



## REMINDER

### Elimination of problems related to connecting DUT-E / DUT-E 2 Bio / DUT-E GSM fuel level sensors to the PC during their configuration using SK DUT-E / S6 SK service adapter

#### Version 1.0

#### IMPORTANT:

- 1) To avoid damaging sensors and annulation of the right for warranty service, it is forbidden to connect non-standard equipment and cables to the computer (PC)!
- 2) Before you start your work with the [service adapter](#), make sure the service software you are using matches the model of the sensor you are configuring:
  - ServiceS6 DUT-E — to configure [DUT-E 2Bio](#), [DUT-E CAN](#), DUT-E AF (first digits of their serial numbers - 05001), [DUT-E GSM](#);
  - Service DUT-E — to configure DUT-E AF, DUT-E 232, DUT-E 485.

#	Problem	Check-up	Cause	Troubleshooting recommendations
1	You cannot establish the sensor connection to the PC using the service adapter.	Service adapter is connected properly, yet the connection between the sensor and PC (Windows 8/10/11) cannot be established.	USB driver of the virtual COM-port for USB-UART CP2102 of the converter is not installed on the PC or an outdated version of this driver is used.	Download the current version of USB driver of the virtual COM-port in Section <a href="#">Software/Firmware</a> at Technoton website <a href="https://jv-technoton.com/">https://jv-technoton.com/</a> (follow the link: <a href="https://jv-technoton.com/data/CP210x_Windows_Drivers.zip">https://jv-technoton.com/data/CP210x_Windows_Drivers.zip</a> .) and install it on the PC.
2	Sensor is successfully connected to the PC using the service adapter, but after some time the sensor is unexpectedly disconnected.	After the sensor disconnection, "Power" LED power supply indicator goes off on the service adapter.	Power saving feature in the PC, in Windows operating system is enabled; it is aimed to save power in the COM-port used.	In Properties of the virtual COM-port (Windows Device Manager, "Ports" list) uncheck the tick in the field "Allow the computer to turn off this device to save power".
3	After user authorization, the service software freezes and you cannot establish connection with the sensor.	After the PC reboot, you still you cannot establish sensor connection to the PC.	Wrong password entered.	Disconnect sensor power supply for 3...5 seconds, then switch on power supply again, go through user authorization in the service software using the correct password. In case the sensor password is lost, generate a recovery code for it, by placing the cursor into the field for entering password and press Ctrl+F10 keys. To get a new password, send a request to <a href="#">Technoton technical support</a> by e-mail <a href="mailto:support@technoton.by">support@technoton.by</a> (see the request form in the <a href="#">sensor operation manual</a> ).

#	Problem	Check-up	Cause	Troubleshooting recommendations
4	Sensor connected to the PC using the service adapter from time to time disconnects from the PC or does not transmit the output signal.	Examine the sensor interface cable connectors and connectors of the service adapter cable whether their contacts are clean.	Either fuel/lubricants and/or moisture spilled on the contacts, or oxidization of the connectors' contacts.	Wipe oxidized or dirty contacts with alcohol, clean, then dry them.
5	Serviceable sensor with CAN interface does not transmit output data after connection to the PC using the service adapter.	1) Check the reliability of connection of the service cable connector with the connector of the sensor interface cable. 2) Examine the sensor interface cable connector to see maybe its contacts are pressed into the connector. The contact which is pressed in looks much shorter than other contacts.	Unreliable connection or pressing in the connectors' contacts.	Take apart the connector from the opposite side, bend the contact blade a little and insert it into the connector. By means of several test connections, make sure that the contact is not pressed in; then, assemble the connector.
6	Service S6 DUT-E service software (versions from 6.03 and lower) is closed at once, whenever you attempt to start it, in case the language used by default in the PC you are using is different from standard languages of the service software (English/Russian).	Enable showing hidden files in Folder settings of Windows operating system. In the folder containing the installed service software (by default C:\Program Files (x86)\Technoton\ServiceS6_DUT-E_6_03\), open the file ServiceS6_DUT-E.ini and check whether there is "en" language setting there.	The English language is not initialized in the service software.	Methods to resolve the problem: 1) In the folder with the installed service software (by default C:\Program Files (x86)\Technoton\ServiceS6_DUT-E_6_03\), open the file ServiceS6_DUT-E.ini using Notepad Windows application, replace the initial language setting there with "en" language setting and save the modified file. 2) Delete the service software from the PC and re-install it using the special installation file ServiceS6 DUT-E Setup_EN received from <a href="mailto:support@technoton.by">Technoton technical support</a> upon e-mail request sent to <a href="mailto:support@technoton.by">support@technoton.by</a> .
7	Service S6 DUT-E service software is closed at once, whenever you attempt to start it, in case Windows version higher than 7 is installed on the PC you are using.	Repeated attempts to start the service software fail.	Problem of compatibility with Windows.	We recommend to set the mode of compatibility with Windows 7 for starting the service software. For this purpose, perform the following operations: 1) Using the right button of the mouse click the service software icon and select "Properties". 2) Tick the field "Run this program in compatibility for" in "Compatibility mode" tab. 3) Select Windows 7 from the dropdown list of operating systems.