

Handheld Software Tools May Skip Measurements When Downloading

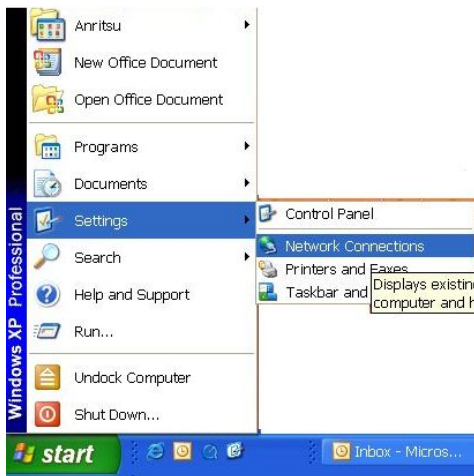
An issue has surfaced that causes Handheld Software Tools (HHST) to skip measurements when retrieving multiple measurements from supported instruments.

Windows XP has built-in Wireless networking capability (WiFi) that uses a program called HyperTerminal to assign an individual COM port to networking hardware including internal or external 802.11g (WiFi) hardware. This may also be an issue for Windows 2000.

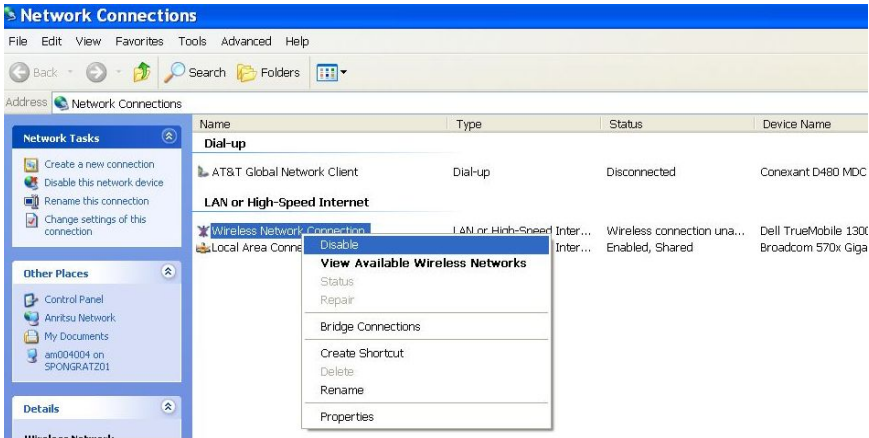
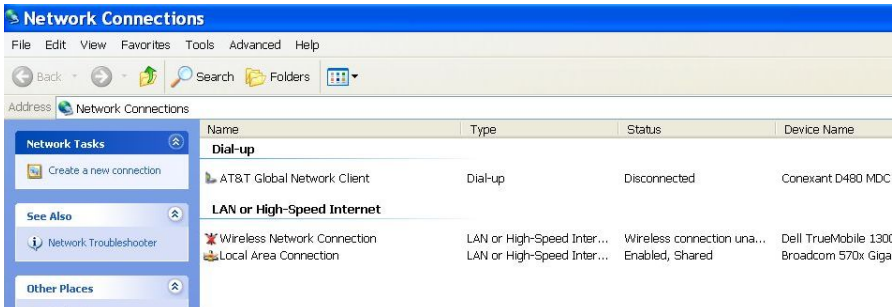
However, if there is no built-in WiFi hardware or an external WiFi card connected to the computer, then a problem may occur. By default in Windows XP, the wireless network facility is turned on even if there is no WiFi capability in or attached to the computer. For most laptop computers, such as the Dell 610, there is only one communications port, commonly assigned to be COM1. The wireless network software repeatedly tries to communicate through COM1 to find a wireless device. The result of this is that communications between Handheld Software Tools and the instrument is disrupted and every other measurement is skipped.

The fix for this issue is simple.

Step 1: Press Start - Setting - Network Connections to get the display shown below.



Step 2: Right click on "Wireless Network Connection" and PRESS "Disable".



Once Step 2 is done, open HHST and connect using RS-232. Handheld Software Tools should work properly.

Since there is no WiFi capability in the computer, disabling the wireless connection should cause no problems for users. If in the future the computer user attaches a wireless connection to the computer, then the wireless networking facility will need to be enabled.