
Subject: WCOM2 can't open ports on RTS 32
Posted by [berthold](#) on Mon, 23 Mar 2020 23:17:04 GMT
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We are trying to test the ports on a RTS 32.
Port Vision software shows everything ok.
When we try to test the ports using the WCOM2 software, we get an error message "Can't open the port!"

This error is repeatable on two different Device Master RTS32

Subject: Re: WCOM2 can't open ports on RTS 32
Posted by [Kurt](#) on Tue, 24 Mar 2020 15:17:39 GMT
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Hi Berthold,

Do you have the driver installed? Go to the start menu -> Control -> DeviceMaster Driver Management Console. If it is there, then the driver is installed. Open the Driver Management Console and highlight the DeviceMaster on the left. Check that the MAC Address is assigned to that DeviceMaster. If you assigned the MAC Address, go to the Advanced Tab and hit Refresh. Verify that the DeviceMaster says "Active and OK"

Subject: Re: WCOM2 can't open ports on RTS 32
Posted by [berthold](#) on Tue, 24 Mar 2020 16:38:52 GMT
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Driver is installed
In the "DeviceMaster Driver Management Console" Mac Address is assigned, IP address is assign/

When we go to the "Advanced Tab" and hit Refresh, we get DeviceMaster says "busy"

We try rebooting the device master, but get the same response
