

## PC-DNC FAQs

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### Quickstart Guide for PC DNC Plus

Login as Administrator

**Important: On *Windows 7* computers, turn off USER ACCOUNT CONTROL.** To turn off User Account Control, go to Control Panel/System & Security/Action Center/Change User Account Control Settings. Move bar all the way to bottom, Click Save. You may be prompted to reboot your computer.

**Important: On *Windows 8* computers, turn off USER ACCOUNT CONTROL.** To turn off User Account Control, go to Control Panel/System & Security/Action Center/Change User Account Control Settings. Move bar all the way to bottom, Click Save. You may be prompted to reboot your computer.

**Important: Download software program from website (see link below). On *Windows 7 and Windows 8* computers, CLICK SAVE when downloading the file NOT RUN. Then find the downloaded executable, right click and choose RUN AS ADMINISTRATOR.**

Windows 7 and Windows 8 require version 5.9 or later.

[http://www.sub-soft.com/download/PC-DNC\\_Plus/setup\\_plus\\_5.9.0.exe](http://www.sub-soft.com/download/PC-DNC_Plus/setup_plus_5.9.0.exe)

**CLICK SAVE when downloading the file NOT RUN**

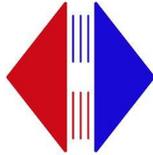
Find downloaded setup file, Setup\_Plus 5.9.0.exe  
RIGHT CLICK and choose RUN AS ADMINISTRATOR

Click NEXT at Installshield Wizard  
Enter name and company name  
Click NEXT  
Confirm Destination Folder is C:\RYM\PC-DNC Plus Server  
Click NEXT

You may get a Windows warning on your screen that will indicate that PC DNC Plus is possibly installed incorrectly due to the change in default directly. Click the choice that states "The software was Installed Correctly."

Click FINISH

**Important: On Windows 7 & 8 computers, it is very important to right click on the PC DNC Plus shortcut on the desktop before running it the first time and choose RUN AS ADMINISTRATOR. If RUN AS ADMINISTRATOR is not an option when right clicking on the PC DNC Plus shortcut, then you can skip this step.**



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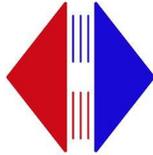
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Open PC DNC Plus (for Windows 7 & 8 users, after right clicking on PC DNC Plus Desktop shortcut and choosing Run as Administrator)

To license your product go to About/Purchasing Info menu. Note 9-digit security number. Contact Suburban Machinery Software, Inc. with your number either by phone (440) 951-8974 or by email to suburbanmachinery@gmail.com You will receive your license by email with instructions on how to activate it.

See below for basic steps in setting up your machines.

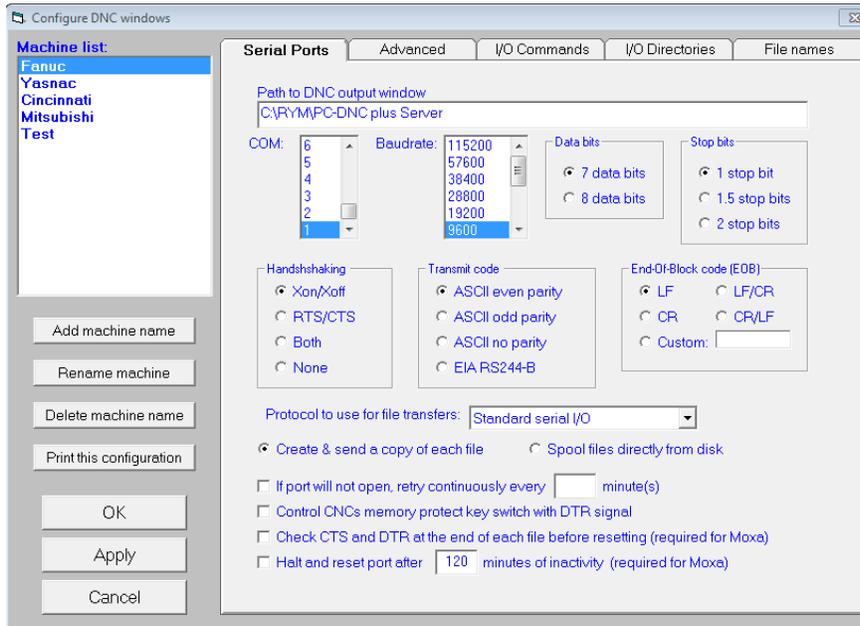
**NOTE:** If you are moving your PC-DNC Plus Server software from one computer to another, you SHOULD have a backup of your machine settings from the old system. If that backup is available to your new computer, simply import them using the "Configure/Restore configurations" menu.



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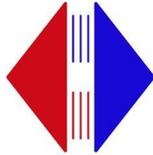
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To configure machine parameters, choose CONFIGURE / DNC Windows.



Click ADD MACHINE NAME and enter appropriate settings for your machine control. Always copy config from another machine so that the basic defaults are set properly, then modify the settings as needed for your specific machine using the information on the link below for CNC configurations. Repeat for additional machines.

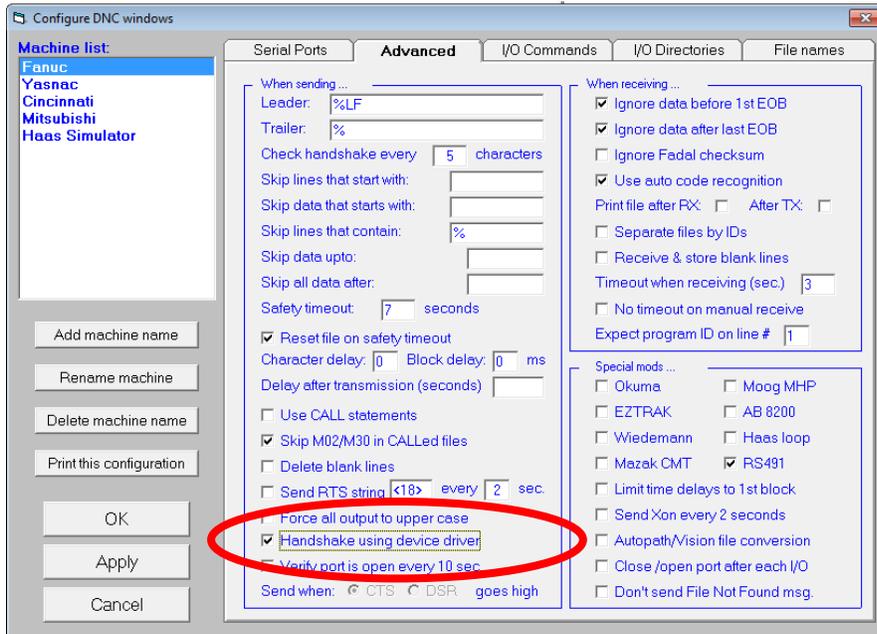
In addition to the configuration settings you will have to assign the appropriate COM port for each machine. Check the Windows Device Manager/Ports for available COM Ports.



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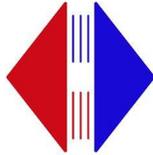
If you are using PC DNC Plus with an external Serial Device Server such as Quatech, Control, Moxa, you need to select Configure/DNC Windows. Check "Handshake using device driver."



Enter directory paths for programs for each machine under the I/O Directories Tab.

Click APPLY.

If you need assistance configuring your machine, call us at 440-951-8974.



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### Installing Driver for Quatech boxes

Best practice is to get new current driver for your hardware when moving to a new computer. Visit <http://www.sub-soft.com/download/sds220.zip> and download the latest driver for your device and operating system. Unzip this file, then run the program QTEWizard.exe

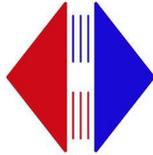
When you are installing a box with multiple ports, it will run through a driver installation and then a port installation for as many ports as are on the box. See detailed instructions titled *Quatech Device Installation Instructions* found on our FAQ page

After the driver is installed, go to Device Manager to find which COM Port(s) the device was installed on. Switch to the Device by Connection view to see the COM port(s) associated with each device. If they do not match the same numbers and order as they were on the old computer, you will have to renumber them to match the software, or you can go into the software (Configure/DNC Windows—click on each machine and select new port number) and renumber the ports there to match what is in the device manager.

OPTIONAL: You can also renumber the ports to a standard pattern so that it is easier to manage the ports in the future. Say it is an 8-port Quatech, number the ports Com 11 – 18. If there are several 8 port devices, number them 11-18, 21-28, 31-38, etc. This way you always match the physical port number on the device easily with the port number assigned in the software and device manager.

Right click on each Com port, click Port Settings, Advanced, pick another COM port number. Click OK. You will have to go into Configure/DNC Windows and renumber the port for each machine to match the new configuration.

If wireless, remove network cable and reset device. Check link lights for connectivity. When in wireless mode the right/green LAN link light should go on once the device has network connectivity. If not wireless, skip this step.



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### Installing Driver for Control Boxes

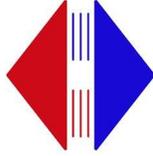
1. Locate latest driver from Control Website for your device and operating system. Go to [Http://comtrol.com/support](http://comtrol.com/support) and select the "Drivers and downloads" do download and install the correct driver for you device.
2. Click Next
3. Confirm file location for installation, Click Next:
4. Click Install
5. Make sure "Launch Devicemaster Driver Installation" is checked. Click Finish.
6. Click Next
7. Select the bubble next to Install. Click Next
8. From the pulldown list, choose Devicemaster Serial Hub 16 port. Click Next.
9. Click Proceed
10. Click Close.

The driver will be installed for the number of ports that the device has and you should see a message indicating your device is ready to use flash in the lower right corner of your screen as each Com Port is installed. It will do this 16 times for a 16 port device.

11. Find the device in the Windows Device Manager under Multiport Serial Adapters.
12. Right Click on Device. Choose Properties
13. Go to Network Connection
14. Make sure "Network Connection Mode" is set to MAC Mode
15. Type in the last 6 digits of the Mac Address (found on bottom of unit). Make sure to include a space between each pair of digits as the first 6 digits show. Click OK

To install a second Control device, do not rerun the msi file. Instead go to Start/All Programs/Comtrol/Device Installation Wizard and the follow steps. You will need to repeat Steps 11 – 15 for each additional device.

To renumber ports of Control hub if they are not assigned the same order as original PC. Go to Windows Device Manager/Multiport Serial Adapters. Right Click on Comtrol Device/Properties/Ports Settings Tab. Click on first Com Port number. Click on Properties at bottom of that window. At bottom of window under Port Name / COM Name, choose port number you want to start with. Check the box next to Renumber all ports consecutively. MAKE SURE THERE ARE CONSECUTIVE PORTS AVAILABLE FOR THE NUMBER OF PORTS ON YOUR DEVICE. Click APPLY.



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### Installing Driver for Moxa Boxes

Download and install Nport Driver Manager

[http://www.sub-soft.com/download/moxa\\_moxa-windows-driver-manager-for-windows-v3.1.exe](http://www.sub-soft.com/download/moxa_moxa-windows-driver-manager-for-windows-v3.1.exe)

Open Driver Manager software.

Click Search

Find IP address of device you are moving to new computer. If you are moving multiple devices, start with lowest IP address and work your way up. Document the IP settings and COM port settings from your old system so that you can assign the same COM Port number to the same IP address as on the old system.

No	COM Port /	Address 1	Address 2
1	COM1	192.168.2.246	950.966 (Port1)
2	COM2	192.168.2.41	950.966 (Port1)
3	COM4	192.168.2.43	950.966 (Port1)
4	COM14	192.168.2.42	950.966 (Port1)