

Technical Support Guide



Driveware – RS232

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What You'll Need

Regarding the RS-232, you'll need a Null-Modem cable if you don't already have the one that came with the unit, you'll need this: https://www.tripplite.com/null-modem-serial-db9-serial-cable-db9-female-female-6-ft~P450006

You'll also need a usb-to-serial adapter (if your computer does not have a 9 pin connector. Like this: https://www.tripplite.com/usb-serial-adapter-cable-usb-a-db9-male-male-5-ft~U209000R

Known Usb-to-Serial Adapters That Work:

Insignia https://www.insigniaproducts.com/pdp/NS-PU99501/5883029

Tripp-Lite

Note:

Once you connect to your computer, go to your Device Manager and locate the COM number associated to the usb-to-serial adapter found under "Ports". Also make sure the usb-to-serial adapter driver is up to date by right clicking the device in device manager and select "Update Driver". Use the Driveware software and go to FIle>Preferences and change the COM number to the same as your usb-to-serial adapter. You should be able to see your device now in Driveware.

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