

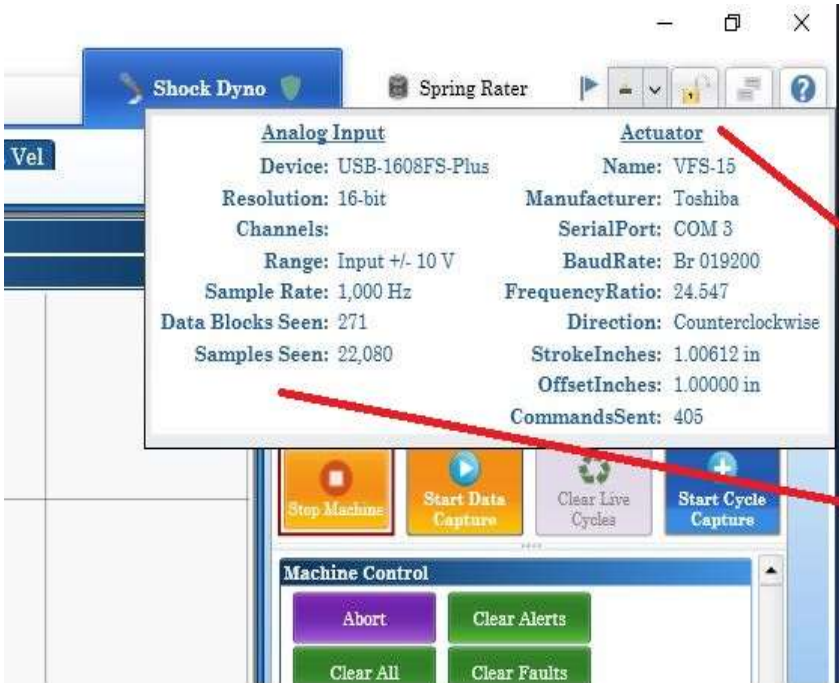
3-11-2024 CTW Automation presents.....

CTW FAQ – Updating the PMD

The two (2) most common issues in CTW Probe and Roehrig Shock6 are related to the data card and the USB ports of the computer. We presented a FAQ on changing the Power Savings of the computer and USB ports. This FAQ is about the data card and Windows updates.

In Roehrig Shock6, if the shock icon does not lite up and the lower right corner has the “data card” grayed out, then this FAQ describes is the likely cause and fix. In CTW Probe software, it shows up as the Analog input not ready, and under the Shield as the Analog Input not counting. This mostly happens with older Roehrig dynos running CTW Probe. All of this happens because of Microsoft updates and software changes.

The image below gives the User a lot of information to relay to the CTW Service department.



Shield area - hover the mouse to expand
* Green indicates both items are connected and operating
* Red indicates one or both are not connected

Actuator -
This is the motor controller inside the dyno.
This is the black cable with lights (typically).
* "Serial Port" needs to match what Windows assigns using device Manager. This is set in the Configuration tab.
* "CommandsSent" should be counting and increasing.

Analog Input -
This is the data card from your dyno. The device that reads the signals. It is usually the white USB cable.

"Samples Seen" should be counting and increasing.

Additional Help -

Analog Input - if this is not counting, close Probe, then unplug the data cable for 10 seconds, plug back in and start Probe. Most common issue is that Windows is turning off the power to the USB port and dropping the data card. Use CTW Power Savings sheet to turn this Windows feature off.

Actuator - Most common issue is that the computer has more than one device assigned a COM port. Probe cannot determine which one to use. Windows Device Manager will help to find the COM setting for the serial adapter. Then setting this in the Configuration Tab.

Figure 1: CTW Probe – under the Shield Icon – Analog Input

If the Analog Input (data card) is not counting, if the Shock Icon is not lit up (Roehrig), then close the program. Then search your computer for a program called Instacal. This is the program that the data card uses

(cont.) to work with the computer. It needs to be right before Probe / Shock6 can work with it.

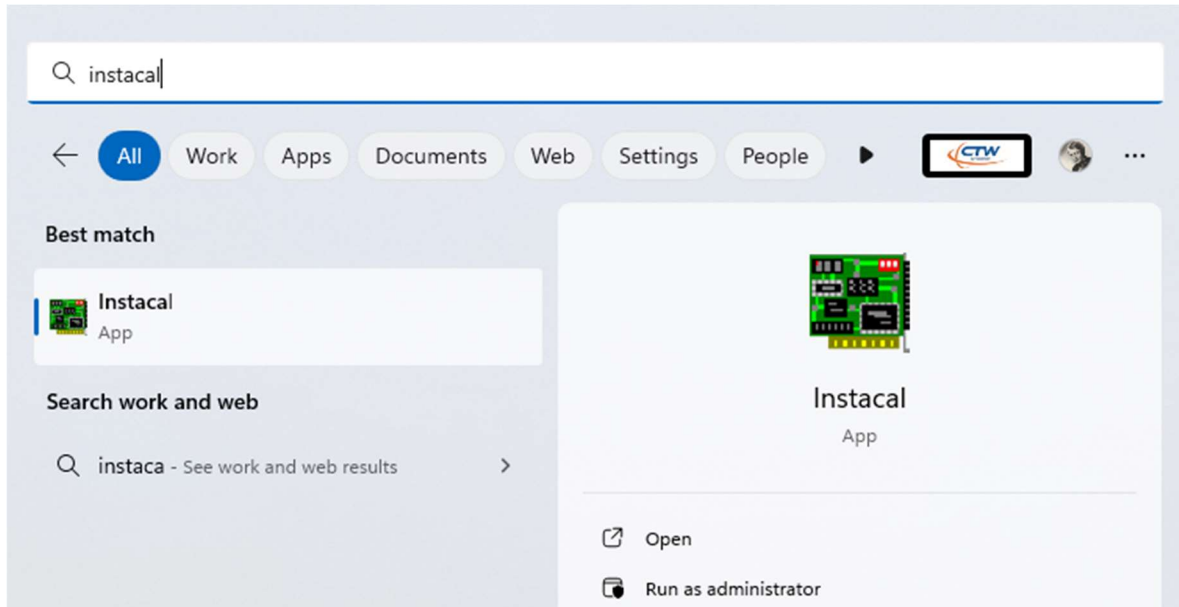


Figure 2: Search bar in Windows – “instacal”

Once you locate Instacal, click on it to start it. It will go out and locate any attached data cards. Hopefully it finds your PMD1608. You might be prompted to click on “ok” to go through a series of listed, but not found data cards.

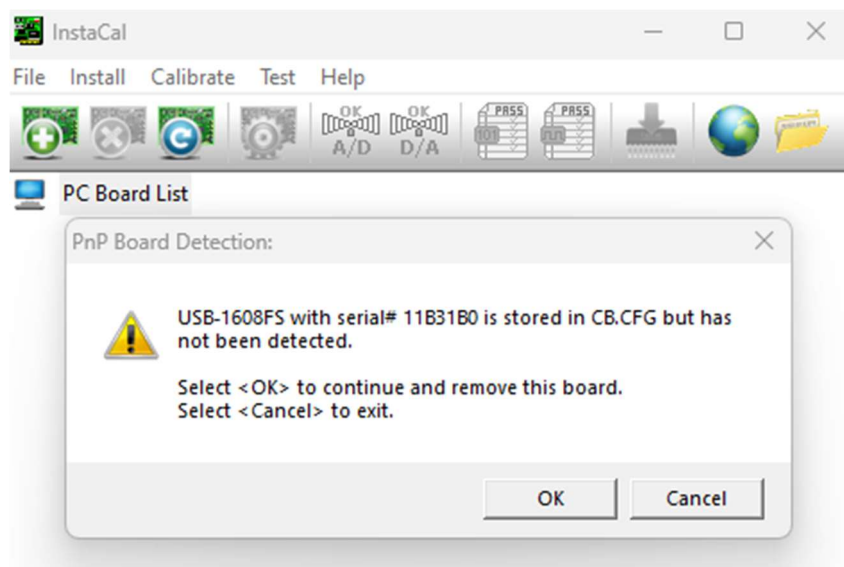


Figure 3: Prompts to clear out older and other data cards

When it is done, you will get one of three messages.

1. The good message:

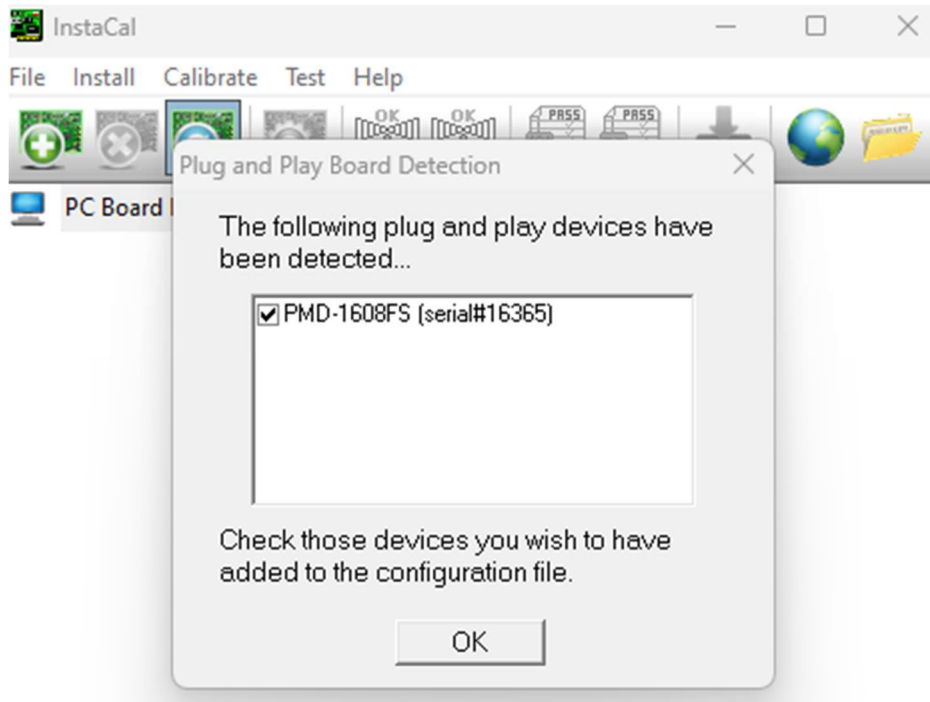


Figure 4: Your data card has been found, click “OK”

2. Your data card needs to be updated. Click on “Yes” to update the data card.

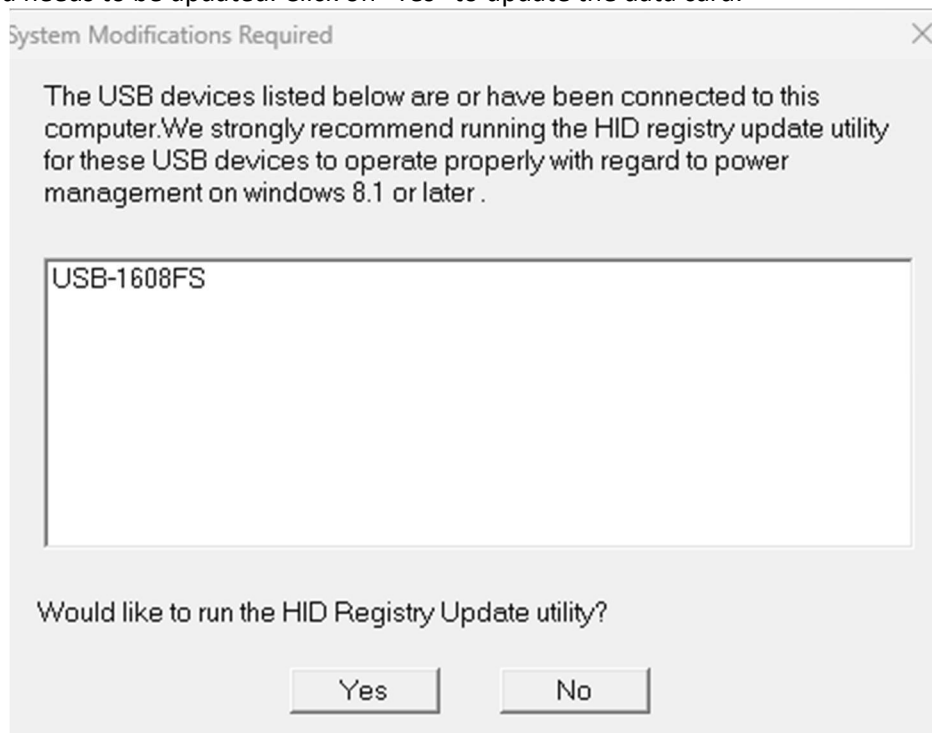


Figure 5: Update the data card

This leads to the following screen:

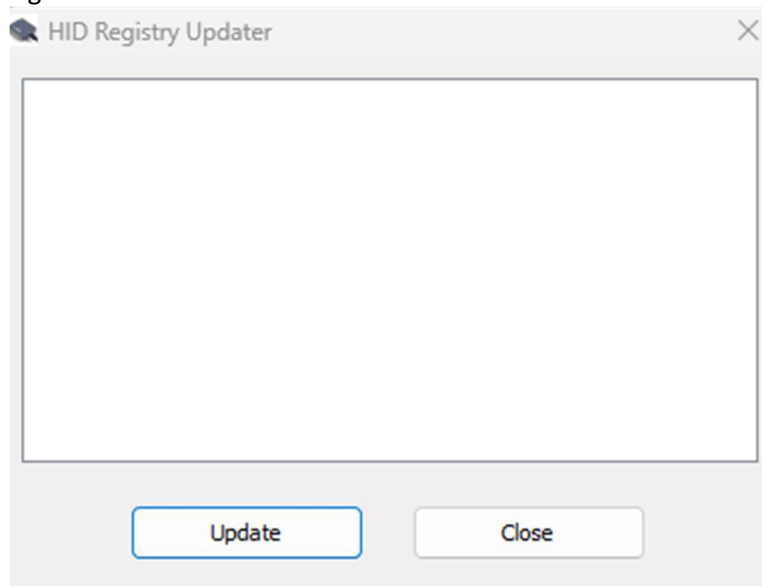


Figure 6: Update, click “update”

The next message will be “Success” now reboot or unplug the data card for 10 seconds. Then plug the data cable USB cord back in. You will then need to re-launch Instacal to officially find the updated data card.

** However, if you get a message about not being able to find a program or updater, you can download the correct updater from CTW Automation website. It is located on the page:

Support

Manuals & Help

<https://ctwautomation.com/support/help-manuals/>

Scroll down to find **Software Tools and programs:**

And it is called: **CTW- RegUpdater**

You will need to download it and then execute it.

3. Once everything is good and Instacal finds the data card, you will get this message. For CTW Probe, we can use the data card on Board# 0.



Figure 7: Data card found and assigned a board #

If you are still using the very old Roehrig Shock6 program, you will need to change to board #1. This has been true for 20 years. Right click and chose “Change Board #”

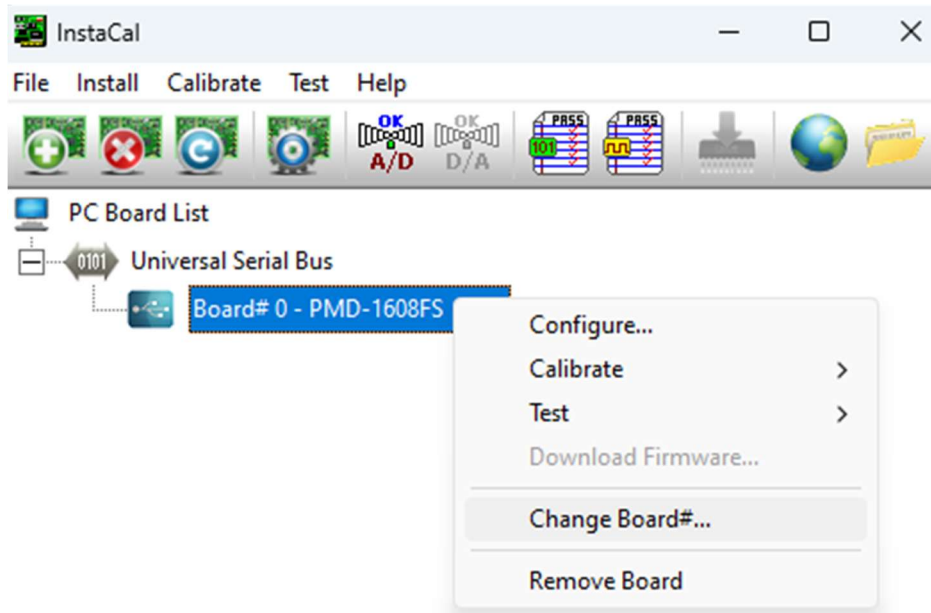


Figure 8: Change the Board# to “1”

Your data card should now operate correctly and release those parts of the shock software to operate.