

Appendix: Inficon Communication Lost After Windows 7 (Optional) Updates Have Been Installed - Reassigning Communication Ports **Procedure**

Follow this procedure if installing a Windows 7 (optional) update has reassigned the system PC serial port numbers causing the communication issue shown below on the start up of Inficon indicating the software cannot communicate with the PLC.



Verify in the System Setup, I/O tab that Comm 1 is unavailable then close the Inficon software.





Issued: September, 2012

These ports will need to be reassigned in Control Panel, Device Manager, Ports (Com & LPT). The PCIe ports must be changed to (Com1) and (Com2).

Control Panel + All C	ontrol Panel Items 🔸 👻 🔤	in the second
Adjust your computer's settings		A Ports (GOM & LPT)
		Communications Port (COM5)
Action Center	Administrative Tools	PCIe to High Speed Serial Port (COM3)
AutoPlay	Backup and Restore	PCIe to High Speed Serial Port (COM4)
Color Management	Credential Manager	Processors
CX-Server Driver	Date and Time	👂 💇 Sigma Instruments
Default Programs	Desktop Gadgets	Sound, video and game controllers
Device Manager	Devices and Printers	Image: System devices
		🔈 - 🏺 Universal Serial Bus controllers

Double click on each PCIe port in the tree and change the port number in the port settings tab. Change COM3 to COM2 (even if in use) and click OK.

PCI	le to High Speed Serial Port (COM3)	Properties 23
	General Port Settings Advanced Dri	iver Details Resources
	Bits per secon	nd: 9600 🔽
	Data bi	its: 8
	Parit	ty: None
	Stop bit	ts: 1
	Change	Rort Number Restore Defaults
		ОК
	COM Port Number:	Cancel M3 Defaults
	<u></u>	OK Cancel
Change Port Number	Restore Defaults	Change Port Number Restore Defaults
Advanced Settings for COM3	8	Advanced Settings for COM3
	OK Cancel	OK Cancel
COM Port Number: COM3 COM1 COM2 (rr use)	Defaults	COM Port Number: COM2 (n use) Defaults
COM3 COM3 COM4 (in use)	+ OK Cancel	OK Cancel



Issued: September, 2012

Say Yes to the conflict and warning pop ups.



Change COM4 to COM1 following the same process.



Correct port assignments.





Issued: September, 2012

Reopen the Inficon software and select Comm1 in the System Setup, I/O tab. Communication should now be re-established. Restarting the software or rebooting the computer may be necessary and if the serial cable is plugged into the other com port, selecting Comm2 or moving the cable may also be required.

🖾 System Setup			— ×
Out3 Sens7 Thk	- R <u>e</u> name	New Dele	ete <u>C</u> opy
<u>0</u> utputs Sensors	Analog Indexers		Comm
Process Runnir	ng 💌	Not Assigned	-
 Relay 1 Relay 2 Relay 3 Relay 4 Relay 5 Relay 6 Relay 7 Relay 8 	C Relay 9 C Relay 10 C Relay 11 C Relay 12 C Relay 13 C Relay 14 C Relay 15 C Relay 15 C Relay 15	Input 1 Input 2 Input 3 Input 4 Input 5 Input 6	C Input 7 C Input 8 C Input 9 C Input 10 C Input 11 C Input 12
Test Cle	ar Clear All	Port Comm 1 - Comm 2 Disabled	Address 0 CJ1