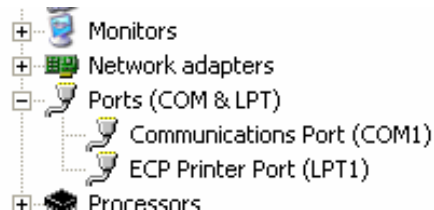## The Gilson Pump does not communicate with the program

If you can not communicate with your Gilson pump or you get an error message **Unable to open COM port** in a GsiocServer window, follow the instructions below.

1. First check to see if the computer recognizes the Gilson pump on any of its COM ports. To check this, you may try method A or B.

   A: Go to the **start** menu, go to **my computer**, right click on **my computer** and choose **properties**. Select the **Hardware tab**, and then choose the **Device Manager** button. Look for **Ports (COM & LPT)**, expand the directory. If COM 1 is the only COM port listed, then your computer does not recognize the Gilson pump.
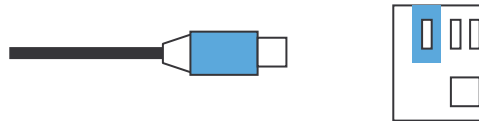

   Gilson pump not recognized on any COM port

   Gilson pump is recognized on COM port 5 (this will vary depending on which port you plug your pump into. You should plug the pump in the designated port as described in step 2.

   B: Another way to check, go to the **start menu**, then to **All Programs**. Look for **Gilson Applications**, then to **Utilities**, and finally **GSIOC Configuration Editor**. From the port drop down list, you should have COM1 and at least another COM port if the pump is communicating with the computer.
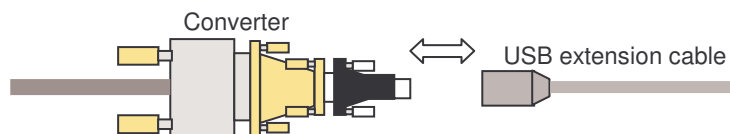

   If COM 1 is the only port shown in either method A or B, go to step 2.

2. Make sure the USB connection is attached to the designated USB port on the computer. Both the USB connection and the designated USB port should be colored the same. Then repeat step 1.
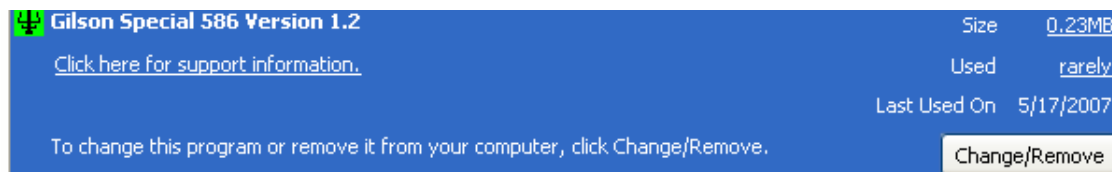

Did this solve the problem?
- ▪ Yes: This port has been designated for the Gilson pump; you must always use this port.
- ▪ No: Continue to the next step

3. Disconnect the USB extension cable and plug the converter directly into the USB port. (There may be a bad connection in the USB extension). Repeat step 1.

Converter

USB extension cable

Did this solve the problem?
- ▪ Yes: You have a bad USB extension cable. This port has been designated for the Gilson pump; you must always use this port.
- ▪ No: Continue to the next step

4. Remove the Gilson software from your computer. Go to the **start menu**, then to the **control panel**. Select **Add or Remove Programs** in the control panel. Scroll down to **Gilson Special 586 Version 1.2**, highlight it and click Change/Remove.

Once you have removed the Gilson software, you will re-install it. Under your C drive you should have two Gilson directories, Gilson and Gilson Special 586. Open the Gilson Special 586 directory, and then open the CDRom directory. Double click on the setup application. Follow the instructions provided at the end of this document of how to install the Gilson software.

If you do not have the Gilson directories in your C drive, you can either use the copy of the Gilson software in your CD provided by FCT or you may download it from www.fctdownloads.com/Software.html (under drivers, Gilson MEOH pump).

5. Once you have installed the Gilson Software, repeat step 1. You should now see another COM port besides COM 1. If you do not, please contact FCT for further assistance.

<div align="center">

How to install the Gilson Software

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1. Under your C drive you should have two Gilson directories, Gilson and Gilson Special 586. Open the Gilson Special 586 directory, and then open the CDRom directory. Double click on the setup application.

    If you do not have the Gilson directories in your C drive, you can either use the copy of the Gilson software in your CD provided by FCT or you may download it from www.fctdownloads.com/Software.html (under drivers, Gilson MEOH pump).

2. After you double click the setup application, the installshield wizard will show a setup window, press Next. Then the COM port selection window will appear. Choose the COM port other than COM 1 from the drop down menu and press next.

3. For the following windows:
    COM port Warning window → Next
    Start Copying Files window → Next
    Installshield Wizard Complete window → Restart computer