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# Common DI-148, DI-158, and DI-71x USB Installation Problems and Resolutions

For help with DI-71x Ethernet installation issues go to: <http://www.dataq.com/support/techinfo/articles/710005.html>

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## Symptoms

While installing WinDaq for a DI-148, DI-158 or DI-71x USB device you may encounter one of the following error messages/issues:

“No DATAQ Instruments Devices Found”

“Error Communicating with the Device”

The device that you are installing is not listed in the DATAQ Instruments Installation Manager

## Cause

These error messages/issues could result from one or more of the following:

[Failure to plug in the provided power supply \(DI-71x stand alone units only\)](#)

[An operating system that is not supported](#)

[Outdated installation software](#)

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[Improper USB driver installation](#)

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## Resolution

To resolve these issues follow the steps below.

**Plug in the power supply (DI-71x stand alone units only)**

If you are installing a DI-71x stand alone device be sure that the power supply (provided with the unit) is plugged in.

Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

**Verify that you are using Windows 2000, ME, XP, Vista, or 7**

Windows 2000, ME, XP, Vista, and 7 are the only Windows operating systems that support USB.

Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

**Verify that your DATAQ Instruments Resource CD is dated February 2011 or later**

If your CD is dated earlier than February 2011 download the latest revision of WinDaq at: <http://www.dataq.com/support/upgrades/record/g12level2.php>.



Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

**Make sure that your MSCOMM32.ocx file is dated 6/24/98 or later**

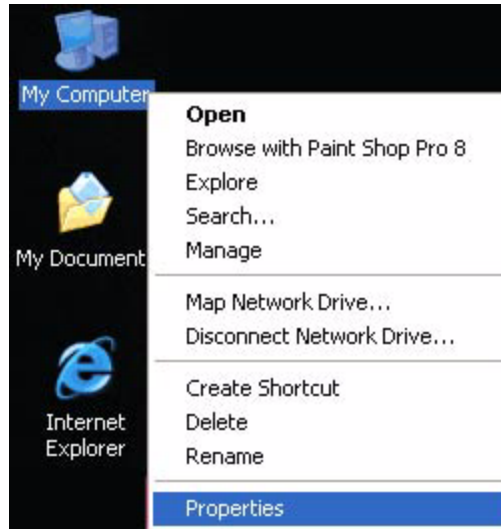
MSCOMM32.ocx is found in the Windows directory in the system32 folder (C:\Windows\system32). A more up-to-date version can be downloaded from the web at <http://www.dataq.com/support/downloads/mscomm32dotocx.zip> or on The WinDaq Resource CD-ROM (dated October 2004 or later) in the folder dataq\support\downloads\mscomm32dotocx.zip.

Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

**Make sure that both drivers are properly installed**

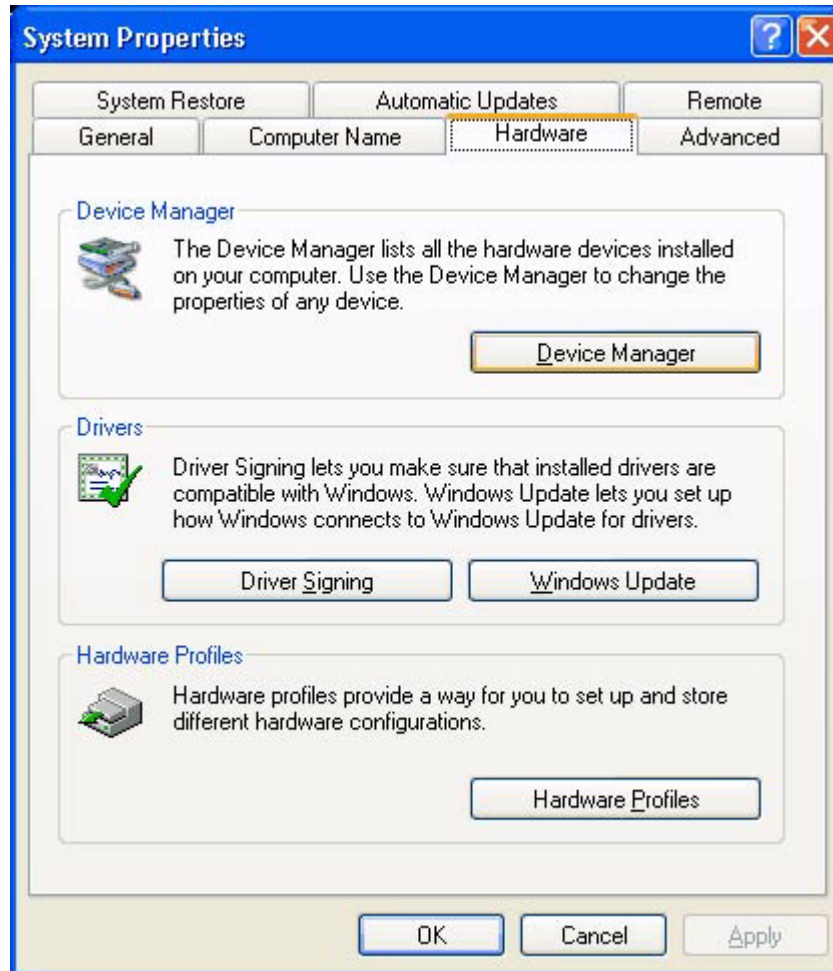
These USB devices require two drivers to be installed (a USB and a Serial Port driver). Ensure **both** are installed properly:

1. If it isn't already, connect the DI-148, DI-158 or DI-71x USB instrument to your PC and apply power if applicable (DI-71x USB stand-alone models require power).
2. Go to your desktop and Right-click on the My Computer icon.
3. Click on Properties.

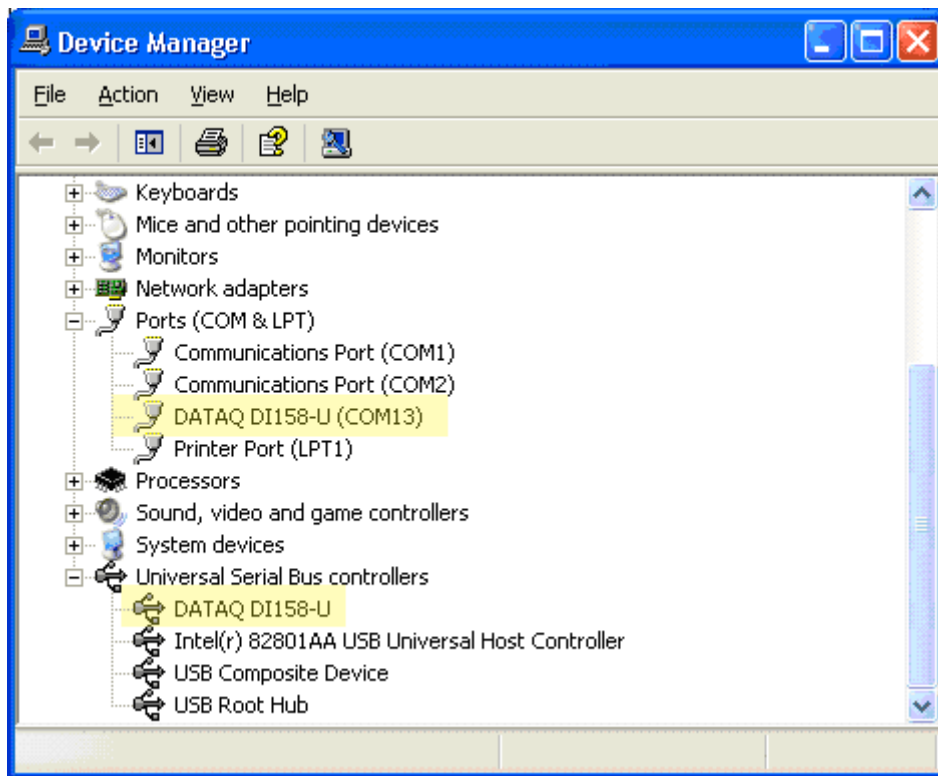


4. Depending on which Operating System is running on your machine:
  - a. Windows 98 and Windows ME - Click on the Device Manager tab.

- b. Windows 2000 and Windows XP - Click on the Hardware tab, then click the Device Manager button.

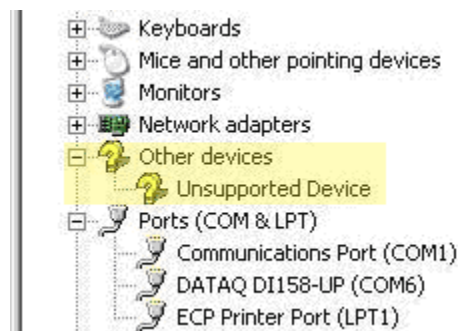


5. Your DI-148, DI-158 or DI-71x USB device should be listed in the Windows Device Manager under either “Ports (COM & LPT),” “Universal Serial Bus controllers,” or both.



6. Right-click on the DATAQ DI-148-U, DI-158-U or DI-710-U device under “Ports (COM & LPT)” and/or “Universal Serial Bus controllers” and select “Uninstall.”
7. Unplug your DI-148, DI-158, or DI-71x and then plug it back in. This will initiate the “Found New Hardware Wizard.”
8. Follow the “Found New Hardware Wizard” prompts until driver installation is complete. **The “Found New Hardware Wizard” will appear twice to install both drivers.**

If your DI-148, DI-158 or DI-710 USB unit is not listed in the Windows device manager under “Ports (COM & LPT)” or “Universal Serial Bus controllers” it may appear under “Other Devices” as an “Unsupported Device.”



If the device shows up under “Other Devices” as an “Unsupported Device:”

- a. Right-click on the “Unsupported Device” and select “Uninstall.”
- b. Unplug your DI-148, DI-158 or DI-71x and then plug it back in. This will initiate the “Found New Hardware Wizard.”
- c. Follow the “Found New Hardware Wizard” prompts until driver installation is complete. **The “Found New Hardware Wizard” will appear twice to install both drivers.**

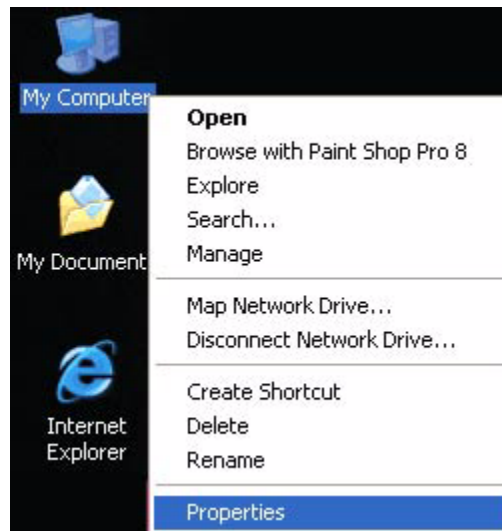
Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

### Change the COM port designation of your DATAQ Instruments device

Change the COM port designation of your DATAQ Instruments Device to a COM port between 5 and 16. Before you begin, make sure the device is connected to your computer and if applicable, that power is applied (DI-71x stand alone products only).

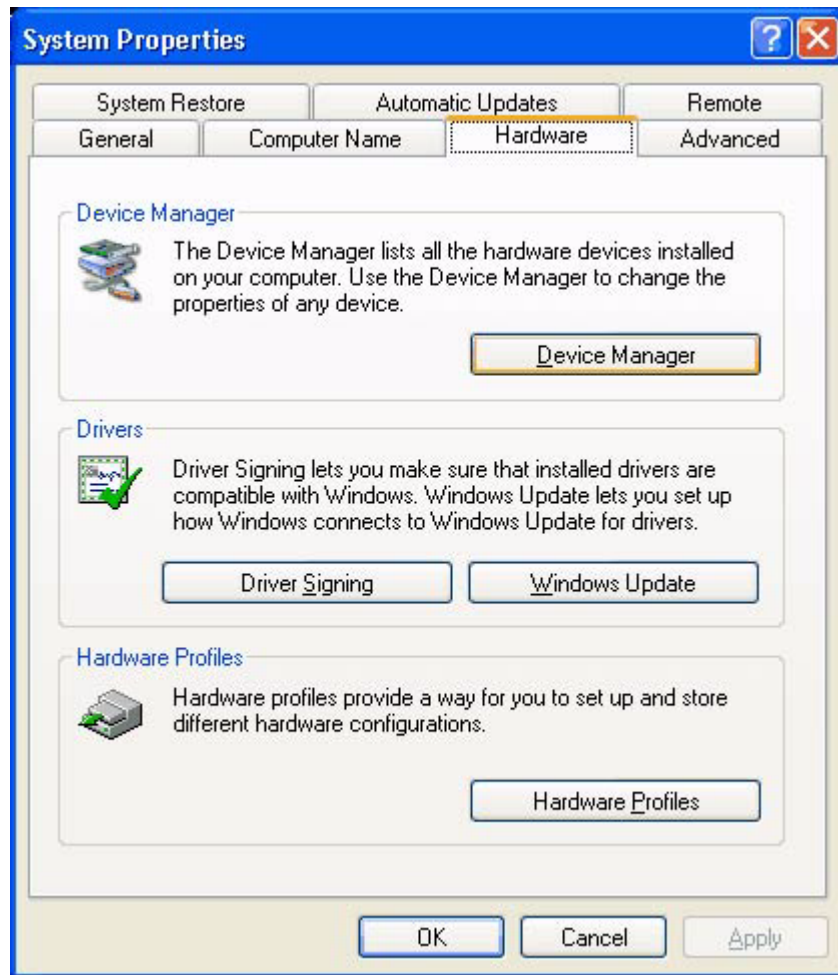
To change the COM port designation:

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 the Device Manager button.



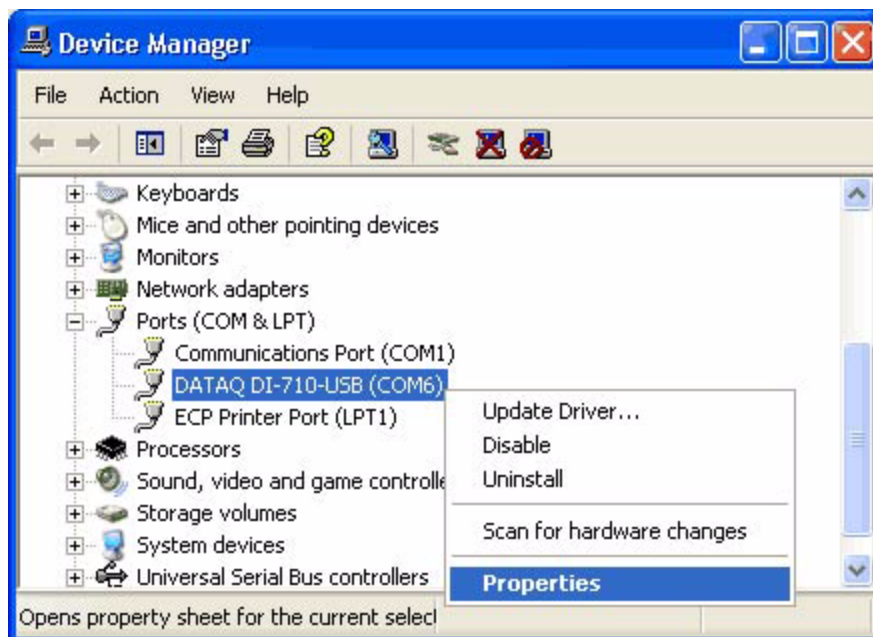
4. Find Ports (COM & LPT) and expand by clicking the + box to the left. This shows all COM and LPT ports currently assigned on your computer.



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



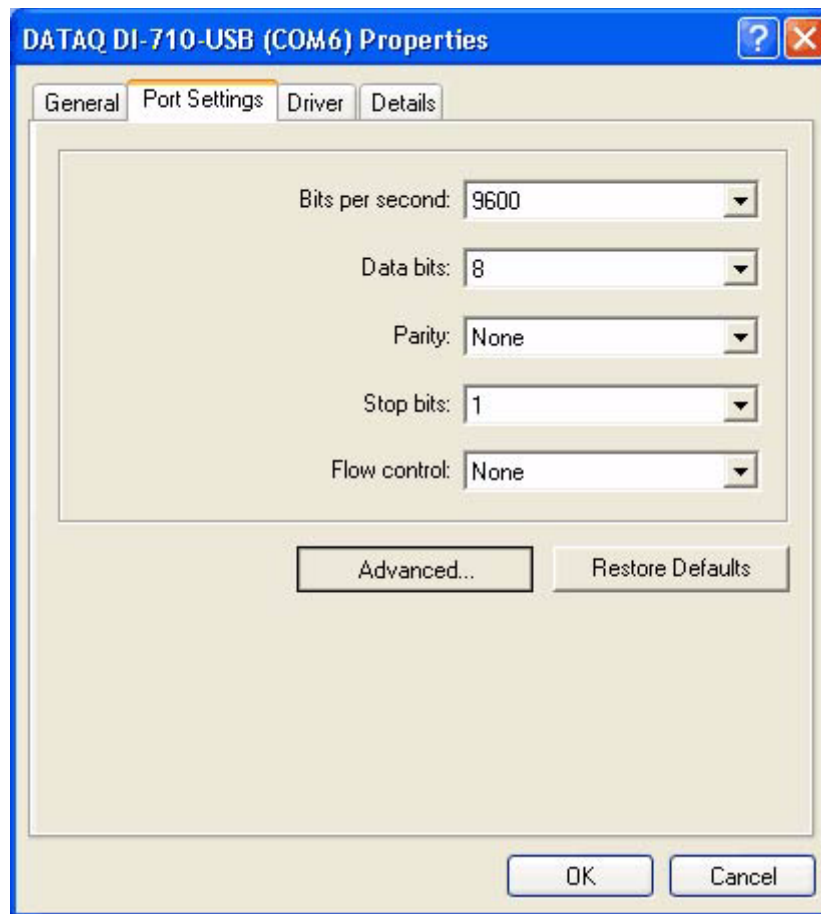
6. Change the COM port Number of your Device.
  - a. Right-click on DATAQ DIxxx (COM#).
  - b. Click on Properties.



- c. Click on the Port Settings tab.

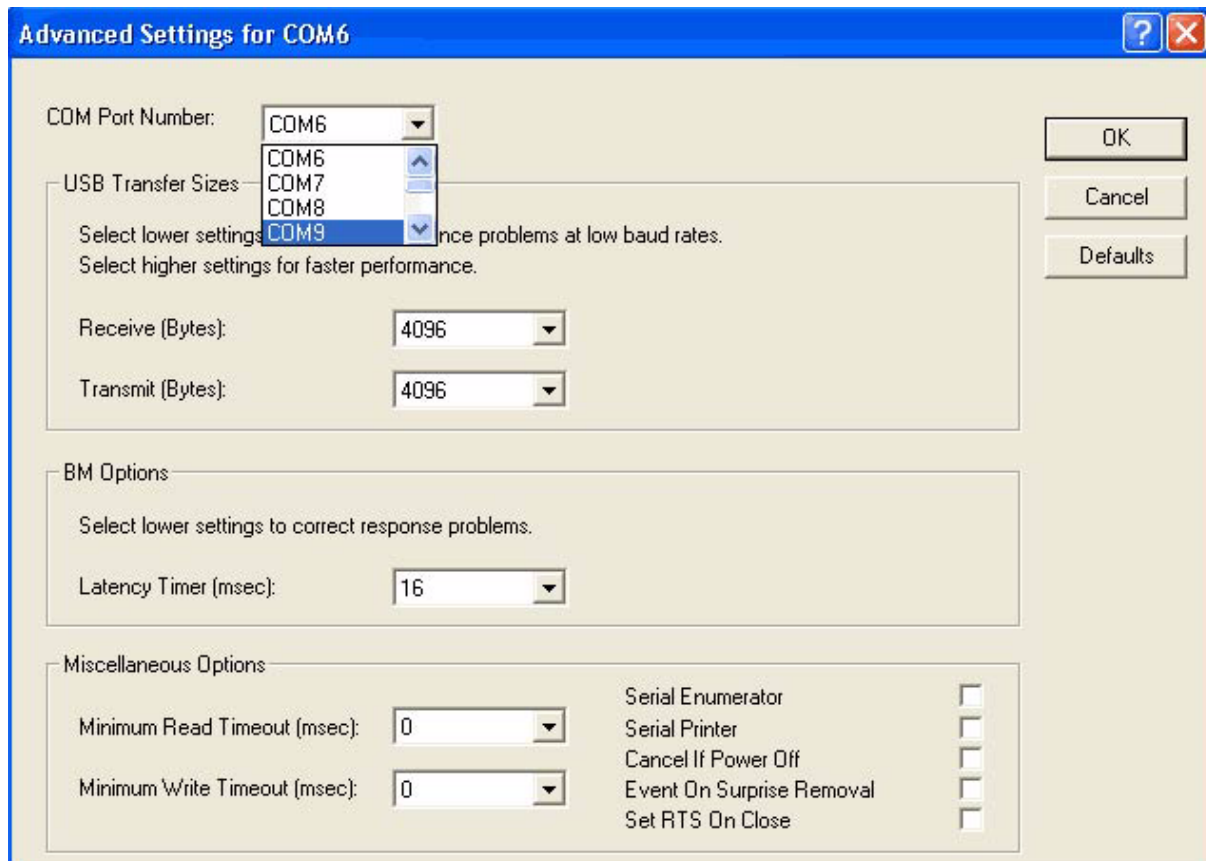


- d. Click on the Advanced button.



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

- f. Select a COM port number between 5 and 16 (avoid COM port numbers that are “in use”).



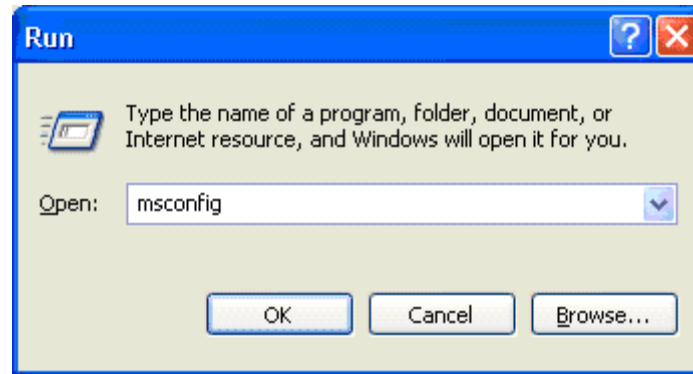
Run the WinDaq installation program. Did WinDaq install properly? If not proceed to the next step.

### **Verify that previously installed hardware/software does not conflict with WinDaq installation**

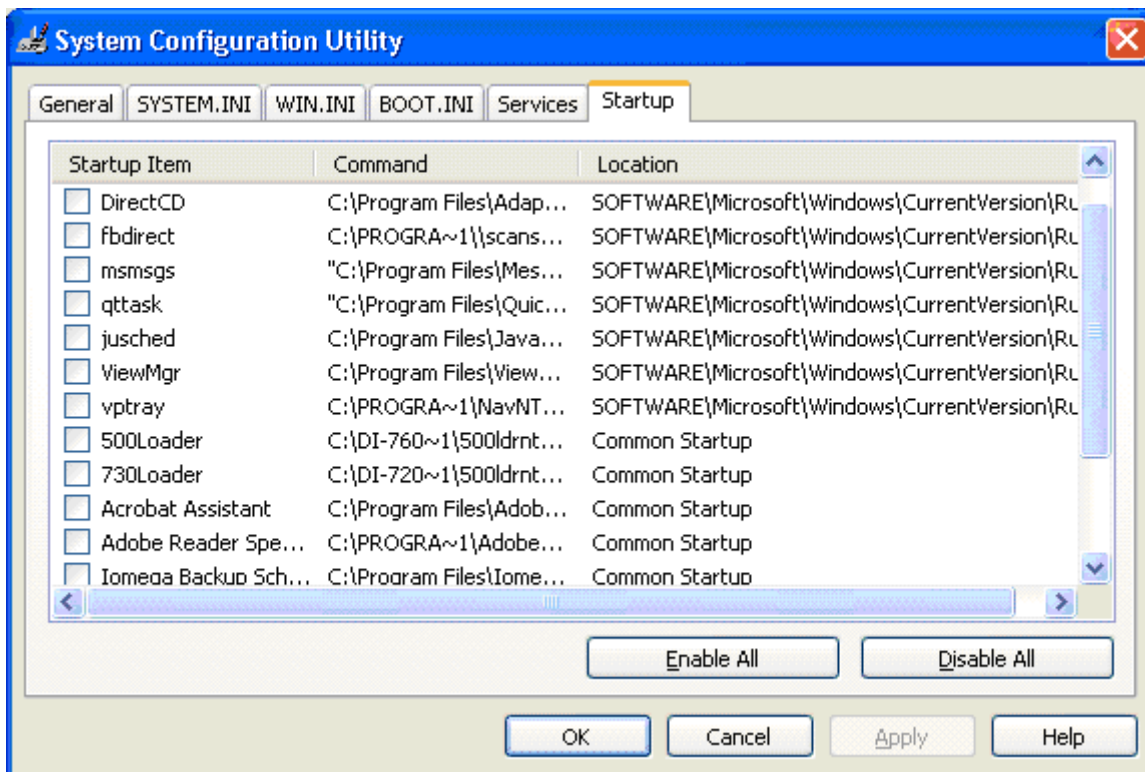
It is possible that previously installed hardware/software (Palm Pilots, Digital cameras, etc.) conflicts with the WinDaq installation. To reduce the likelihood of such a conflict disable all programs in your start-up menu.

1. Click the “Start” button and select “Run.”

2. Type **MSCONFIG** in the run window and click the “OK” button.



3. From the “System Configuration Utility” window select the “Startup” tab.



4. Click on the “Disable All” button and then click “OK” (you can re-enable startup items later).

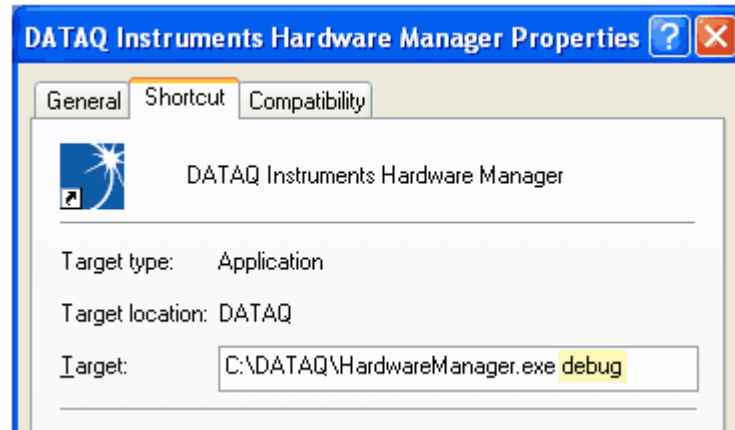
Run the WinDaq installation program. Did WinDaq install properly? If so there is another application installed on your PC that conflicts with the WinDaq installation. This is not a WinDaq Installation issue, but an issue with the ill-behaved application. Identifying the responsible application is a process of elimination. Once isolated, contact the author of the conflicting application for additional support.

If you continue to experience WinDaq installation problems proceed to the next step.

## Create a Debug710.log file

The Debug710.log file will provide information pertinent to your installation issue. The support staff at DATAQ Instruments will review the Debug710.log file and reply via phone or email with a solution.

1. Right-click on the shortcut that you use to run the DATAQ Instruments Hardware Manager and select “Properties” (default is *Start > Programs > WINDAQ > Dataq Instruments Hardware Manager*).
2. Add the word *debug* to the end of the “Target:” line.



3. Run the DATAQ Instruments Hardware Manager. This will generate a debug710.log file in the directory where WinDaq is installed.
4. Email the Debug710.log file along with a description of the problem to [support@dataq.com](mailto:support@dataq.com).

## Applies To

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