



Troubleshooting Inclinometer Connection - VCP

By Adrian Mendez Morales

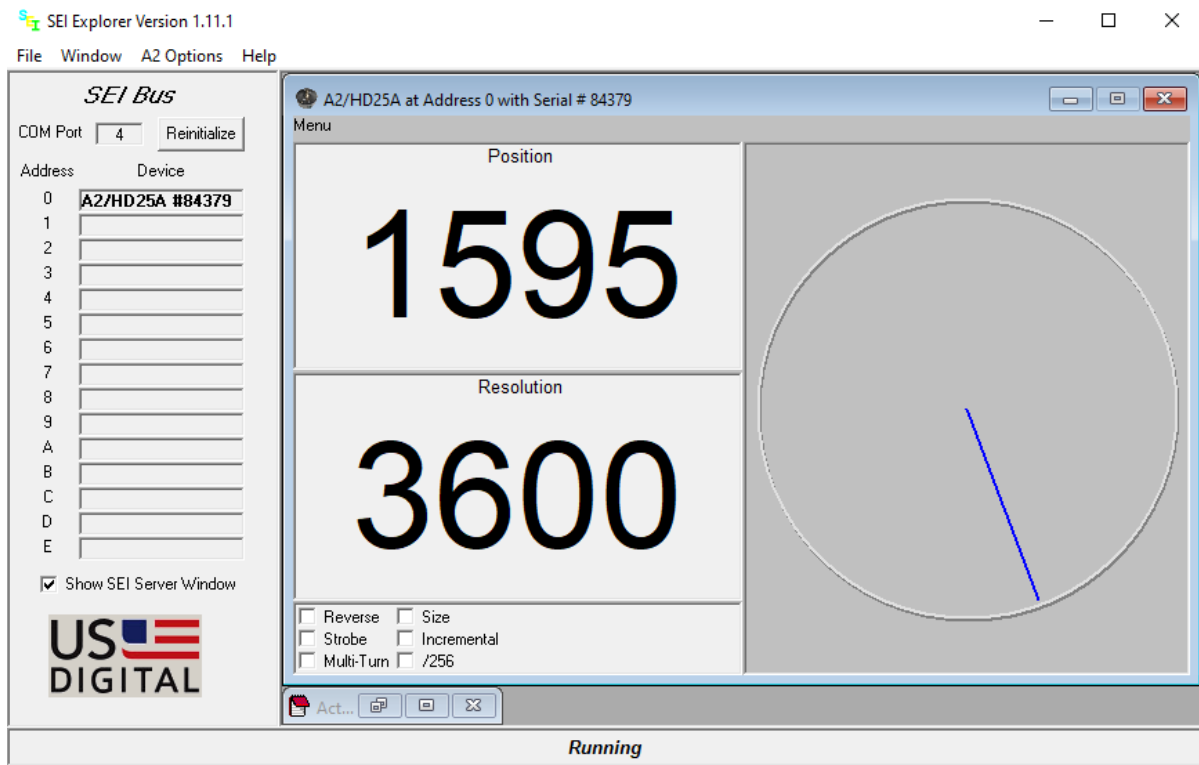
Sometimes we receive questions from customers who receive a “No devices found on comm port” error after connecting an inclinometer to their computer. This could be because the Virtual COM Port (VCP) has not been enabled. This article covers the steps to enable VCP.

First, you want to check that your inclinometer is connected and communicating with the computer. After you have connected all the inclinometer cables, plug it into your computer and open the SEI Explorer.

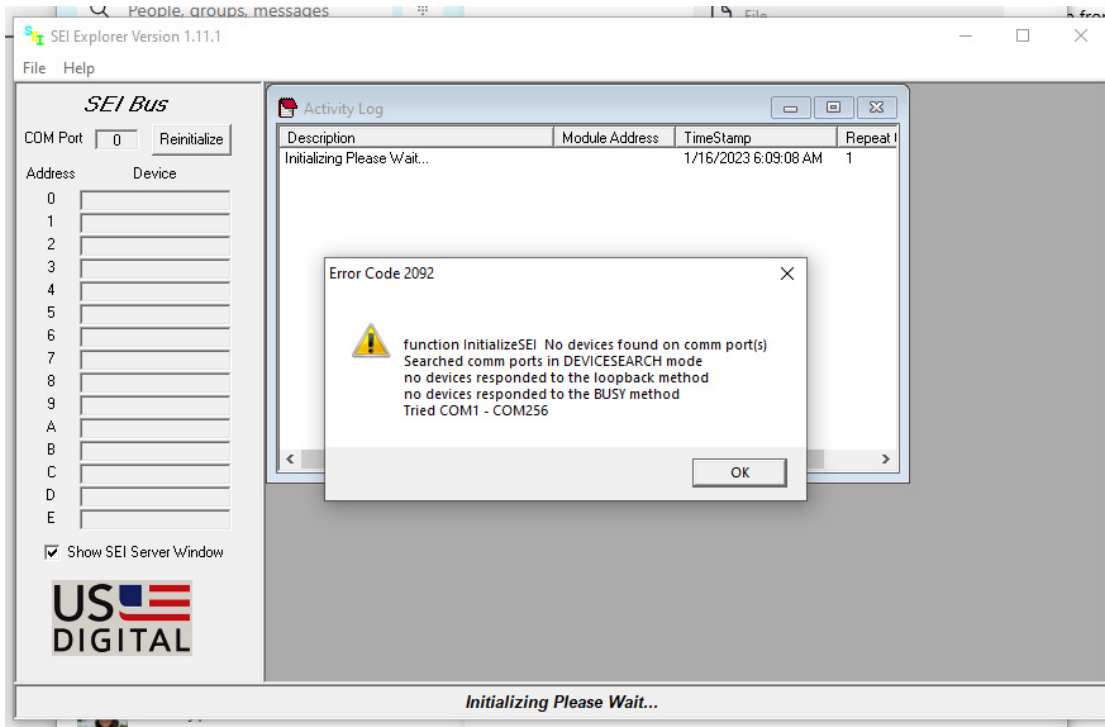


US Digital SEI Software

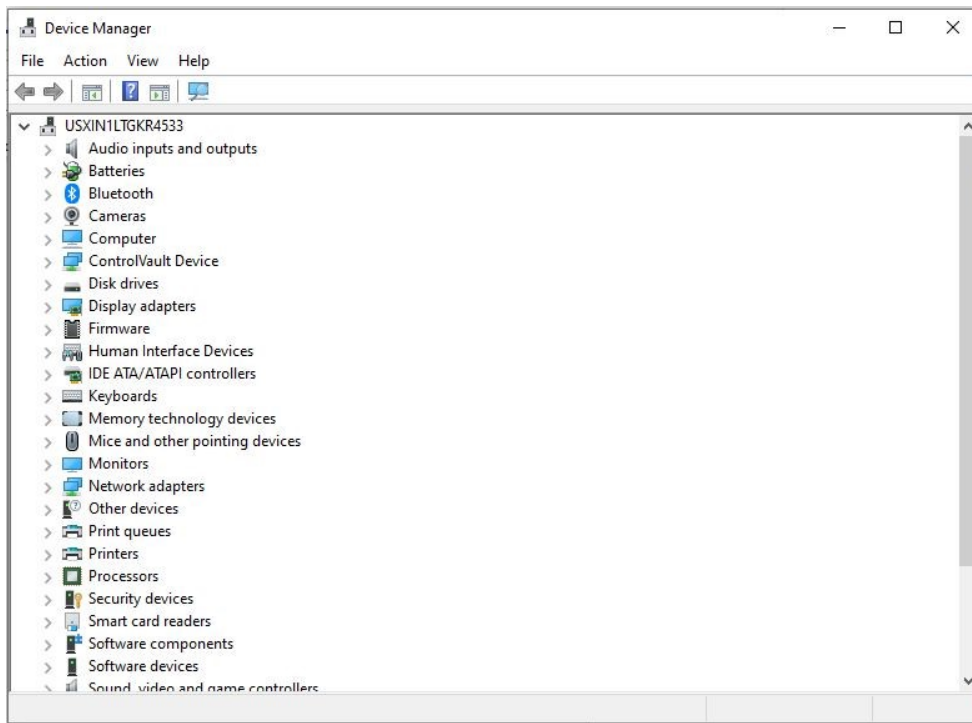
In the SEI Explorer window, your inclinometer should be listed under devices. For example, in this image, SEI is telling me that the inclinometer is connected to COM Port 4 and is located at Address 1.



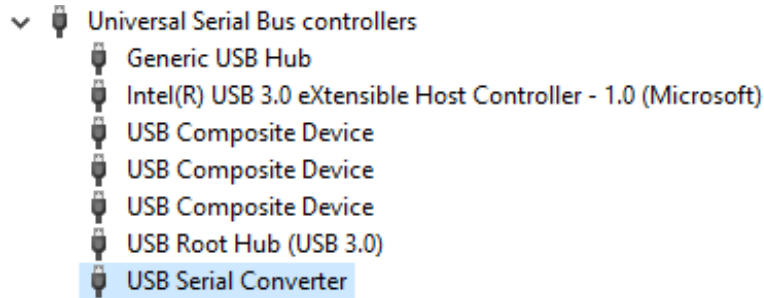
If you instead receive the error shown in the following image, this may mean one of the following conditions: The inclinometer is not connected correctly, it is broken, or the Virtual COM port (VCP) is not selected. The following steps in this article cover how to check if the Virtual COM port is selected.



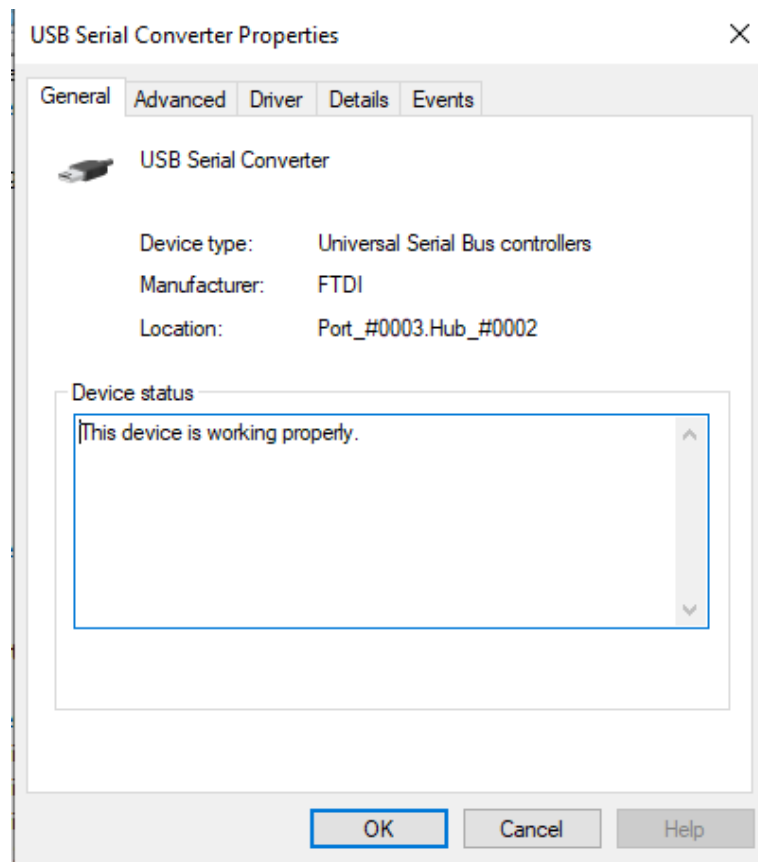
In the Windows search bar, type “device manager” to open the Device Manager window.



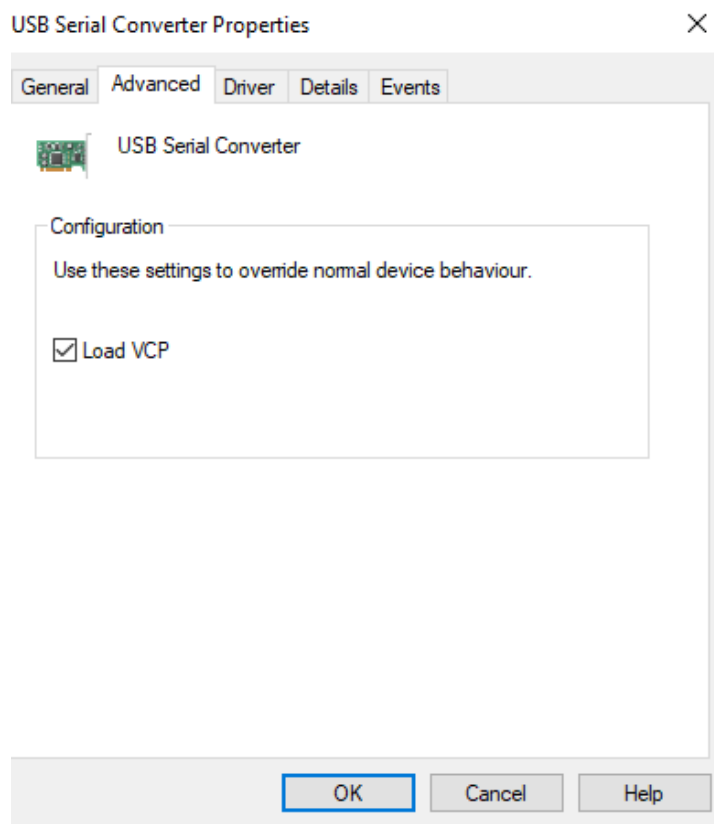
Once you're on this page, scroll down and look for Universal Serial Bus controllers. Click on it and look for USB Serial Converter.



Right click on USB Serial Converter and click Properties to open the USB Serial Converter Properties window.



Go to the Advanced tab and make sure the Load VCP box is checked and click [OK]. This enables the Virtual COM port.



Once you have completed all the steps, restart your computer and your inclinometer should start working again.