

NuFlo USB Adapter Troubleshooting Tips

Before the NuFlo USB Adapter can be used to connect to an MC-III device, a driver for the adapter must be installed on the computer used to connect to the MC-III. The required driver is installed on the MC-III software installation CD supplied with each device. To install the driver, insert the CD, click the “Install USB Driver” link on the Welcome screen, and follow the instructions.

If you cannot connect to an MC-III following driver installation, please review the following list of possible problems and solutions. If you cannot resolve the problem using the tips provided, please contact technical support (see the Help menu inside MC-III software for contact information). Please make a note of all troubleshooting steps attempted and the results, and be prepared to discuss this information with technical support.

Troubleshooting tips for these known issues are included in this document:

[Communications Port Conflict](#)
[“Cannot Find Necessary Software” Error](#)

Communications Port Conflict

Diagnostic Tips

When the NuFlo USB Adapter driver is first installed, the installation program typically locates an unused COM port from the Windows system and assigns the driver to that COM port. Occasionally however, the selected COM port will already be in use by Windows, which can cause errors when the adapter is connected. If you encounter an error when you connect the adapter or the NuFlo USB Adapter does not appear as a COM port selection in MC-III software when you attempt to connect to an MC-III, you may have a COM port conflict.

To check for a COM port conflict, perform the following steps:

1. Make sure the NuFlo USB Adapter is connected to the computer.
2. Right-click the My Computer icon on your desktop.
3. Click Properties.
4. Click the Hardware tab (Figure 1).

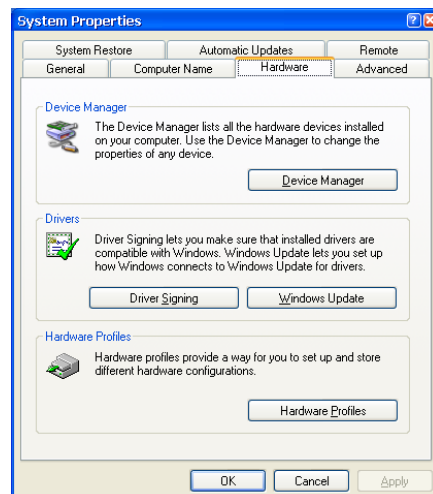


Figure 1

5. Click the Device Manager button.
6. Expand the 'Ports (COM & LPT)' entry and look for "NuFlo USB Adapter" (Figure 2). If a yellow exclamation mark appears beside "NuFlo USB Adapter," you may have a port conflict.

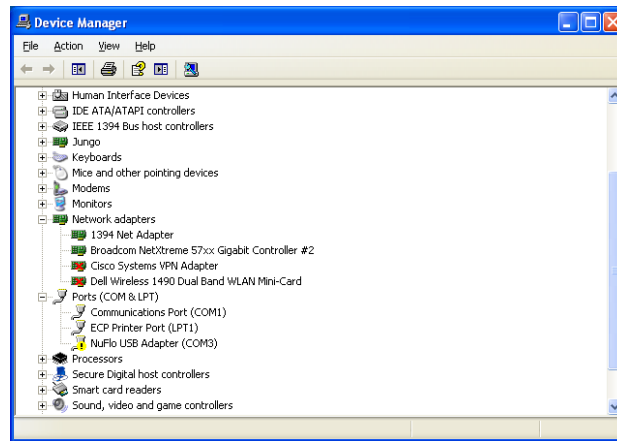


Figure 2

7. Right-click on the "NuFlo USB Adapter."
8. Click Properties. The Properties dialog will appear (Figure 3),

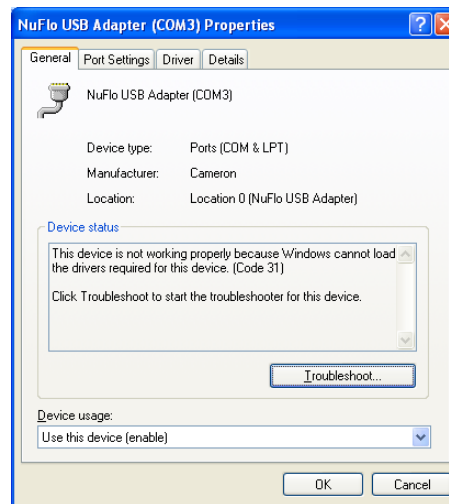


Figure 3

9. Check the Device Status window. A port conflict may produce this Code 31 error shown in Figure 3.

Typically, when the NuFlo USB Adapter is properly installed, the USB option will appear as "NuFlo USB Adapter," as shown in Figure 4. A COM port conflict may prevent this port description from being displayed. For example, the USB port may appear as COM4 with no text description to the right.

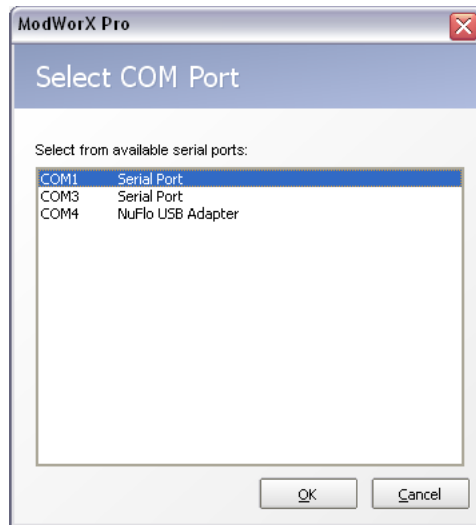


Figure 4

Recommended Solution 1 (Device Manager Settings)

To resolve a COM port conflict, perform the following steps:

1. Right-click the My Computer icon on your desktop.
2. Click Properties.
3. Click the Hardware tab.
4. Click the Device Manager button.
5. Right-click on the "NuFlo USB Adapter" in the list.
6. Click Properties.
7. Click on the Port Settings tab of the NuFlo USB Adapter Properties dialog (Figure 5).

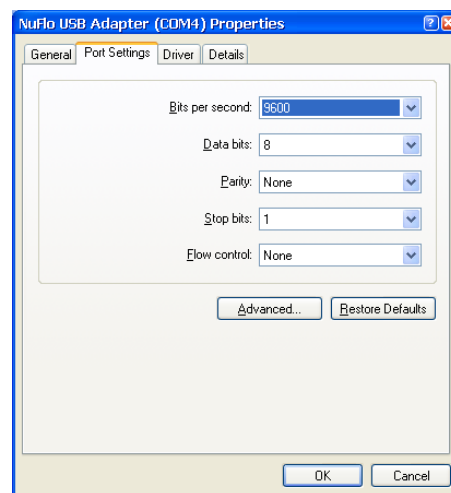


Figure 5

8. Click the Advanced button.
9. Click the down arrow on the COM Port Number box as shown in Figure 6, select an unused COM port, and click OK. (You may or may not get a warning about the port being in use. In most cases, a COM port that is in use by Windows will appear with a label 'in use', but not always.)

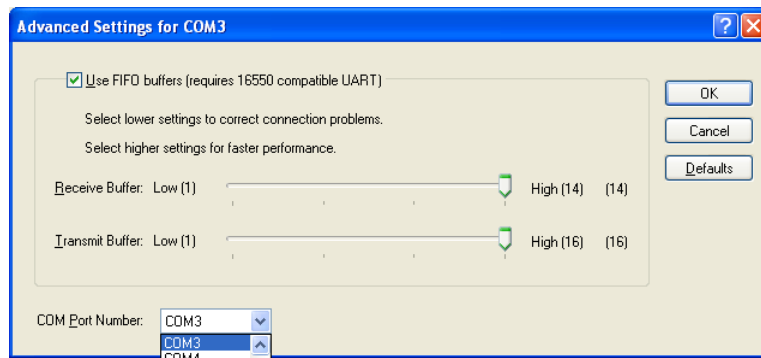


Figure 6

10. Reboot the computer.

After reboot, if the COM port conflict is resolved, the yellow exclamation mark previously observed next to NuFlo USB Adapter in the Device Manager screen (Figure 2) should be gone and the MC-III Select COM Port dialog should display the NuFlo USB Adapter selection (Figure 4). Note: MC-III versions 2.0.1 and older will not show the communication port description (i.e., Serial Port, NuFlo USB Adapter, etc.).

Recommended Solution 2 (Delete Unused COM Ports)

If numerous devices have been assigned to COM ports on your computer, it may be useful to uninstall devices that are no longer in use to free up COM ports for use by the NuFlo USB adapter.

To view and/or remove hidden (non-present) devices, perform the following steps:

1. Click Start>Run.
2. Enter "cmd", then click OK.
3. Type the following lines at the command prompt, followed by Enter after each line of text:

```
set devmgr_show_nonpresent_devices=1
cd \Windows\system32
start devmgmt.msc
```
4. In the Device Manager menu, click View - Show hidden devices. This will display devices that are not connected to your computer.
5. Expand the section on COM ports (or other devices). All the COM ports that have ever been created will be displayed, and the non-present ones will appear in grey.
6. To uninstall a device that is not needed, right-click on the device name and select "uninstall".

"Cannot Find Necessary Software" Error

Diagnostic Tips

When the USB cable is attached to a computer and the computer detects the new hardware, a "Found New Hardware Wizard" screen will appear while the wizard searches for the correct driver (Figure 7).

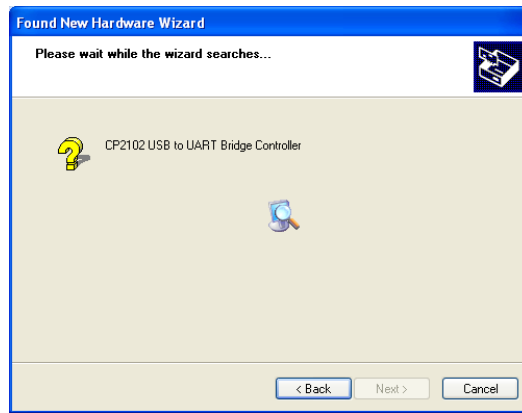


Figure 7

After several attempts, if the computer cannot locate the appropriate driver, a “Cannot Install This Hardware” screen will appear (Figure 8).

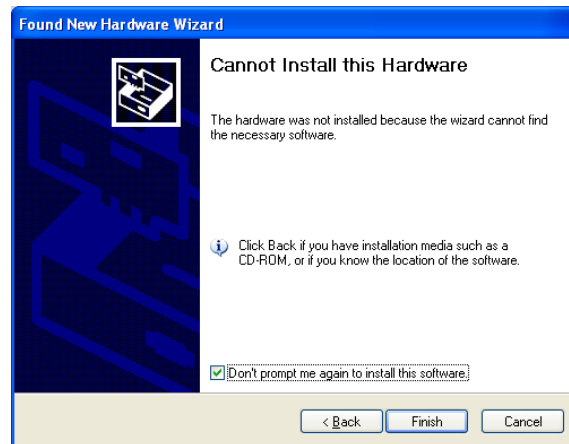


Figure 8

The driver name will also appear on the Device Manager screen under “Other Devices,” along with a yellow question mark (Figure 9).

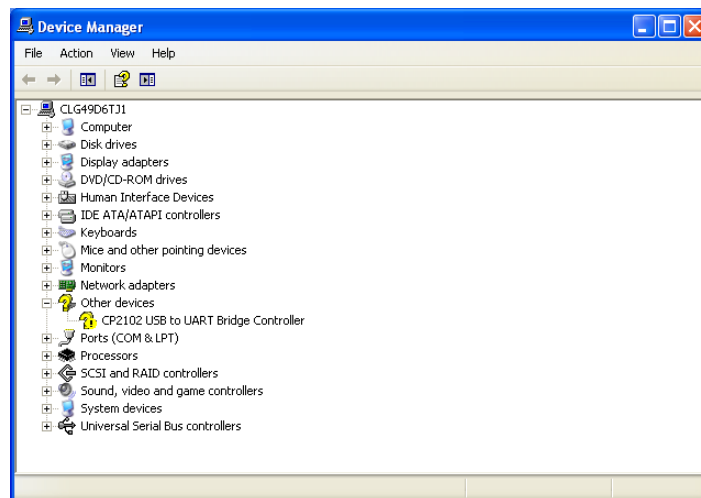


Figure 9

Recommended Solution

If Windows cannot locate the proper driver, try installing the alternate driver provided on your MC-III installation CD. To install the alternate driver, navigate to C:\NuFlo\MC-III 2.1.0\NuFlo USB Driver\alternative and double-click on the CP210xVCPInstaller.exe file.

After installing the alternate driver, logon to MC-III and open the Options > Select Com Port screen. The NuFlo USB Adapter COM port should appear as shown in Figure 10.

Note: MC-III versions 2.0.1 and older will not show the communication port description (i.e., Serial Port, NuFlo USB Adapter, etc.), but the USB port will appear in the list of COM ports, typically as the last selection in the list.

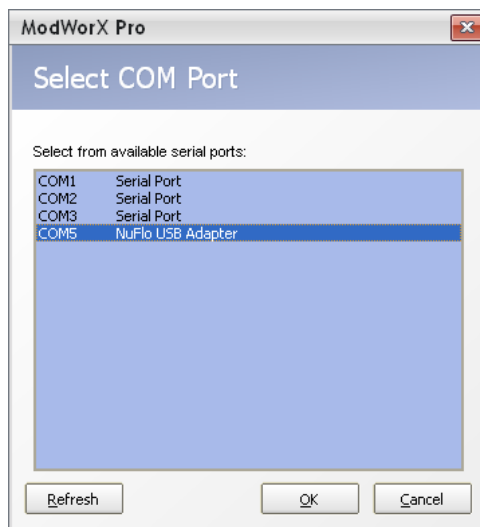


Figure 10

Contacting Cameron

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