

# Device Not Okay

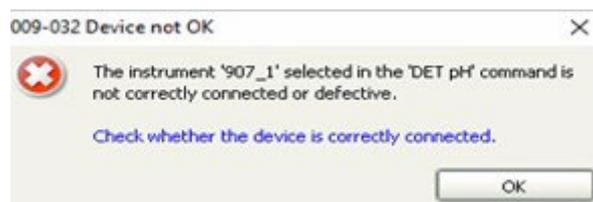
Error 009-032 for USB Devices using MagIC Net, Tiamo, and StabNet

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

## General

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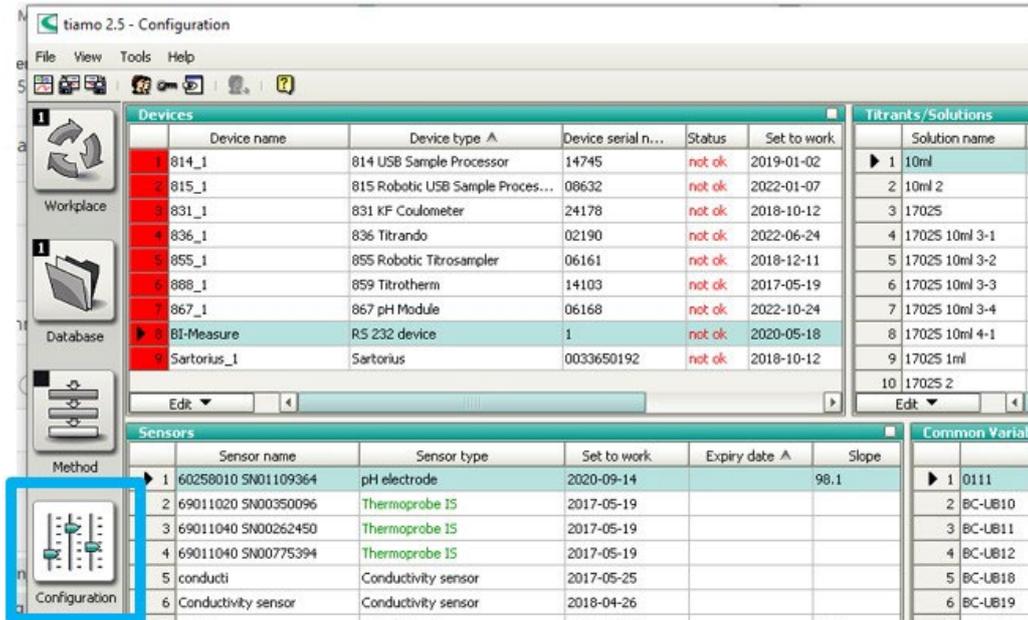
This document details how to troubleshoot USB instrument connectivity, including how to resolve error 009-032 – “Device not ok,” which is a common error received for Metrohm software Tiamo, MagIC Net, and StabNet.



## Procedure

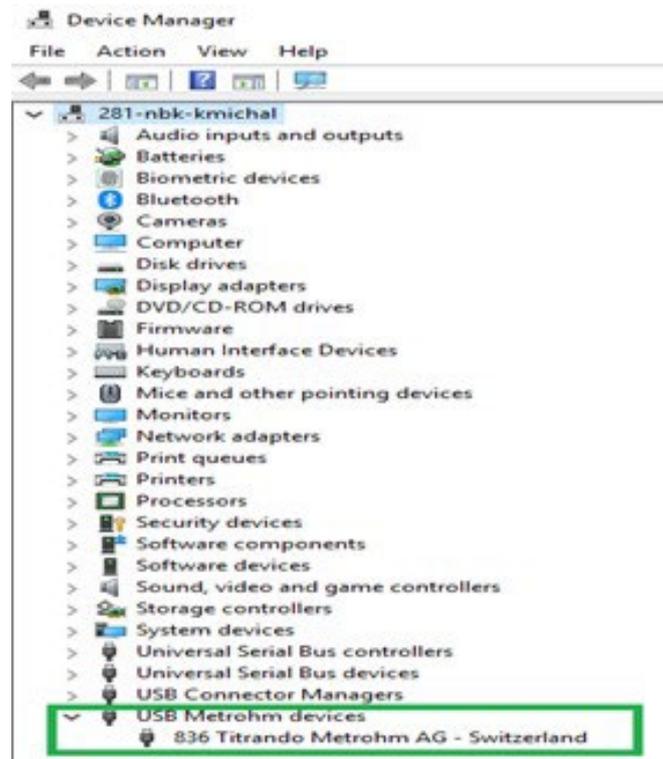
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- A. First check to ensure that the main power supply, controller cable, or PC cable is plugged into the instrument and connected to the PC.
- B. **Confirm status of Device in Configuration**
  1. Go to the Configuration tab and locate the Devices sub-window, which is commonly found in the top left quadrant.
  2. Verify that instrument's Status.
    - i. 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.



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.



D. **Establish Connection**

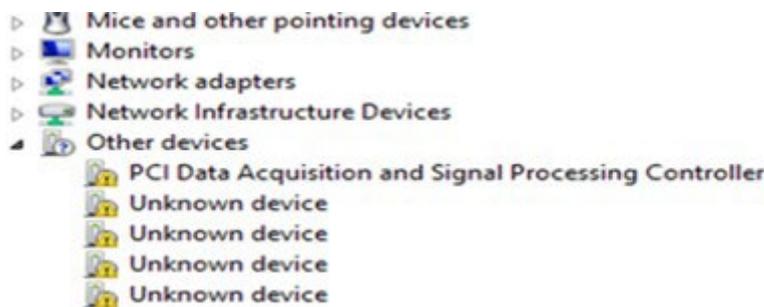
1. Disconnect the instrument from the computer
2. In software > configuration > Device subwindow, right-click on the instrument and select Delete
3. Close the software and reconnect the instrument to the computer
4. Verify that the instrument is listed again in Device Manager > USB Metrohm folder
5. 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. **\*\*\*Note: 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. **Troubleshoot - If the USB Metrohm folder isn't available:**

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.
  - i. 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. **If there is an unknown device listed**, as shown below. This confirms that the device driver is not installed properly. Two options are available.



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

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