder | Thermocouple | Oscilloscope

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

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

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.