Things that can go wrong with any DAQ computer, software and hardware installation.

1.   Chipset problems such as a laptop's USB ports going to sleep, or not having USB2. Laptop computers are not recommended for BATSIM hardware that needs to be run for extended periods of time. They may enter sleep or hibernation modes, and they sometime shut down USB hubs after a few hours or days even if "always-on" is selected.

2.   Corporate group policy or lack of administration rights on your computer and/or a Group Policy that blocks adding programs and USB hardware. See your IT department for help in this area.

3.   Having another LabView installation on your computer that is configured to run a down-rev'd version of LabView, Visa or DAQmx.

4.   Changing BATSIM Hardware on your machine without updating settings in NI MAX (NI Measurement and Automation Explorer). If you have done a fresh installation of the BATSIM software on a clean machine this should not happen. But, if your machine has ever "seen" another DAQ of the same type used in our product it may have already taken the "Dev1" position. Two solutions are possible for this situation.

The first is to open NI MAX and check under My System, Devices and Interfaces, NI-DAQmx Devices and see if your device is present with a green icon and labeled as "Dev1". If no other device is at "Dev1" and yours is mis-numbered then simply right click and choose "rename" from the pop-out list and change the last number in the name to "1". If another device of the same type is set to "Dev1" you can rename it to a higher number, refuse the pop-up to move all DAQmx tasks to the new number, and then rename your desired device to "Dev1".

The second method depends on the version of software you are running and whether it is possible to select which device you want to run. Simply pick the correct device from the BATSIM software front panel. You may want to check NI MAX first to see if your DAQ device is present and ready.

Both of the preceding methods may be needed if your application requires multiple copies of the software to be run at the same time. Care must be taken when performing the preceding tasks and you should do a "System Restore" point before attempting them. You will then be able to back-track your system in case of an incorrect action.