

Quatech Driver Update Instructions

STOP! If you are not proficient at, or do not have authorization to perform these tasks, then you should seek the assistance of your IT professional or contact Refresh Your Memory, Inc. for the following section.

1. Knowing Your Current Driver Version

Before updating the driver for you Quatech Serial Device Server, it is important to know what your current version of the driver software is. **If your driver is below than 2.20, you must follow the procedure below to update your driver before installing FactoryWiz DNC.**

- First, access the “Device Manager” of your computer. The “Device Manager” can be found either 1; doing a search for the program or 2; via the “Control Panel” under “Network and Security” then “System”.
- Click the “+” or arrow next to the “Multi-port serial adapter” line to see the Serial Device Server(s) or SDS associated with your computer or network.
- Right click on a selected SDS and select “Properties”.
- In the top of the pop up window, select the “Driver” tab and in the line labeled “Driver Version” will be displayed the driver version currently operating your SDS(s). (ex. Driver Version: 2.10.0.0)

2. Recording Your Port Information for Later Input

Before uninstalling your current driver software version in order to install the new driver version (as seen in next step) you will need to manually record the “Serial Port” name and corresponding “COM Number” that are currently displayed in your “Device Manager” under the Line “Ports COM & LPT”. It is important to do this because during the updating process, this information will not be remembered by your computer. Later you will have to manually input this data into your “Device Manager” in order to resume normal operations after the new driver is installed.

- To begin the recording of your current port data, look for the line, “ Ports COM & LPT” in the “Device Manager” and click on the “+” or arrow next to it to view a drop down of the ports associated with your computer.
- On a piece of paper, word document or camera, document all of the Port numbers, the SDS they belong to and its corresponding COM numbers.

ex. Serial Port 1 of QSE-100 (00:0B:28:00:73:73)(COM3)
- Once you have this information recorded for all of your SDS ports, you are ready to uninstall the current driver version.

3. Uninstalling the Current Driver

In order to update the driver version, you would have to uninstall the current running driver version. First you will have to manually uninstall each port followed by the master device(s).

- In the “Device Manager”, find the line labeled “Ports (COM & LPT)” and locate your SDS Ports.
- Once located, continue to uninstall the driver from each port by right clicking on the desired port and selecting “Uninstall”. Repeat this process for all SDS ports that are going to be updated.
- Under the line “Multi-port serial adapter”, right click on the desired SDS (ex. QSE-100 Four-Port RS-232 Serial Device Server (00:0B:28:00:73:73)) and select “Properties”.
- In the top of the pop up window, select the “Driver” tab and locate the “Uninstall” button at the bottom of the window.
- When prompted, click okay to confirm that you want to uninstall the driver.
- Repeat this process for all the SDS(s) you are going to update.

4. Updating Your Current Driver Version Software

In order for FactoryWiz DNC to work properly with your SDS(s), it is crucial for the driver version operating your SDS(s) to be the latest to date software available. Before processing with this section, find and download the most current version of the Quatech SDS driver from <http://www.bb-elec.com/Tech-Support/Search-for-Documents-and-Software.aspx> for your specific SDS and operating system. Once downloaded, make you sure you have the file or folder available and ready to open. When upgrading the device driver, we prefer you install using the IP address setting instead of the MAC address default setting.

- Locate the installation program, “qtewizard.exe” from the file downloaded and double click to run the program.
- Follow the on screen instructions then select a SDS to install the new driver to the desired SDS.
- It is best to start installing the devices in order. In other words, select the device that had the lowest COM port number first, then the next device with the lowest com port number... It may save time with section 5. *
- When prompted, uncheck the default box labeled “Add MAC address to Friendly Name” then check the box labeled “Add IP address to Friendly Name” so that it’s the only one selected.
- Continue to follow the on screen instructions then finally click “finish” to close the installation program.
- You can view that the driver installed correctly by returning to the “Device Manager” and checking the new driver version, like was done in section 1.

*If you do not see your devices in the device manager, proceed to manual installation instructions below in section 6.

5. Inputting

Now you will need to manually revise the information previously recorded in section 2 to see if the COM port numbers have changed from what they were before updating. Normally the COM port numbers do not change after re-installation. In the event that they do, in order to resume normal operations, it is critical that previous COM numbers be entered to the same Serial Port as they were before.

- Open the "Device Manager" and find the "Ports (COM & LPT)" line. Click "+" or the arrow to view available ports.
- To begin to configure your ports to the old settings, right click on the SDS port with the highest port number and select "Properties".
- Next click on the tab labeled "Port Settings"
- Located at the bottom of the window, click the "Advanced" button.
- You will see a little window appear that allows you to change the COM number, change it back to what it was previous to installing the new driver, then click OK.
- Repeat this process with all of your SDS ports, double checking that the right COM number is assigned to the proper Serial Port number and SDS.

6. Manual Installation of Quatech Devices

- Download the Quatech drivers from <http://www.bb-elec.com/Tech-Support/Search-for-Documents-and-Software.aspx>
- Extract those files into a folder. You will need these later, but not on the laptop.
- Set a temporary static IP address of 192.168.192.167 on your laptop's wired LAN connection, with a subnet mask of 255.255.255.0
- Plug the laptop into the Quatech box with a network crossover cable and then power cycle it. The laptop must be plugged into the network drop BEFORE powering up the Quatech or the wired jack will not be active.
- Wait 120 seconds. When the units are set to DHCP, they will attempt for 120 seconds to get an address, and thus will not respond before then. After the 120 seconds, the default address is 192.168.192.168
- In internet explorer (do not use Firefox, etc), key in 192.168.192.168 into the address bar. Under the network tab you will be able to set your new static IP settings.
- After applying these settings, disconnect your laptop and power cycle the Quatech again
- Plug into all of the other boxes and do the same.
- Don't forget to set your laptop's address settings back to DHCP when you're all done.

- In the device manager on the PC-DNC plus computer, go into the device manager. FIRST, go under the Ports (COM & LPT) category and delete all of the Ethernet serial ports, then – only after – go under the Multi-port serial adapters category and delete all of the SSE-100 icons there
- Using the same driver you downloaded above, run QTEWIZARD on the dnc server computer. The wizard will likely not find your units with a scan. There was some sort of firewall on that computer, I think, that was causing error messages any time the Quatech utilities tried to scan, so I used the manually install option. For the model select SSE-100 and then key in the IP address of the first unit.
- When finished, repeat with all of the same order that the units were originally installed under so that each box ends up with the same com port number it had previously (otherwise the DNC will be looking at the wrong port for each machine)