



DIRECTEMP Precision USB Powered Temperature Probe

Troubleshooting Guide

- Software does not run. Mouse icon shows hourglass for a few seconds and then nothing...
 1. Make sure the java runtime environment is installed
 2. Make sure the rxtxSerial.dll is in the Windows\system32 directory
 3. Make sure the Lib folder is present in where the .jar file is located.
 4. Make sure the lib folder has the required jar files in it.
- Software starts, but no temperature is visible. Serial select window pops up, but the temperature display never opens.
 1. Is another program using the port?
 2. Make sure hyperterminal is closed and other programs that use serial ports are off
- Which com port do I select?

Generally the newest installed device gets the highest numbered port. Since this USB device is a virtual port, it can enumerate as port 20. Com 4-10 is most common.

- What happens if I select the wrong port?

The measure window will appear and there will be no temperature displayed, just a blank window. Close the window and restart the program and select a different port.

- What happens when I select the X in the Serial Port Select window?

The measure window will not display and the program will continue to run in the background. To remove this, press CTRL+SHIFT+ESC together and select the process tab. Select and end each javaw.exe process to clear the ram. If you do not have admin rights to do this, restart your computer and it should be clear.

- What do I do when I run out of serial port numbers? My serial ports are locked, how do I release them?

This requires administrative rights and you must have a probe plugged in to do this. Go to the desktop (or the start menu) and right click on My Computer and select properties. In the system properties box, select hardware and click the Device Manager button. In Device Manager unfold the + next to Ports (COM & LPT). Right click on the temperature probe and select properties. Click on the port settings and Advanced. Select the com port you wish to free, select OK, then repeat for each of the locked ports. Do not do this for the system com ports typically com 1, 2, 3, 4.

- How do I verify the probe driver is correctly installed?

Plug it in to an available USB port. And do either or both steps below:

1. This requires administrative rights and you must have a probe plugged in to do this.
 - a. Go to the desktop (or the start menu) and right click on My Computer and select properties.
 - b. In the system properties box, select hardware and click the Device Manager button.
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- c. In Device Manager unfold the + next to Ports (COM & LPT).
 - d. Right click on the temperature probe and select properties.
 - e. Click on the port settings
 - f. Click on the Advanced button.
 - g. Select the com port you wish to free, select OK,
 - h. repeat steps vi-vii for each of the locked ports. Do not do this for the system com ports typically com 1, 2, 3, 4.
2. Use hyperterminal and set up a generic connection and select the highest numbered com port.
 - a. Configure the hyperterminal connection it for 9600 baud, none, 8, none.
 - b. Verify the hyperterminal is connected. The right telephone icon in hyperterminal on the menu bar. The icon will be yellow with the picture showing the telephone receiver up as if to be off the hook. A disconnected setup will show the left telephone icon in yellow with the phone as you would see it sitting off.
 - c. Connect if not connected by pressing the left phone icon.
 - d. Type the number 3. if you see a text string with a serial number and calibration date, you have successfully installed the device.
 - e. If nothing happens, click the right telephone icon, select the properties icon on the toolbar and select a different available com port.
 - f. Repeat steps 3-6 until all ports have been tested.
 - g. If all ports have been tested, go back to part a and at step iii, look for a yellow ! next to a device.
 - h. Right click on the yellow ! device that is in error and select reinstall driver.
 - i. Follow the prompts from the installation guide.