# Email to Tom 1/17/24

Hi Tom,

1. Have you use the Benchvue software?  I keep getting errors trying to export data to Excel.
2. In LabVIEW, I loaded the driver from MAX (Measurement and Automation eXplorer) discovery screen but the example ohm measurement gave a read error.  Then after trying to resolve this error by following the Keysight LabVIEW driver installation instructions,   loading the IVI common code causing me to lose the DAQ970 as a VISA device in MAX and a USB Device in Windows Device Manager.  It now presents as a IVI test measurement device in windows and still “No VISA device found” in MAX.  However, I could still access the DAQ using it’s USB address where I can successfully VISA write the “Query ID SCPI command”  but the VISA read fails??   I have not found any helpful information on the internet.

When do you have some time to discuss how to proceed?

# POST to LV User Forum 1/17/24

I loaded the DAQ970 driver from MAX (Measurement and Automation eXplorer) discovery screen.  The DAQ970A showed up in the MAX device tree and I renamed it to DAQ.  When I loaded and run the example ohm measurement, I received a read error.  Then after trying to resolve this error by following the Keysight LabVIEW driver installation instructions, which had me load prerequisites loading the IVI common code (KtDAQ970 IVI-C Driver for the Keysight Data Acquisition System version 1.0.0.0 or greater) which caused me to lose the DAQ970 as a VISA device in MAX device tree and a USB Device in Windows Device Manager.  It now presents as an "USB test measurement device (IVI)" in windows Device Manager and still “No VISA device found” in MAX device tree.  However, I could still access the DAQ using it’s USB address where I can successfully query the device ID  from MAX Tools>NI VISA>VISA Interactive control: double click my USB instrument (DAQ970A) Input/Output tab: Basic IO, write "\*IDN?/n" then read "Device Info NO ERROR".   Then trying to duplicate the ID query in a LV program using VISA write/read commands, the VISA write the “Query ID SCPI command” is successful but the VISA read fails??   I have not found any helpful information on the internet.

I have since disabled the IVI drivers and removed all IVI files, MAX could find my DAQ970A and Windows Device Manager insists on presenting it as an IVI device.

# Keysight Tech Support Req Reply 1/17/24

Hello Rick,  
  
We have opened case #01504858 to track this inquiry.  
  
Can you kindly share the below information so we could correctly identify your asset details:  
     - Company name and address;  
     - DAQ970 serial number. **(DONE This RAA)**  
  
During further email conversations with our support team, please reply to this message and not to your original email submission. To ensure efficient tracking, please do not delete the reference number pointer on the bottom, and in the subject line of this message.  
  
Thank you!  
  
Regards,  
Alin Nistor  
Keysight Technical and Application Support  
Keysight Technologies  
http://www.keysight.com/find/keysightcare.contactus  
  
ref:!00D1a0awb5.!5005a02qxvsW:ref