
Subject: What is the Driver Management Console
Posted by [Mac](#) on Tue, 11 Mar 2014 16:26:52 GMT
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Subject: How to get this Console application
Posted by [BobF](#) on Thu, 27 Dec 2018 17:27:47 GMT
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How do I get this DM Console application?

I have a Devicemaster I cannot connect to because of a lost IP. I have been trying to test serial communication with PortVision Plus since this Devicemaster 32 port is very old and I know the bootloader is version 5 or lower.

I cannot find this as a stand alone application to download. I also see that I do not have this on my computer where it says I should. My Windows 7 laptop has no Control drivers that I can tell. So I looked at windows drivers on the Control support page because I was thinking that maybe this Console is bundled with the driver. I downloaded both the windows driver versions I saw on the website, yet as I go to install them, both have a warning that says not to install if you are running a bootloader lower than 8.0.

So I am stuck. How do I get a driver and how do I get this Console? Maybe I don't need them, but I am trying to exhaust all possibilities before i give up and send this unit in for RMA.

Subject: Re: How to get this Console application
Posted by [Matt](#) on Thu, 27 Dec 2018 20:31:56 GMT
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Hi Bob,

The reason for the warning against installing the current Windows drivers is that they depend on newer DeviceMaster firmware to establish a working COM port. To my knowledge it won't harm anything permanently to install those drivers (which also installs the Control Driver Management Console). However, the ideal solution to your situation is to update the firmware of the DeviceMaster unit, as long as the unit is still new enough to run current (SocketServer 11.x and Bootloader 4.x) firmware.

Control offices are currently closed for holiday break (until January 2), but once everyone is back in the office I will be able to track down some more info for you.

In the meantime, if you like you can experiment with the older software to see if you can find the

IP address of your DeviceMaster and determine if its serial ports still physically work:
[http://downloads.comtrol.com/html/Obsolete_DM_drivers_window s.htm](http://downloads.comtrol.com/html/Obsolete_DM_drivers_window_s.htm)

Thanks,

Matt
