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.
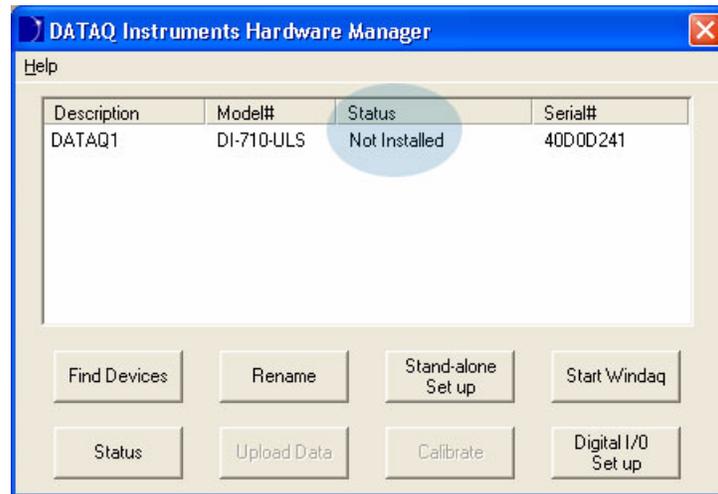
Cause

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.
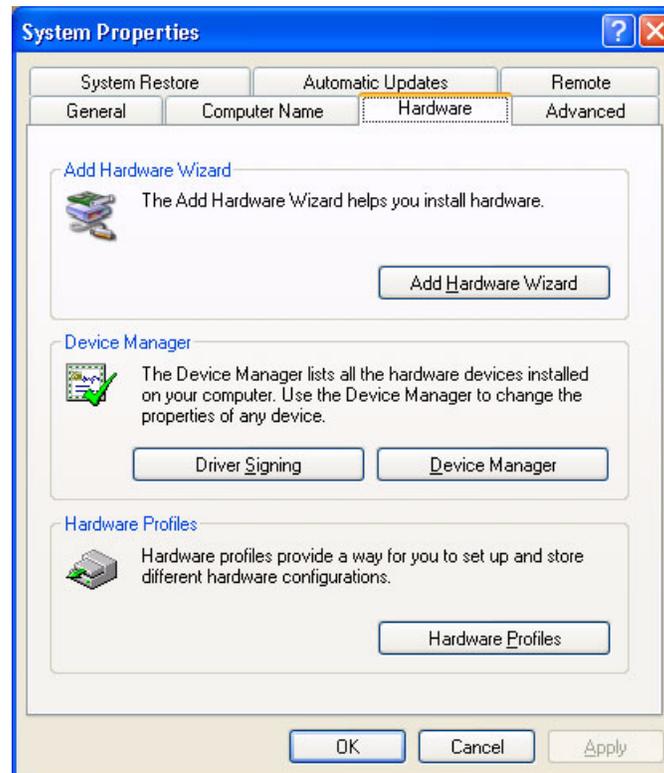
    d. Find **Ports (COM & LPT)** and expand by clicking the + box to the left. This shows all COM and LPT ports currently assigned on your computer.
    e. Find **DATAQ DI-xxx-USB (COM#)**
        xxx is the model number of the device

is the COM port designated to your USB device
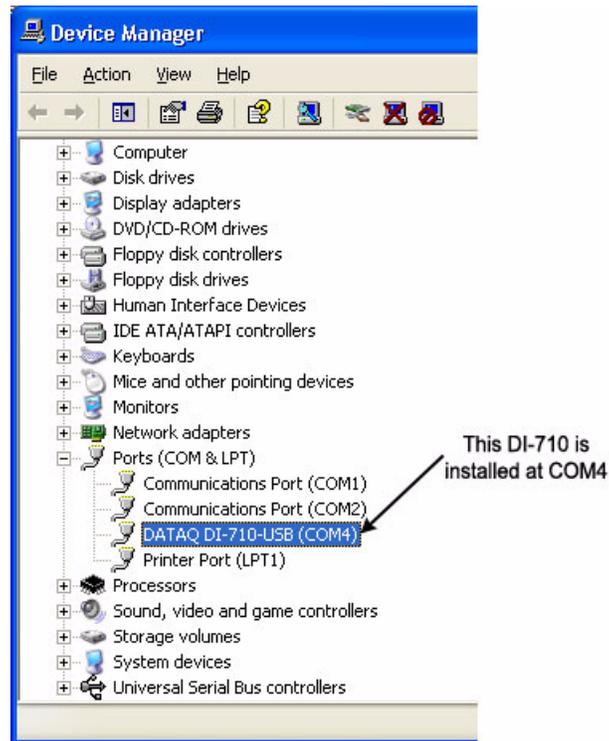
2. Find the Serial Number of your device. The serial number can be found on the sticker attached to the bottom of your instrument or by opening the DATAQ Instruments Hardware Manager.
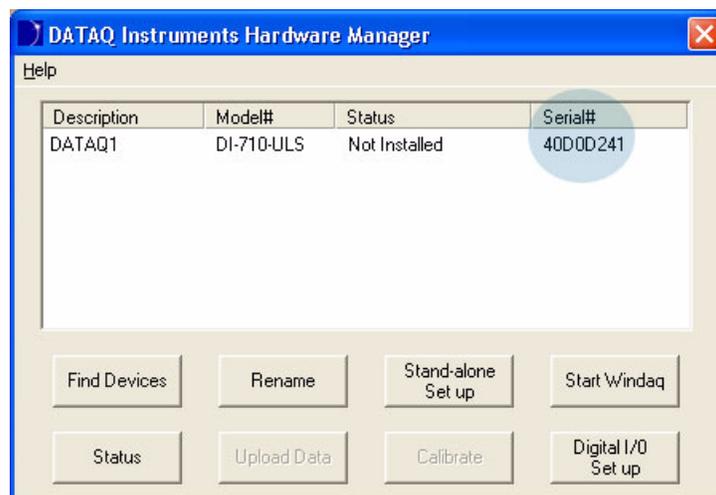
3. Go to the DATAQ directory on your hard drive as specified during installation (default is C:\DATAQ). There should be 4 folders inside this directory: **ExcelProgram**; **LabView**; **VB**; and a fourth possibly named **0** (folder contains four files: codaspar.bin; DEVICE.INI; DIS-

ETUP.EXE; and DiSetup.log). Rename the fourth folder to be the serial number of your installed device.
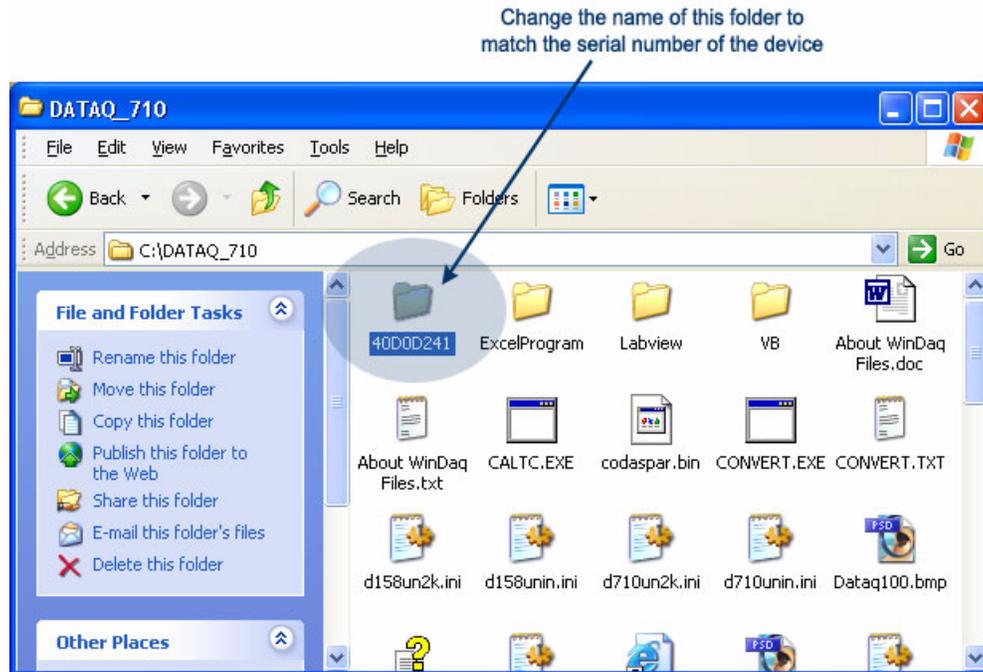
4. In your newly named folder find and run the program called **DISETUP.exe**. Change the port number to match the COM port designation of your device (see step 1 above) and change the Baud to 115200.
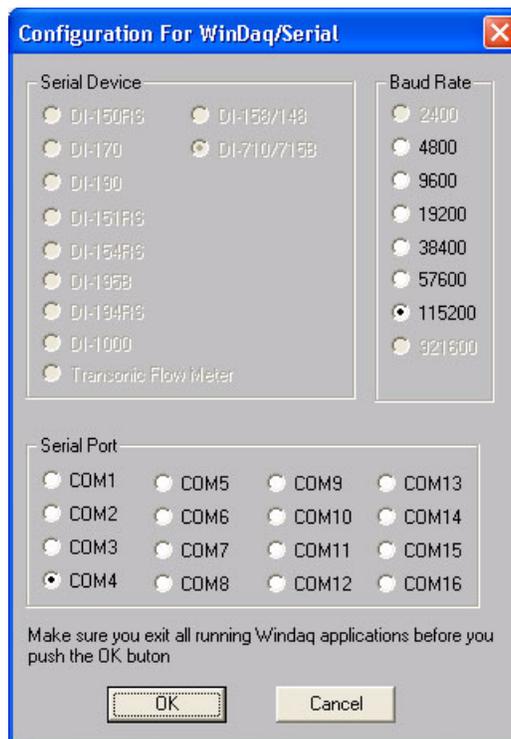
5. Go to the DATAQ directory on your hard drive as specified during installation (default is C:\DATAQ). Find the file named **WDQDK1-1.exe**. Rename the file to **WDQDK1xx.exe** substituting your COM port for "xx"(if you have a single-digit COM port precede the COM number with a 0). For example, if my 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.