Technical Bulletin #14 No Communication to and from the PC to the IDS, or No Weight Data from the Balance / Scale

NOTE: Before using this Technical Bulletin, Please check all Data cables are securely connected from the PC to the IDS Balance / Scale and IDS. The details regards to the connection of these cables can be found in the front of the IDS Installation and Operation Manual.

NO Communication from the PC to the IDS?

CHECK THE FOLLOWING FOR PROBLEMS COMMUNICATING WITH THE IDS:

1. Check that the COM2 lead is securely connected from COM2 of the PC to COM2 of the IDS, in some cases you will find that the connectors and cables are color coded to avoid cross connections

   PC COM1------------ 9 way D type cable--------------IDS COM2

   The older models of PC may use a Dual Port "PCI slot" Serial Communications card, in this case one of the two 9 Way "D" Type connectors will be marked as Com2

   The newer models of PC may use a 4 Port "PCI slot" Serial Communications card, in this case each of the four leads should be labeled Com2,3,4, or 5 . Therefore use the cable marked Com2

   The latest IDS build specification now uses USB to Serial Converters for PC Comms. In this case COM2 could be any of the available USB Ports usually found on the rear of the PC (generally next to the USB for COM1). The PC will automatically re-configure any of the USB Ports to enable the Com1 Port that you are trying to send data to, therefore it is relatively unimportant as to which USB Port you connect to. Most problems associated with the USB Port setup could be due to the configuration of the Motherboard in the PC's BIOS setup)

   USB---USB/Serial Converter---25/9 way Serial adapter--- 9 way D type cable---IDS COM2

<u>I Still have NO Communication from the PC to the IDS and I have checked all the above points!</u>

Check that the COM1 and COM2 leads are securely connected to the IDS Control box chassis

1. Check that the COM1cable is securely connected from the PC to the rear of the IDS Control box chassis

2. Check that the COM1cable is securely connected from Control box chassis to the IDS Controller PCB Board located inside the Control box chassis (See Figure 1.)
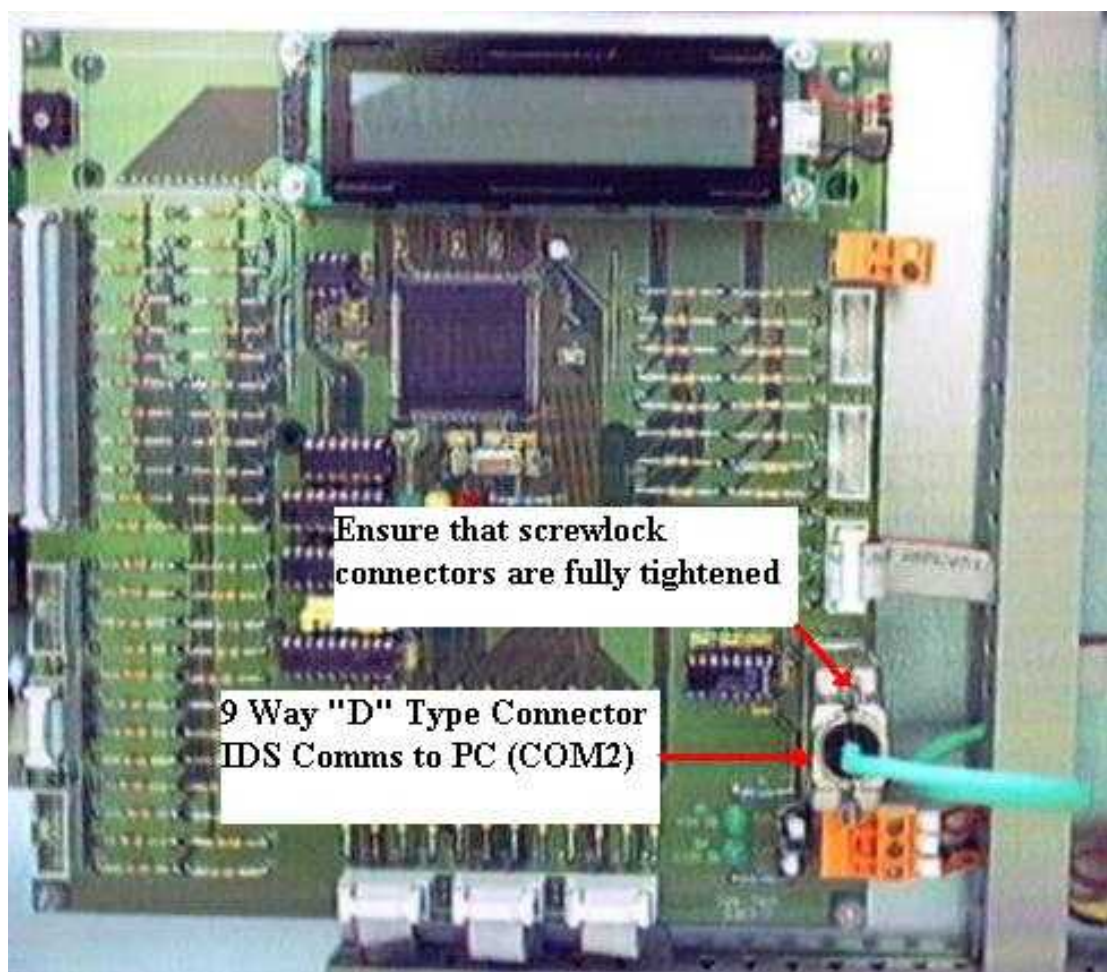

Figure 1. Shows the IDS COM1 cable connected to the IDS Controller PCB inside the Control box chassis of the IDS

NO Weight Data to the PC from the Balance / Scale?

CHECK THE FOLLOWING FOR PROBLEMS COMMUNICATING
WITH THE SCALE / BALANCE:

1. Check that the COM1 lead is securely connected from COM1 of
    the PC to COM1 of the IDS, in some cases you will find that the
    connectors and cables are color coded to avoid cross connections.

    PC COM1------------ 9 way D type cable--------------IDS COM1

    The latest build specification now use USB to Serial Converters for
    PC Comms, in this case COM1 will be the first USB Port (on the
    rear of the PC, nearest to the outer PC shell case) After connection
    to the the USB Converter the COM1 cable then connects to COM1
    of the IDS as before.

    USB---USB/Serial Converter---25/9 way Serial adapter--- 9 way D type cable---IDS
    COM1

If you are STILL experiencing problems with the PC communicating
with the Scale / Balance after checking all of the above, and you still have
NO Weight data displayed, please refer to Technical Bulletins # 5 and 7
or contact Vale-Tech for further support.