cDAQ electronic modules troubleshooting

If you come up with issues related to cDAQ (Compact DAQ) electronic modules from National Instruments the following info might help you.

Errors generated by cDAQ could be:

- **Error occurred at cDAQ**
- **Error occurred at DAQmx**

Check the LEDs on the cDAQ header:

1. Power: If this LED is off, check the power supply to the module

2. Active: If this is AMBER or OFF see below

3. Ready: If this LED is AMBER or OFF see below

If the Active or Ready LEDs are AMBER or OFF, there is no communication between the cDAQ and the PC. In this case:

4. Make sure the USB cable is fully inserted to the cDAQ and the PC

5. Make sure no extension cord is used for the USB Cable

6. Change the USB port designation for the cDAQ device as follows:

   a. Close Microplan program on the PC

   b. Disconnect USB Cable from the cDAQ

   c. Run the program NI MAX (Icon on Desktop)

   d. delete the resource cDAQ1, no longer available

   e. close the NI MAX program

   f. reconnect the USB cable

   g. reopen the program NI MAX and verify, again under "Devices and interfaces", that the resource cDAQ1 has appeared again with no errors;

   h. reopen Microplan's software
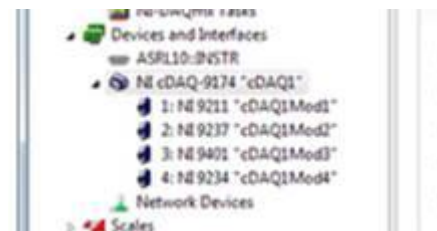
If the problem persists, contact Microplan Support or National Instruments directly.