



Windows 7 Installation and Troubleshooting Notes

Syscomp software has been tested and verified on both 32 and 64-bit versions of Windows 7. We have discovered that there are some devices that interfere with the correct operation of Syscomp instruments in Windows 7. The interference is usually caused by conflicting USB-Serial drivers. Disabling the interfering devices corrects the problem.

If you are experiencing connection problems in Windows 7 please try the following suggestions:

1. Make sure you have the appropriate 32 or 64 bit FTDI Virtual COM Port driver installed on your computer. The most recent USB-Serial drivers can be downloaded directly from FTDI: <http://www.ftdichip.com/Drivers/VCP.htm>
2. Open the Device Manager in Windows 7 and expand the entry "Ports: COM and LPT". As part of the debugging process, disable all non-Syscomp devices that are present. To disable a device, right-click on its entry in the "Ports: COM and LPT" list and select "Disable". For example, some Bluetooth adapters and RIM Blackberry devices have been known to have drivers that interfere with the FTDI drivers for Syscomp devices. Some Intel driver components designated SOL have also been reported to cause problems.
3. Once the other COM devices are disabled, plug in the Syscomp hardware and verify that it appears as a COM port under "Ports: COM and LPT" in the device manager.
4. Start the Syscomp software. If the autodetect feature in the software fails to detect the Syscomp device you can select it manually.
5. If the software still fails to connect, go back to the device manager, right click on the Syscomp USB COM port under "Ports (COM & LPT)" and select "Properties" from the pop-up menu. In the Properties dialog box, select the "Port Settings" tab and click on the "Advanced" button. Use the "COM Port Number" drop down menu in the "Advanced Settings" dialog box to select a new COM port for the device. COM ports above 20 can be selected to minimize interference from other ports on the computer. Click OK, followed by OK on the next dialog box to accept the changes. Restart the Syscomp software and connect to the new COM port.

The following suggestions are not specific to Windows 7, but are worthwhile for troubleshooting connection problems:

- Some computer USB ports do not fully meet the USB specification for current and power output. They may have insufficient power output to support Syscomp Instruments. To eliminate this problem, connect the Syscomp instrument to a powered USB hub and then connect the hub to the computer. If the device works on a powered hub, the USB ports may be under-powered.
- Swap the USB cable. In very rare instances, USB cables wear out or have manufacturing defects. Connect the Syscomp Instrument to the computer with a known-good USB cable.

The support engineers at Syscomp have vast amounts of experience troubleshooting software and hardware problems in all operating systems. Please contact us at support@syscompdesign.com if you require personal assistance and we would be happy to assist you.