

USB communication problems with X-Viber

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VMI has investigated the problem some customers are experiencing regarding the communication between X-VIBER and the PC.

The latest USB driver from the FTDI Company is available for download as well as installation instructions on our Internet page www.vmiab.com.

During communication tests we have discovered the following:

- When the X-VIBER is connected to the PC **before** the start of the PC, sometimes the communication fails. The conclusion is that the X-VIBER USB cable can only be plugged in when the computer is fully started. Some computers connected to the Internet are busy transferring some software from Internet and the USB task is not yet ready even if the computer has started. The user must wait until the WINDOWS operation system is free.
- If the communication in X-VIBER is activated **before** the USB cable is connected, sometimes the communication fails.

From the above come two rules:

- With X-VIBER stopped the user must connect the USB cable in a ready-to-work PC.
- After that the X-VIBER can be started and the communication can be activated in X-VIBER.

From our experience with USB drivers, if a USB device refuses to communicate (in our case- X-VIBER) there exists a somewhat complicated solution:

1. STEP 1. The USB cable is connected from PC
2. STEP 2. From Settings/Control Panel, select Administrative Tools and Computer Management ->Device Manager -> Universal Serial Bus Controller.
3. STEP 3. Select the X-VIBER INSTRUMENT item, click right and select Properties.
4. STEP 4. From General TAB, disable the device (Device usage box).
5. STEP 5. Repeat the same but now enable the device.

Now Windows is informed again that the driver must be active and probably the communication will work.

Sometimes it helps if the USB driver can be removed and re-installed.

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