

LCIC-WIM – Frequently Asked Questions

17 June 15

Table of Contents

- [1. Drivers for Windows 7](#)
- [2. Installing LCIC-WIM Applications on Windows 7](#)
- [3. LCIC-WIM-MONITOR: Stuck Installation](#)
- [4. LCIC-WIM-MONITOR: Can't install on Windows 7](#)
- [5. A downloaded file with 'crdownload' extension](#)
- [6. How to send board parameters to IMS](#)
- [7. No RS232 Communication](#)
- [8. How to Switch Interface Language](#)
- [9. Old .NET Framework on Windows 7](#)
- [10. The Decimal Symbol in Windows](#)
- [11. Monitor DATA folder disappeared](#)
- [12. No RS232/RS485 communication upon turning PC on or off](#)

1. Drivers for Windows 7

Q. What drivers do I need for Windows 7?

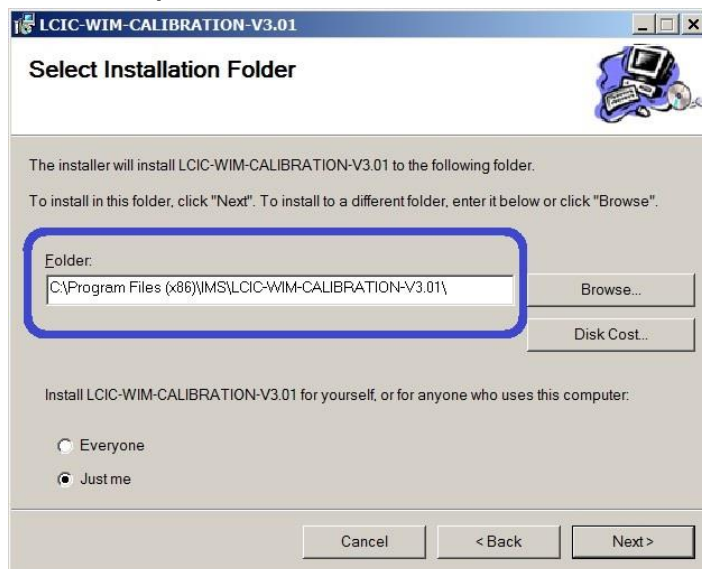
A. Start by letting Windows 7 find a driver automatically. However, it may occur that it does not succeed – not all Windows 7 are the same. In this case, follow the usual installation instructions in section 2 of LCIC-WIM.PDF – available on the CD supplied by IMS and at

<http://www.ims.co.il/download/Lcic%20-%20wim/LCIC-WIM%20-%20Basic%20-%20Manual.zip>

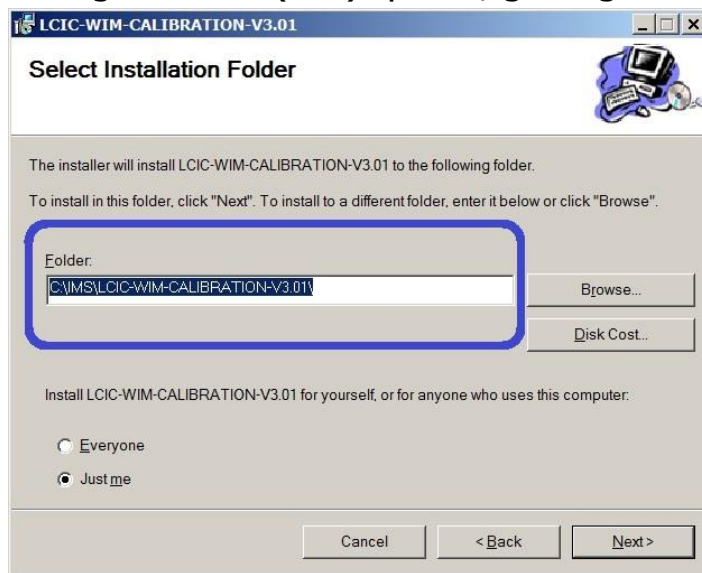
2. Installing LCIC-WIM Applications on Windows 7

Q. Is there any difference in installing LCIC-WIM applications on Windows 7 compared to Windows XP?

A. Yes. When the installer suggests the default installation folder, for example:



– do not accept it. For example, just erase the "`\Program Files (x86)`" prefix, getting the following:



Apply this procedure to **all** LCIC-WIM applications.

Q. Sorry, I did accept the default installation folder and yet everything seems to be OK.

A. This "OK" is only partial. For example, suppose you saved files by the LCIC-WIM-MONITOR or using the 'Log' option of the LCIC-WIM-CATCH-WEIGHER application. Everything looks fine until you need the file and search it by the Windows Explorer – unsuccessfully... This malfunction wouldn't occur if you follow the above instructions. The reason for the 'disappearance' of the file is the higher protection that Windows 7 supplies to the folder "\\Program Files (x86)". So, it is recommended to remove the applications and re-install them according to those instructions.

3. LCIC-WIM-MONITOR: Stuck Installation

Q. I tried to install LCIC-WIM-MONITOR. In the beginning the process ran well, but suddenly it became stuck – just nothing happened. There was no any error message.

A. LCIC-WIM-MONITOR installation includes "installation inside installation": The main installation installs automatically also the package of the "HisGraph" application. Sometimes it occurs that the main dialog box 'hides' the dialog box of the inner installation, so everything seems frozen while the inner (hidden) dialog box is awaiting (in vain) a 'click'...

Solution: Drag the visible dialog box exposing the hidden one, then continue.

4. LCIC-WIM-MONITOR: Can't install on Windows 7

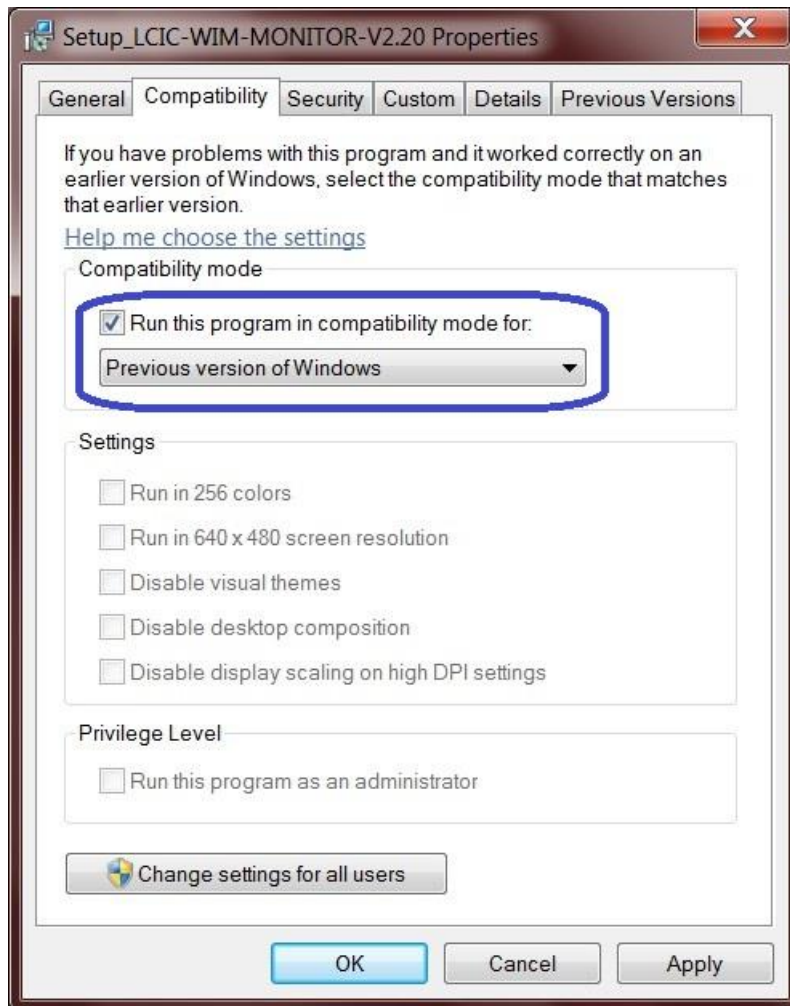
Q. I tried to install LCIC-WIM-MONITOR on my Windows 7. In the beginning the process ran well, but suddenly I got the message:



A. There's something unique in LCIC-WIM-MONITOR installation that does not exist in other IMS installations: This installation includes "installation inside installation": The main installation installs automatically also the package of the "HisGraph" application.

Therefore, you have to run the installation in compatibility mode with previous versions of Windows:

- * Right-click the "Windows Installer Package" file (e.g., "Setup_LCIC-WIM-MONITOR-V2.10.msi")
- * Click 'Properties' & 'Compatibility'
- * Select the option as shown below:



- * Click 'OK'
- * Now run the installation as usual
(double-click on the "Windows Installer Package" file).

All other LCIC-WIM installations do not require the above setting.

5. A downloaded file with 'crdownload' extension

Q. I downloaded files from your site, but got files with strange names such as 'Unconfirmed 240284.crdownload'.

A. That might happen with Chrome when a downloaded file includes an exe file.

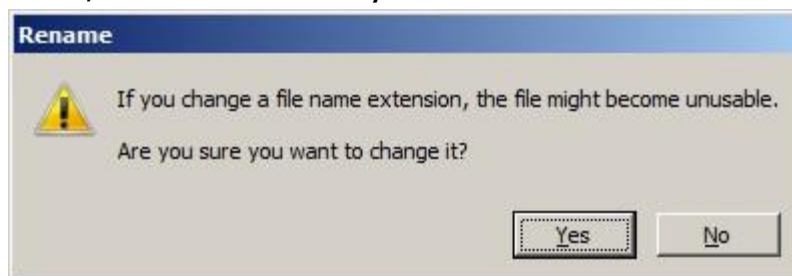
There are 6 zip files in the LCIC-WIM package that really do include exe file(s):

1. Dot_Net_Framework.zip
2. Board_Firmware_Update-Essential_Uutilities.zip
3. LCIC-WIM - Basic - Software.zip
4. LCIC-WIM - CatchWeigher-mode - Software.zip
5. LCIC-WIM - CheckWeigher-mode - Software.zip
6. LCIC-WIM - WiM-mode - Software.zip

Solution

1. When downloading such a file, in the 'Save as' dialog / 'File name', change the extension from 'zip' to 'txt'.
2. After downloading your file(s), for each file, rename the '.txt' extension back to 'zip'.

Note, Windows will say -



Click 'Yes'.

3. That's it - you may proceed.

6. How to send board parameters to IMS

Sometimes it is essential to send user's parameters to IMS for trouble-shooting. Here is the procedure how to do that. This procedure is better than screenshots of LCIC-WIM-SETTINGS, as it reports the contents of all board's parameters and enables IMS to simulate the status of customer's board.

This illustration assumes:

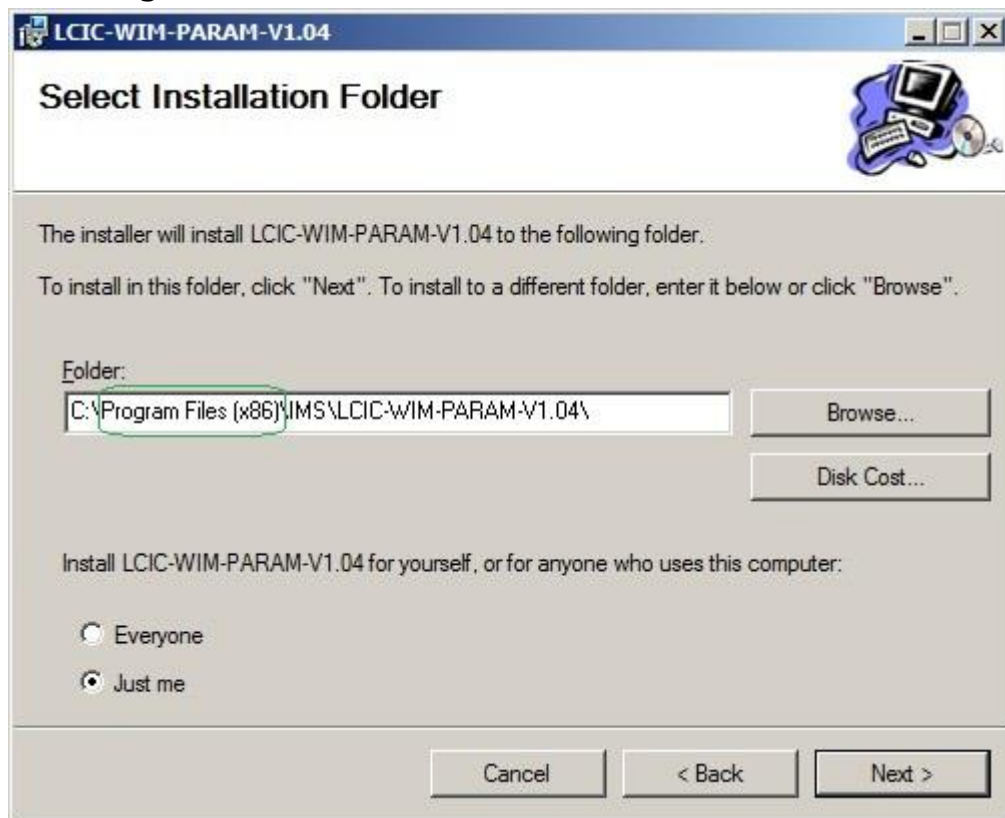
The operating system on your PC is Windows 7.

The current version of LCIC-WIM-PARAM" is V1.04.

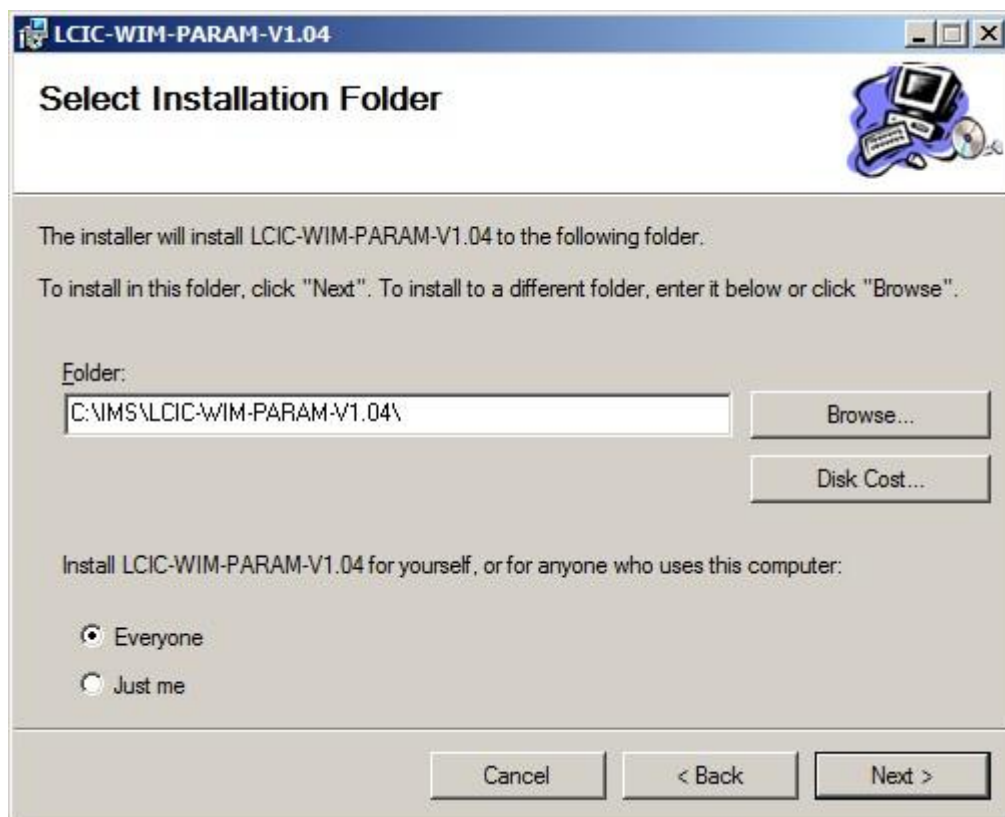
Board's firmware version is: V3.121.

1. If LCIC-WIM-PARAM V1.04 is already installed on your PC, skip to step 4.
2. If an old version of the program LCIC-WIM-PARAM (less than V1.04) is installed on your PC, uninstall it.
3. Install Setup_LCIC-WIM-PARAM-V1.04:
Note that if your OS is Windows 7, you should change the default installation folder:

Change this "Folder" box:



to:



In other words: In the default folder:

"C:\Program Files (x86)\IMS\LCIC-WIM-PARAM-V1.04\"

leave out the "Program Files (x86)\", so you have:

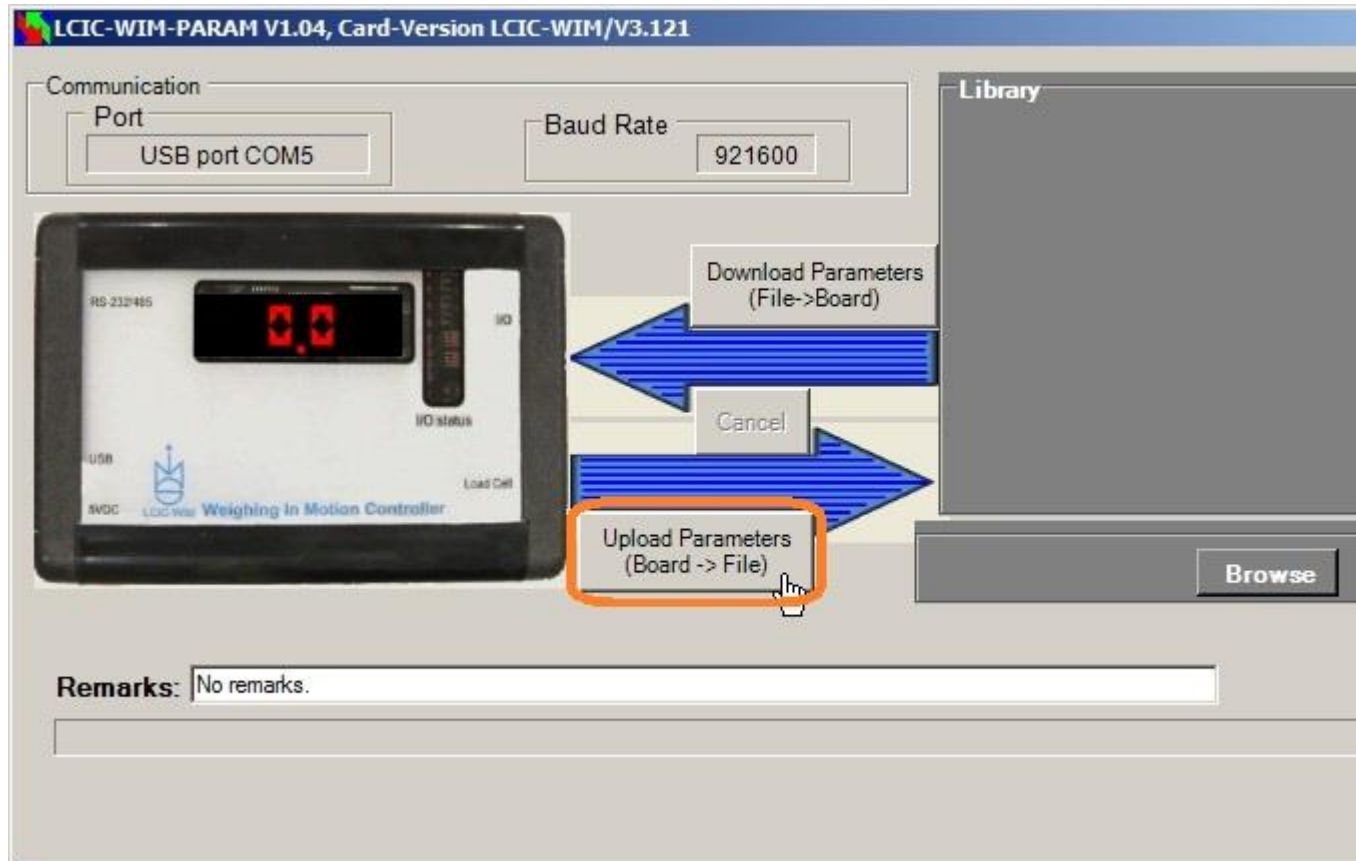
"C:\IMS\LCIC-WIM-PARAM-V1.04\".

All the rest of the installation is normal.

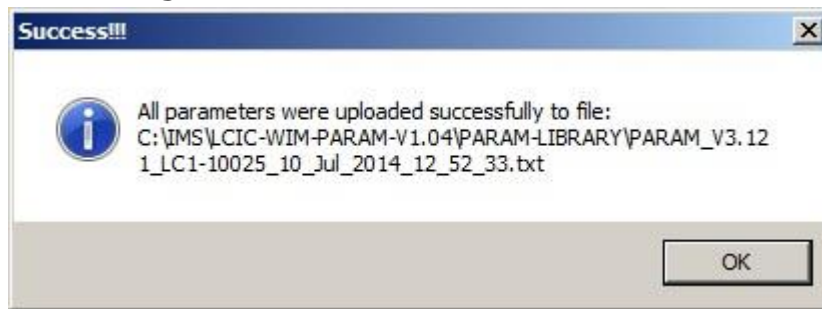
4. Double click this icon on your desktop:



5. Click "Upload Parameters":



6. Wait a moment or two. Then you should get a "Success!!!" message box:



The text file containing the parameters is in the folder:
"C:\IMS\LCIC-WIM-PARAM-V1.04\PARAM-LIBRARY".
Zip the file and email it to IMS.

7. No RS232 Communication

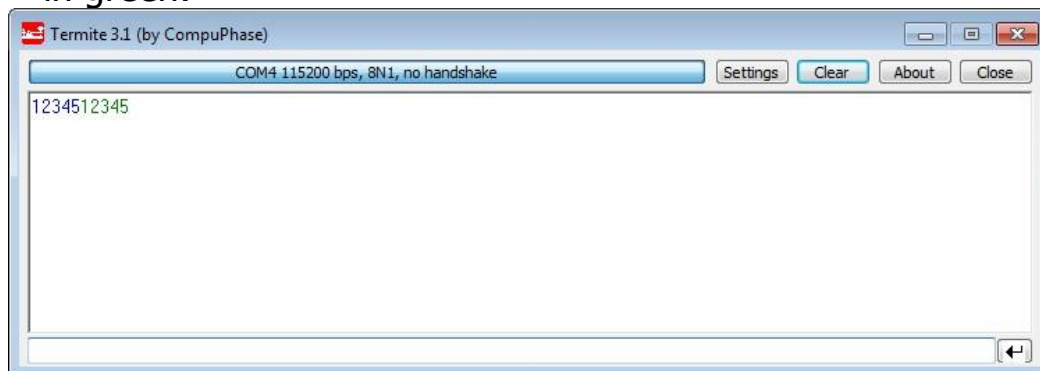
Q. With USB, there is a normal communication with my LCIC-WIM board. But when I try to communicate through RS232, there is no response. Any suggestions?

A. Let us take 'divide and rule' strategy:

Step 1: Check board's environment

We have to isolate the factors. So, first step, let us check the part of PC, RS232-to-USB converter (if you use such) & RS232 cable:

- * Put the LCIC-WIM board aside.
 - * Make sure that your RS232 cable wiring is standard direct (straight through, not cross).
 - * Take an RS232 connector and short pins 2 & 3.
 - * Connect the shortened connector to the RS232 cable (that comes from the PC).
 - * Run an RS232 terminal, for example, Terminate.
- Termite is a simple good terminal available for free at http://www.compuphase.com/software_termite.htm
- * Send (for example) "12345". You should get it back as input to your RS232 Terminal. In Terminate the given back text is displayed in green:



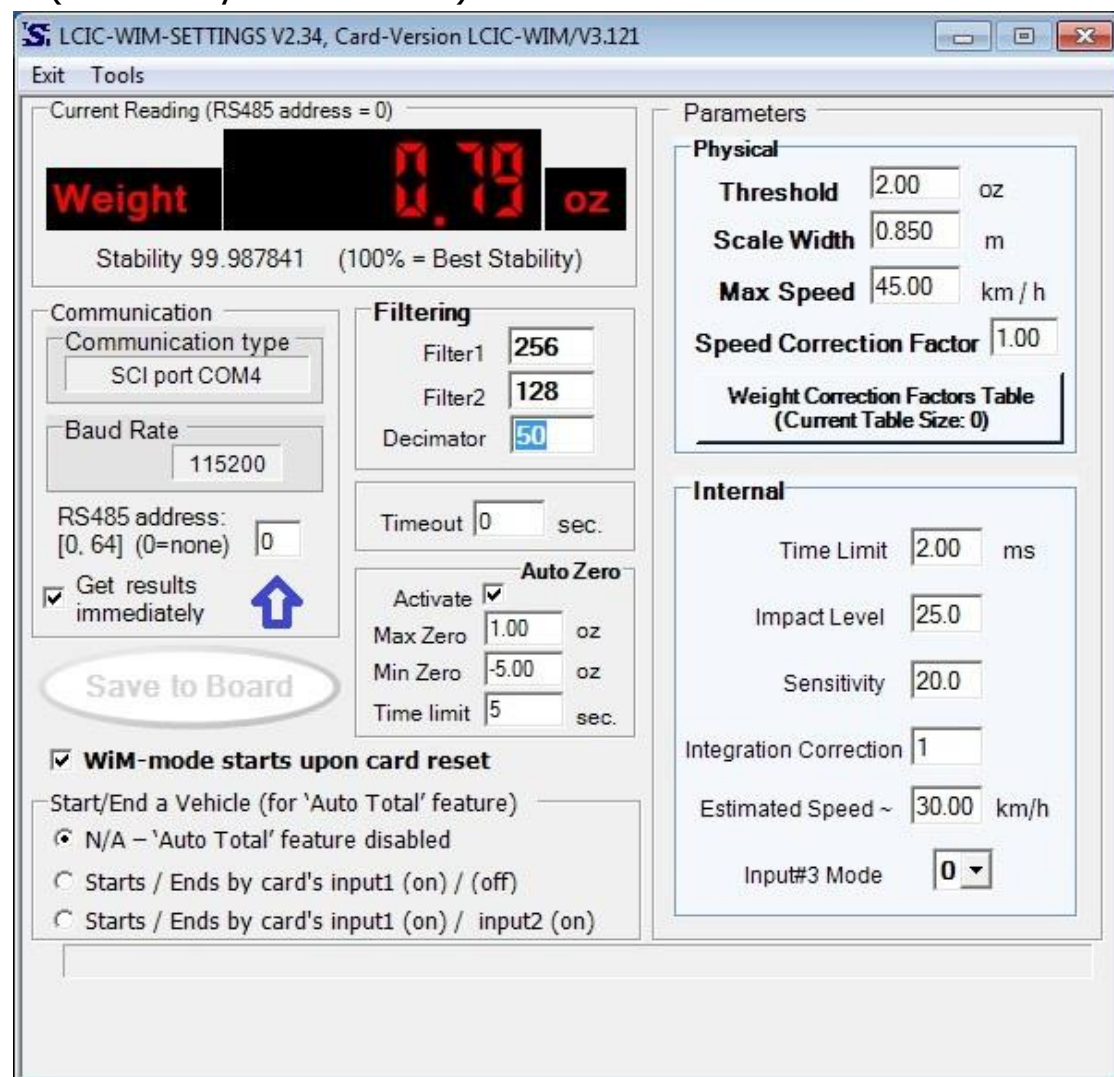
This is called "**LoopBack Test**". If it fails (you don't get back what you send), **you can't proceed to next steps** until you find the problem in the PC and/or the RS232-to-USB converter (if you use such) and/or the RS232 cable.

After the "LoopBack Test" succeeds, remove the shortened connector.

Step 2: Make sure that board is set to RS232 connection

Make sure that your board is set to RS232 (**and not to RS485**) connection:

- * Connect your board to USB.
- * Run LCIC-WIM-SETTINGS.
- * Make sure that "RS485 address" is 0, as in the screenshot below (marked by a blue arrow):

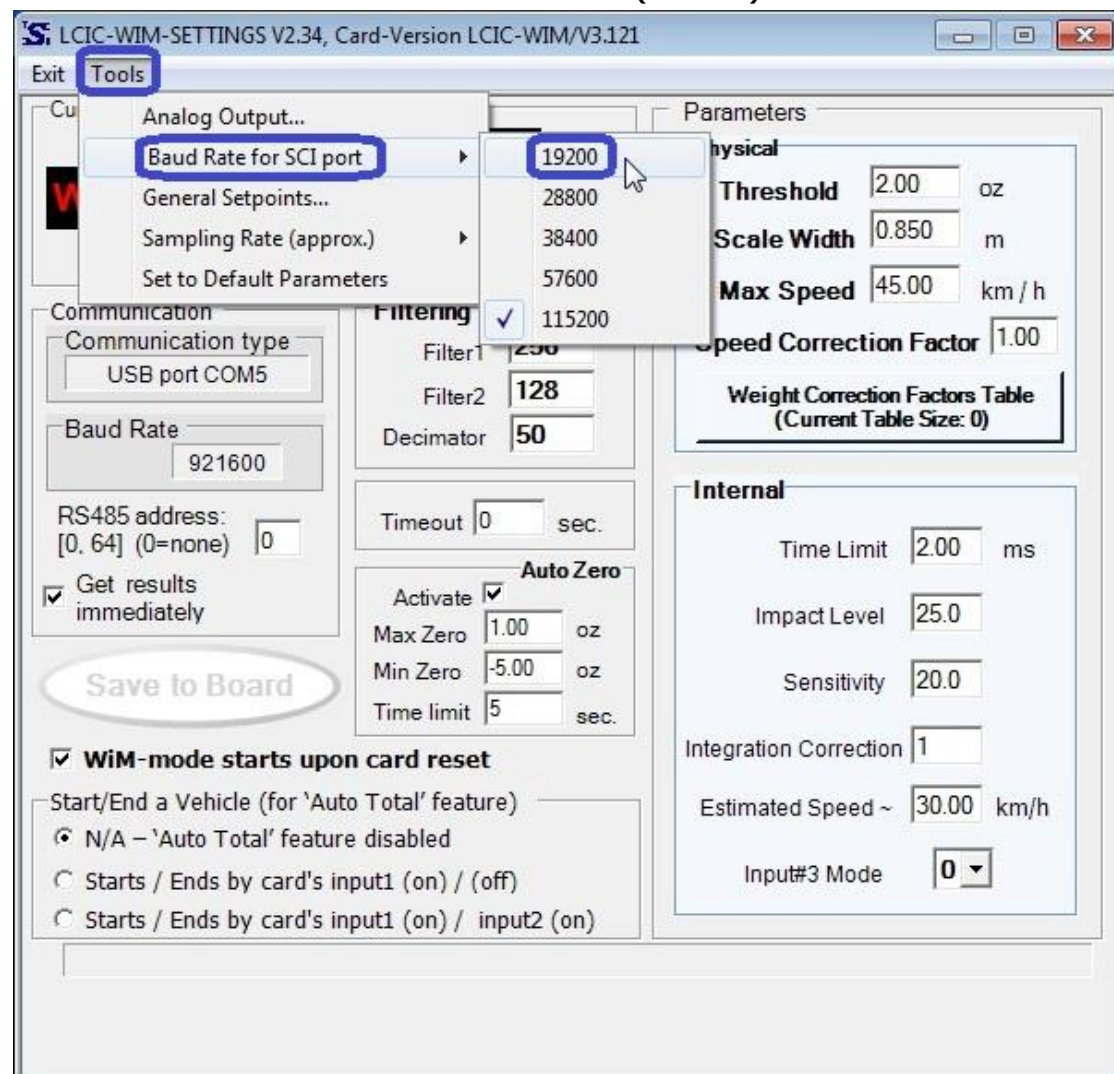


- * If it's not 0, change it to 0, click 'Save to Board' and wait until end of process (the 'Stability' value fluctuates again).
- * **Remain in the LCIC-WIM-SETTINGS utility.**
- * Proceed to the next step.

Step 3: Reduce Baud Rate to Minimum

Board's RS232 Baud Rate is programmable between 19200 to 115200. However, it's not sure that your PC supports all these baud rates, especially in case you use an RS232-to-USB converter. Therefore, for the beginning, we try to establish communication using the minimal baud rate. Once it works, you may try to increase it.

- * Recall we are still inside the LCIC-WIM-SETTINGS utility.
- * Reduce Baud Rate to the minimum (19200) as shown below:



* Answer 'Yes' to the question:



After process completes (the 'Stability' value fluctuates again), exit the LCIC-WIM-SETTINGS utility and disconnect the USB cable.

Step 4: Double-check the success of steps 2 & 3:

Restart board (that is, disconnect the 5V plug and connect it again).

During board's power up, watch the LED and verify two points:

1. Board's LED shows for a while Sb19200.
This ensures that current board's **S**erial **b**aud rate is indeed 19200, as we adjusted in step 3.
2. Board's LED does **not** show "rS.485" followed by a number (such as "rS.485-1"). This ensures that the board is really adjusted to RS232 and not to RS485, as we did in step 2.

Step 5: Run your RS232 terminal

Set your communication parameters like this:

Port: The proper COM port on your PC (COM1, COM2 etc.).

Baud Rate: 19200.

Data Bits: 8.

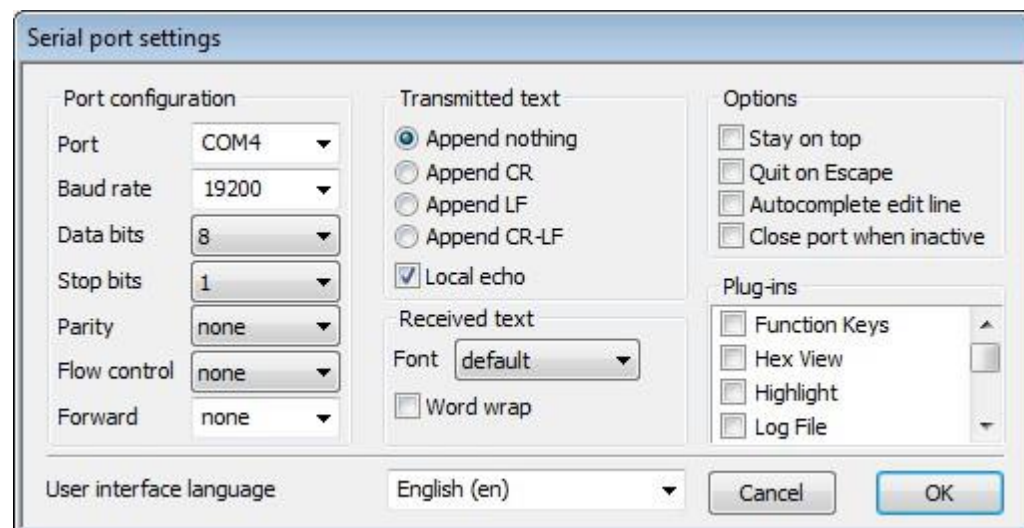
Stop Bits: 1.

Parity: None.

Flow Control: None.

Characters appended to the transmitted text: None
(i.e., no C/R, nor L/F, etc.).

In Termite it would look like this:



Step 6: Try to talk with the board

Send just one character: 'V' (capital 'V'). You should get some readable response such as "LCIC-WIM/V3.120" or "Wim-mode", etc.

In case there is no such response, restart the board (that is, disconnect the 5V plug and connect it again), and try once more. Repeat the 'restart & retry' some times more before giving up.

Step 7: IMS support

In case you followed all these steps and still have no RS232 communication with the board, send a detailed email to IMS. Attach screenshots of:

- * All settings of your RS232 terminal (Termite or whatever).
- * The conversation with the LCIC-WIM board (both input & output of your RS232 terminal).

8. How to Switch Interface Language

Q. Is it possible to switch the interface language of the PC applications?

A. Yes, this option is supported in some of our PC applications. Refer to:
How to Switch Interface Language.pdf

9. Old .NET Framework on Windows 7

Q.

The .NET Framework included is completely outdated and cannot be used on Windows 7.

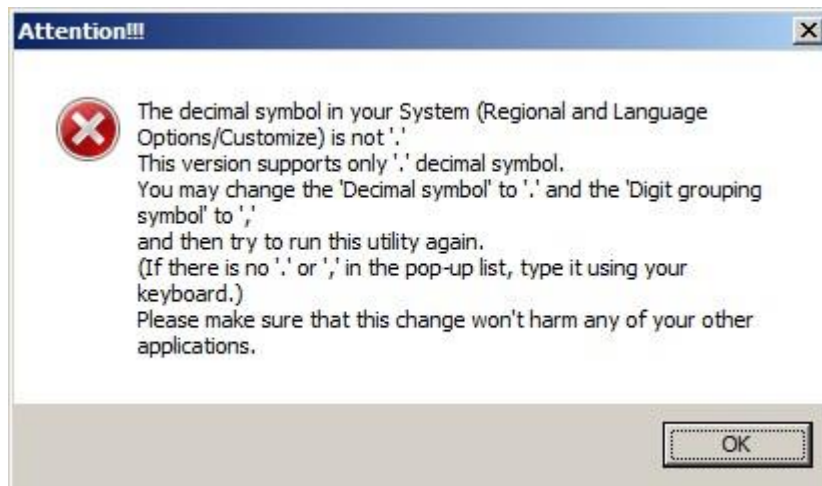
A.

Indeed, the official information claims that the old 1.1.4322 Framework won't work on Windows 7. Sounds (maybe too) frightening. However, on my Windows 7 it does work. Worth-while to try, paying attention to some details:

- a. It might be required to run the dotnetfxV1.1.exe in compatibility mode:
 - * Right click on dotnetfxV1.1.exe.
 - * Select Properties → Compatibility.
 - * Check "Run this program in compatibility mode for:".
 - * Select in the list "Windows XP (Service Pack 3)".
 - * Click "OK".
 - * Now you are ready to run dotnetfxV1.1.exe.
- b. Another thing that might be required is to temporarily disable your anti-virus before running dotnetfxV1.1.exe in order to prevent any disturbance by the anti-virus.
- c. Before running on the PC any application that communicates with the LCIC-WIM board, verify proper communication using a simple terminal such as Termite, which is available for free at http://www.compuphase.com/software_termite.htm
E.g., send the 'V' command (see LCIC-WIM.pdf section 4.1, box 'i' in the table).

10. The Decimal Symbol in Windows

Q. I tried to run the Calibration utility, but the following message appeared:



Can you explain?

A. The LCIC-WIM applications assume that the **decimal separator symbol** used by the Windows is a '.' (dot), which is untrue at your Windows. This is typical for some non-English languages, where a ',' (comma) is used as the decimal separator symbol.

Solution

You are not forced to forsake your favorite language! Just switch the decimal symbol to '.'.

Make sure that this change won't disturb any other application.

The way to do it is shown below.

Windows XP

Control Panel

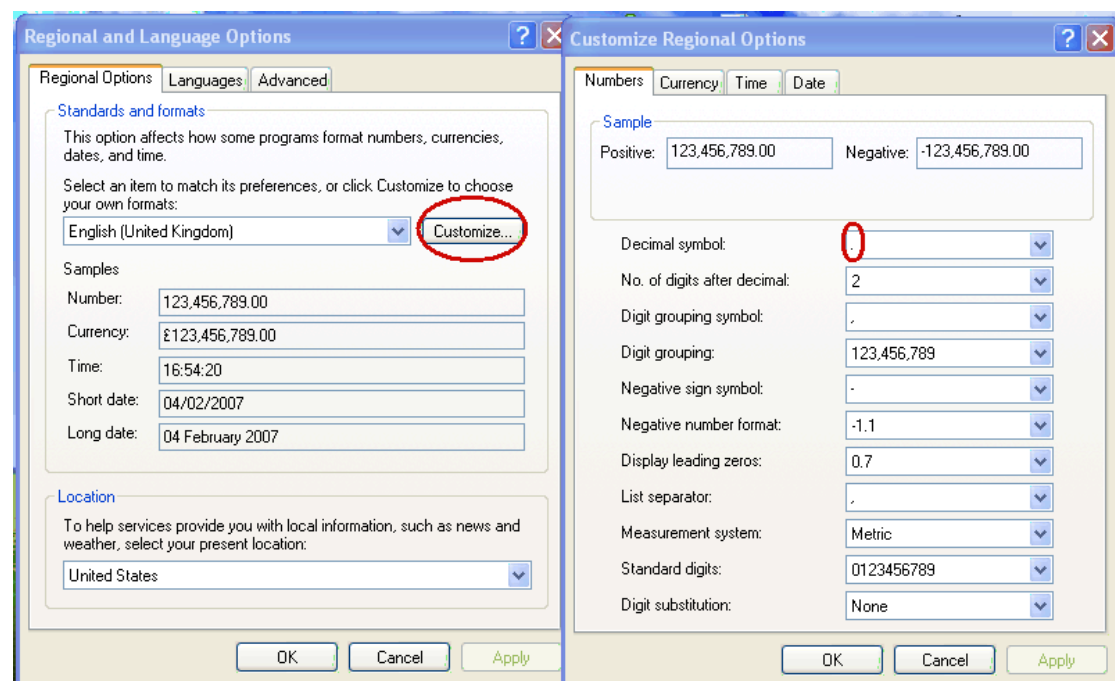
→ Regional and Language Options

→ Customize

Now:

Try to expand the 'Decimal symbol' box –

- * If there is a '.' (dot) in the pop-up list, select it.
- * Otherwise, type manually the '.' key (dot) in your keyboard.



To avoid ambiguity, make sure that the 'Digit grouping symbol' is ',' (comma), using the same procedure as above:

Try to expand the 'Digit grouping symbol' box (the 3rd line) –

- * If there is a ',' (comma) in the pop-up list, select it.
- * Otherwise, type manually the ',' key (comma) in your keyboard.

Windows 7

Control Panel

→ Clock, Language, and Region

→ Change the date, time, or number format (under "Region and Language")

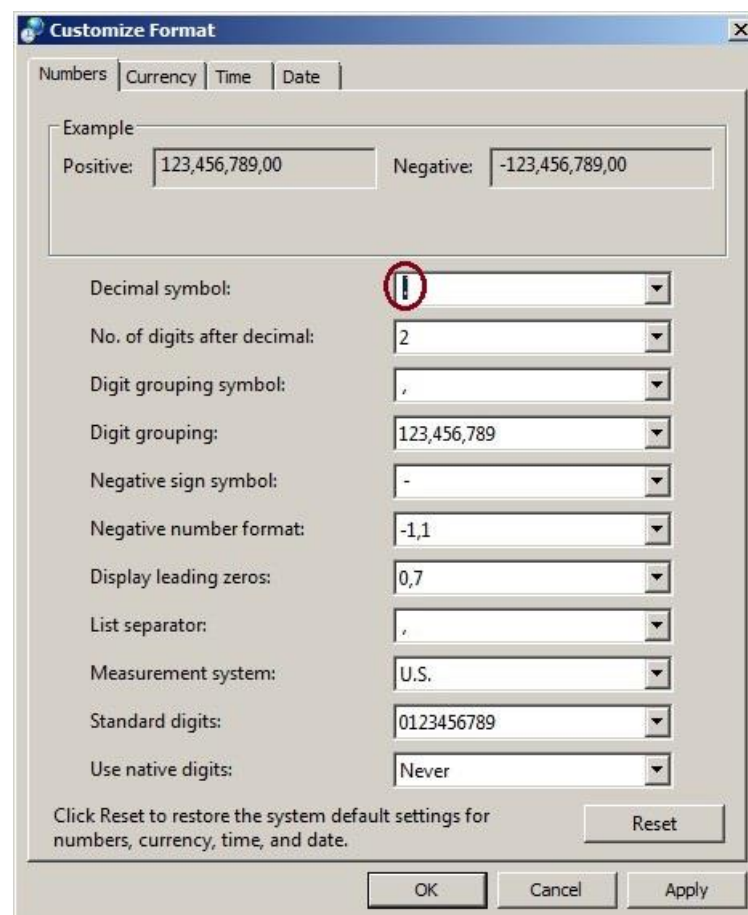
→ Additional settings... (in the "Formats" tab)

Now:

Try to expand the 'Decimal symbol' box –

* If there is a '.' (dot) in the pop-up list, select it.

* Otherwise, type manually the '.' key (dot) in your keyboard.



To avoid ambiguity, make sure that the 'Digit grouping symbol' is ',' (comma), using the same procedure as above:

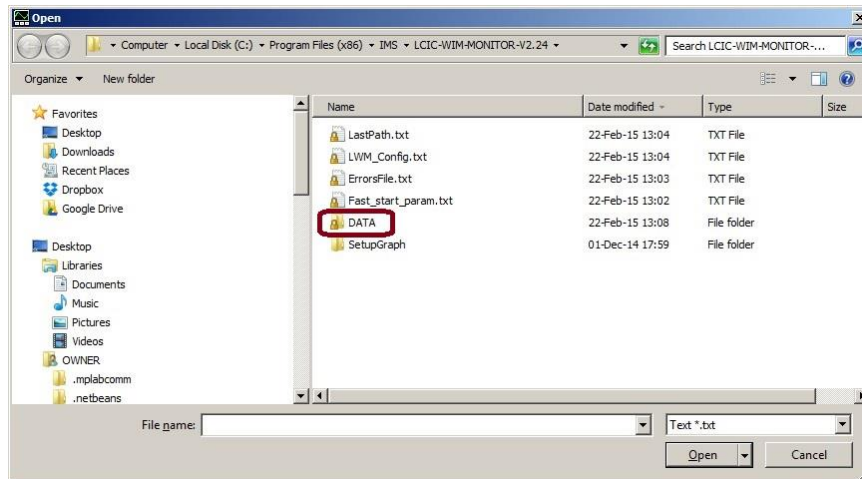
Try to expand the 'Digit grouping symbol' box (the 3rd line) –

* If there is a ',' (comma) in the pop-up list, select it.

* Otherwise, type manually the ',' key (comma) in your keyboard.

11. Monitor DATA folder disappeared

Q. I saved a Monitor data file under the folder
C:\Program Files (x86)\IMS\LCIC-WIM-MONITOR-V2.24\DATA.
I can see this folder inside the **HisGraph** application like this:

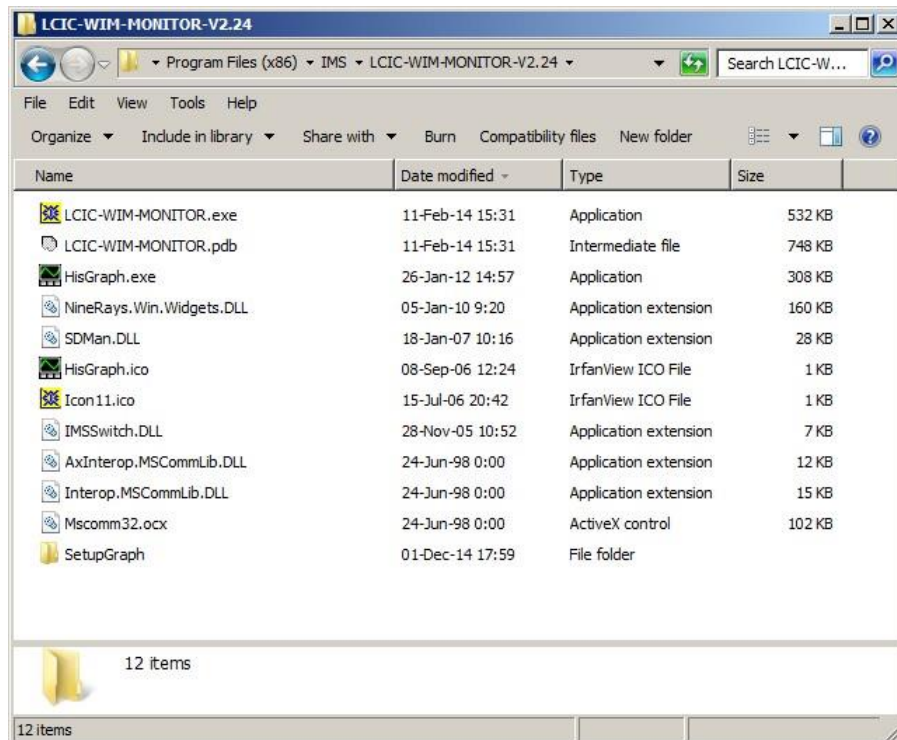


I selected this folder (in the **HisGraph** application), then opened my data file and everything was fine.

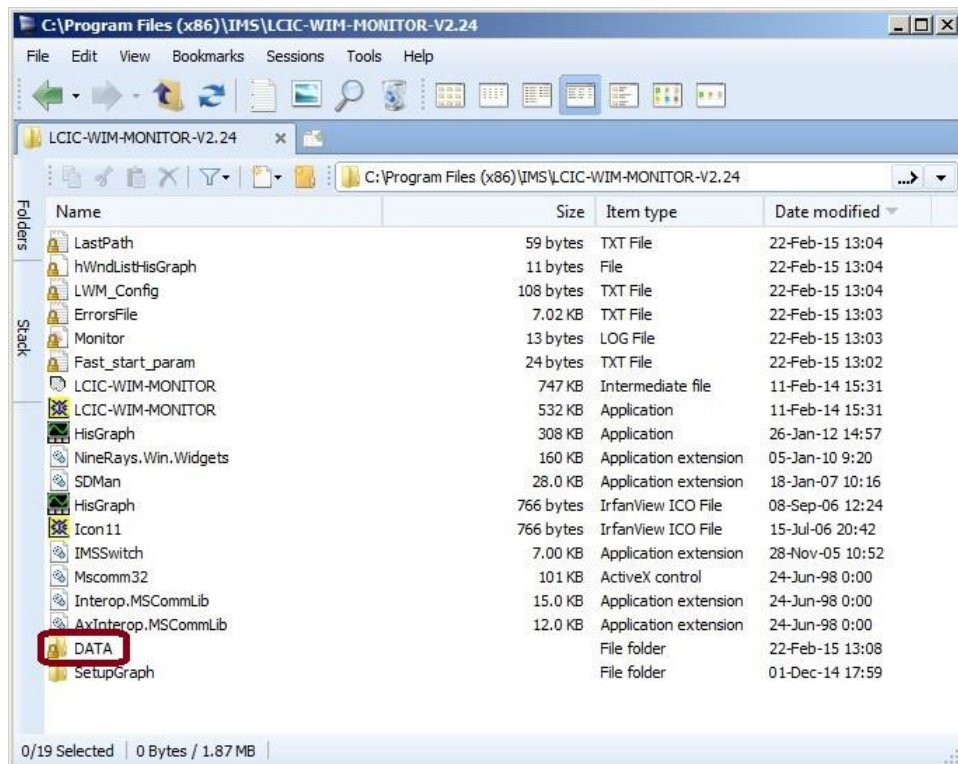
But now I'd like to send this data file to IMS for support, so I browsed to

C:\Program Files (x86)\IMS\LCIC-WIM-MONITOR-V2.24

and was surprised – there was there no DATA subfolder there:



A. Some Windows versions, like Windows 7, do not 'like' files/folders that a user application produces under the 'Program Files (x86)' folder. Such files/folders are sometimes marked 'locked' and are not viewable in the Windows Explorer, as you question implies. However, you may use another explorer that does show these locked files/folder. For example, the CubicExplorer, available for free at www.cubicreality.com/ce shows these file/folders:



You may now enter the 'DATA' folder and access your data files.

12. No RS232/RS485 communication upon turning PC on or off

Q. My PC and the LCIC-WIM board are powered on by the same switch. After the PC completes its initialization, there is no RS232/RS485 communication with the board. The USB communication is OK. After board restart the RS232/RS485 communication resumes. Is there a way to have RS232/RS485 communication upon the end of PC initialization without having to restart the board again?

A. Yes. Explanation:

The LCIC-WIM board has the following limitation:

After PC power on or off the serial communication (RS232/RS485) is likely to drop. There are two options to resume the communication:

- 1. Restart the card.**
- 2. Send the '*' command through a USB port.**

(quoted from section D.4 in LCIC-WIM.pdf).

(This limitation does **not** exist when using USB communication.)

One case where this limitation becomes significant is when the PC and the LCIC-WIM board start working at the same time. If the LCIC-WIM board is faster than the PC, it will initialize the RS232 communication, but then the PC will complete its reset sequence spoiling board's RS232 initialization.

Solution

There is an option to **delay** board's RS232 initialization. That way, the board lets the PC complete its reset sequence first; only then, when PC reset sequence is already done, the board performs safely its RS232 initialization.

It is highly recommended to use this option in case you use the RS232 connection.

Details

Delay's value is user-defined. It is set by parameter #307 accessible for the user by the 'R' and 'W' commands (refer to the manual, section 4.1, square 'a' in the table). The value is in seconds. Its valid range is 0-300 (from 'no delay' to 5 minutes). To keep compatibility with the previous versions, the default function (when the value is out of the range) is as if the parameter is 0 (i.e., no delay).

The delay takes place only in board's **hardware** reset. There is **no delay** in case of board's **software** reset (refer to the manual, section 4.1, square 'i' in the table, command 'S').

Notes

1. Actually, when the communication drops, it is not a 'total drop' – the PC still **receives** messages sent by the board, but can't **send** anything. Therefore, if the 'Get Results Immediately' option is active, the PC will still get the data.
2. The drop occurs only in RS232, **not** in the USB.
3. There are situations where a drop occurs but the delay mechanism can't help; e.g., a PC restart without disconnecting board's power. In such cases, restore a full RS232 communication in any of the following two ways, whatever is easier:
 - a. Restart the board (turn its power off & on).
 - b. Recall note #2 – the drop is only in RS232, not in the USB. Therefore, use the USB connection and send the '*' command, available both in the general mode and in the Wim-mode. This command resumes a full connection in RS232.