81250A-03A <u>S E R V I C E N O T E</u>

Supersedes: 81250A-03

81250A - ParBERT

Serial Numbers: ALL

PC Link Configuration: Making the Agilent E8491A/B IEEE-1394 Firewire VXI plugin work on Windows 7

Parts Required: None P/N Description

Qty.

NONE

ADMINISTRATIVE INFORMATION

| SERVICE NOTE CLASSIFICATION: | | |
|------------------------------------------------------------------------------------------|------------------|--|
| INFORMAT | ION ONLY | |
| AUTHOR: HK | PRODUCT LINE: 24 | |
| ADDITIONAL INFORMATION: How to fix a driver issue regarding Windows 7 and IEEE-1394 F | Firewire. | |

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Situation:

In Windows 7, Microsoft introduced a new IEEE 1394 (FireWire) bus driver. This new bus driver behaves differently from the one that was included in previous Windows releases (e.g. WinXP). This change in behavior makes the new bus driver incompatible with the Agilent E8491A/B VXI FireWire Controller.

Solution:

To deal with this situation, Agilent IO Libraries Suite (Version 15.5.13009.1 or version 16.0.14518.0) gives you the option to replace the new Windows default IEEE 1394 bus driver with the older Windows Legacy IEEE 1394 bus driver when you connect an E8491A/B to your PC. If you accept this change, all IEEE 1394 cards on your system will be assigned the Legacy IEEE 1394 bus driver, and you will be able to use the E8491A/B (after rebooting your PC and reconnecting the instrument).

1. Automatic Driver Change (triggered by the Agilent Connection Expert)

The Agilent IO Libraries Suite will normally detect this situation and offer to replace the FireWire driver with a compatible version automatically.

When you try to launch the Agilent Connection Expert you will get this message on your screen:



IMPORTANT:

When using an **English Version** of Windows 7, you can simply click on "Switch" (2) and restart your machine and everything will be working then.

In case you have a **Non-English Version** of Windows 7, The automatic process will not work for you and you must do some extra steps in order to replace the IEEE-1394 Firewire driver manually. However, you should pick the checkbox "Do not show this dialog again" (1) and finally click on switch "Switch" (2) otherwise you will get this message again and again, even if you have replaced the driver already.

In case of the **Non-English Version** of Windows 7, please continue with the procesure below that describes the manual driver change

2. Manual Driver Change

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The Agilent IO Libraries Suite will normally detect this situation and offer to replace the FireWire driver with a compatible version automatically. **However**, there are some PC systems on which this automatic driver selection and update does not work and you need to manually update the driver.

To Change Your IEEE 1394 Bus Driver on Windows 7:

- 1. On Windows 7, click the Start button, then select Run....
- 2. Type the following command:

| devn | ngmt.msc |
|-------|----------------------------------------------------------------------------------------------------------|
| 🖅 Run | |
| Open: | Type the name of a program, folder, document, or Internet resource, and Windows will open it for you. |
| | OK Cancel Browse |

If Run ... is not available on your PC then use the Search field.



- Click OK, this will start the Device Manager
- 3. Find and expand the entry for IEEE 1394 Bus host controllers

| A Device Manager | x |
|---------------------------------------------|----|
| File Action View Help | |
| | |
| 🛛 🍃 Batteries | ~ |
| ⊳8 Bluetooth Radios | |
| ⊳ | |
| 🦻 👝 Disk drives | |
| 🔊 📲 Display adapters | |
| DVD/CD-ROM drives | Ξ |
| 🔈 🕼 Human Interface Devices | |
| IDE ATA/ATAPI controllers | |
| 🖌 🖳 IEEE 1394 Bus host controllers | |
| 🟺 Ricoh 1394 OHCI Compliant Host Controller | |
| > 満 Imaging devices | |
| Keyboards | |
| Mice and other pointing devices | |
| Monitors | |
| 👂 💇 Network adapters | |
| PCMCIA adapters | Ψ. |
| | |

4. Select the card that you want to change drivers. Click **Action** on the main menu of the Device Manager, and then click **Update Driver Software**....



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5. Choose the option to Browse my computer for driver software.



6. Choose the option to Let me pick from a list of device drivers on my computer.

| 0 | Update Driver Software - Ricoh 1394 OHCI Compliant Host Controller | × |
|---|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| | Browse for driver software on your computer | |
| | Search for driver software in this location: | |
| | F\ • | Browse |
| | Let me gick from a list of device drivers on my comparison in the sense category as the device, software in the same category as the device. | ter and all driver |
| | | Next Cancel |

7. Select the Legacy bus driver that works with the E8491A/B:

1394 OHCI Compliant Host Controller (Legacy).

Please note that in other languages this text may differ, e.g. in German: "OHCI-konformer 1396-Hostcontroller (alt)". Finally click on "Next" (2).

| 0 | Update Driver Software - Ricoh 1394 OHCI Compliant Host Controller |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Select the device driver you want to install for this hardware. Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Nave Dak. |
| | Show compatible hardware Model II 1940 AHCI Compliant Host Controller II 1940 AHCI Compliant Ho |
| | General 1940 OHCI Compliant Host Controller |
| | Nest Cancel |





Press Close.

8. If you have chosen to use the Legacy bus driver, disconnect the E8491A/B from your PC, reboot your PC, then reconnect the E8491A/B.