

Device Not Okay

Error 009-032 for USB Devices using MagIC Net, Tiamo, and StabNet

Technology: Ion Chromatography – MagIC Net, Titration – Tiamo, Stability – StabNet

General

This document details how to troubleshoot USB instrument connectivity, including how to resolve error 009-032 – "Device not ok," which is a common error received for Metrohm software Tiamo, MagIC Net, and StabNet.

009-032	2 Device not OK	×
0	The instrument '907_1' selected in the 'DET pH' com not correctly connected or defective.	mand is
	Check whether the device is correctly connected.	
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Procedure

- A. First check to ensure that the main power supply, controller cable, or PC cable is plugged into the instrument and connected to the PC.
- B. Confirm status of Device in Configuration
 - 1. Go to the Configuration tab and locate the Devices sub-window, which is commonly found in the top left quadrant.
 - 2. Verify that instrument's Status.
 - If the Status bar is yellow and is not OK, the instrument is still in the initialization phase. Wait a few minutes and watch the status move to either OK or Not OK.
 - **ii.** If the status is listed as OK, proceed as usual. Contact Tech Support for further assistance if the Device Not Okay 009-032 error message is still received with Status OK.
 - iii. If the status is in red and listed as not OK, continue to Part B.



1	Devices						Titrants/Solutions		
- An	Device name	Device type A	Device serial n	Status	Set to	work	-	Solution	name
RU	1 814_1	814 USB Sample Processor	14745	not ok	2019-01-	02	1 10ml 2 10ml 2		
	815_1	815 Robotic USB Sample Proces	08632	not ok	2022-01-	07			
Workplace	3 831_1	831 KF Coulometer	24178	not ok	2018-10-	12	3	17025	
	4 836_1	836 Titrando	02190	not ok	2022-06-	24	4	17025 10	Iml 3-1
	\$ 855_1	855 Robotic Titrosampler	06161	not ok	2018-12-	11	5	17025 10	Iml 3-2
	6 888_1	859 Titrotherm	14103	not ok	2017-05-	19	6	17025 10	Iml 3-3
	7 867_1	867 pH Madule	06168	not ok	2022-10-	24	7	17025 10	Iml 3-4
Database	BI-Measure	RS 232 device	1	not ok	2020-05-	18	8 17025 10ml 4		imi 4-1
	9 Sartorius_1	Sartorius	0033650192	not ok	2018-10-	12	9	9 17025 1ml	
	Edit 🕶 🔄 🖪					•	10 E	17025 2 .dit 🔻	
-	Sensors			-		_		Com	non Vari
Method	Sensor name	Sensor type	Set to work	Expin	y date A	S	lope		
	1 60258010 SN01109364	pH electrode	2020-09-14			98.1		▶ 1	0111
1-1-1-	2 69011020 SN00350096	Thermoprobe IS	2017-05-19	_				2	BC-UB10
	3 69011040 SN00262450	Thermoprobe IS	2017-05-19			<u> </u>		3	BC-UB11
P : 17	4 69011040 SN00775394	Thermoprobe IS	2017-05-19			-		4	BC-UB12
	5 conducti	Conductivity sensor	2017-05-25	_				5	BC-UB18
Configuration	6 Conductivity sensor	Conductivity sensor	2018-04-26					6	BC-UB19
		The second se						4	4

C. Verify computer recognizes the instrument:

- 1. On the computer, open Device Manager: Press the Windows Key + X, then select Device Manager
- 2. Scroll down to the USB Metrohm folder, then double-click to expand.
- 3. If the instrument is listed in Device Manager, continue to D. Establish Connection
- 4. If the instrument isn't listed in Device Manager, skip to E.



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D. Establish Connection

- 1. Disconnect the instrument from the computer
- 2. In software > configuration > Device subwindow, right-click on the instrument and select Delete
- 3. Close the software and reconnect the instrument to the computer
- 4. Verify that the instrument is listed again in Device Manager > USB Metrohm folder
- 5. When opening the software, A window should appear as 009-108. Save the device, then click Yes > ok
 - i. Click Configuration wait for the status ok, then check the method
 - ii. If the instrument is listed in Device Manager and window 009-108 doesn't generate:
 - a. Remove the main power from the instrument, close the software, and disconnect any auxiliary components, such as 800 Dosinos and/or stirrers plugged into the MSB ports.

***Be sure to note what ports the components are connected to.

- b. Return power to the instrument and open the software with disconnected components.
- c. In the configuration, if the instrument's status is OK, reconnect one MSB device at a time to determine the source of the error.
- d. ***<u>Note:</u> When connecting or reconnecting any MSB device, the power must be removed to avoid problems from "hot swapping".***
- e. Contact Tech Support if the device status is not ok.

E. <u>Troubleshoot - If the USB Metrohm folder isn't available:</u>

- 1. Verify the instrument has power by checking the main power cable on the instrument to the power outlet or uninterrupted power supply.
- 2. For a titrator or autosampler, a controller cable 62151000 is connected to the instrument's controller port on the instrument's back panel.
 - When removing or connecting a new controller cable power should be removed from the instrument.
 Disconnect the main power supply.
 - ii. Remove the cable and inspect that eight pins are present, not corroded or bent.
 - iii. Inspect that the controller port isn't damaged or has a broken pin inside.





- iv. Confirm this connection is properly secured in the back panel of the instrument. Verify the USB connection is connected to the PC's USB port.
- 3. Try a different USB port and different controller cable.
- 4. For an IC and Rancimat, a USB A to B cable 62151020 connects from the instrument to the computer. This is a standard printer-to-PC cable.
- 5. If the instrument still isn't recognized by the computer in the USB Metrohm folder, then contact Metrohm Tech Support for additional assistance.
- F. <u>If there is an unknown device listed</u>, as shown below. This confirms that the device driver is not installed properly. Two options are available.
 - Mice and other pointing devices
 Monitors
 Network adapters
 Network Infrastructure Devices
 Other devices
 PCI Data Acquisition and Signal Processing Controller
 Unknown device
 Unknown device
 Unknown device
 Unknown device
 Unknown device
 Unknown device
 - 1. Reinstall the device driver:
 - a. Right click the device and choose "properties"
 - b. Choose the driver tab
 - c. Choose update driver
 - d. Choose "Browse my computer for driver software"
 - e. Search the folder C:\Program Files\Metrohm\metr_770.
 - f. Select the option "include subfolders."
 - g. Press Next
 - 1. Uninstall and reinstall the device:
 - a. Right-click the device and choose "uninstall device"
 - b. Disconnect the USB cable from the PC.
 - c. Plug the USB cable back in slowly. It may also be beneficial to try a different USB port.

If the instrument still isn't recognized by the computer in the USB Metrohm folder, contact Metrohm Tech Support for additional assistance.

Prevention

Ensure the instrument is connected to an uninterrupted power supply to prevent power outage related issues.