

# 1 Troubleshooting

## 1.1 Device driver

First check if the devices are detected in the Windows Device Manager (devmgmt.msc). After installing the driver, the Lockin device should appear in the Windows Device Manager as Anfatec Measurement Interface. Because of Microsoft's Windows security updates, it's possible that something goes wrong.

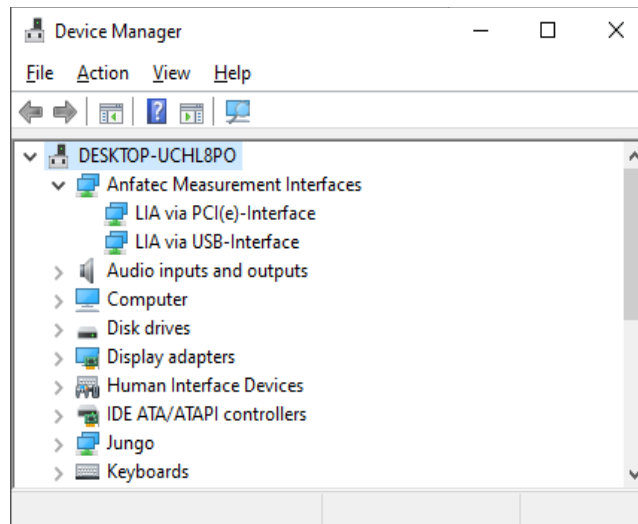
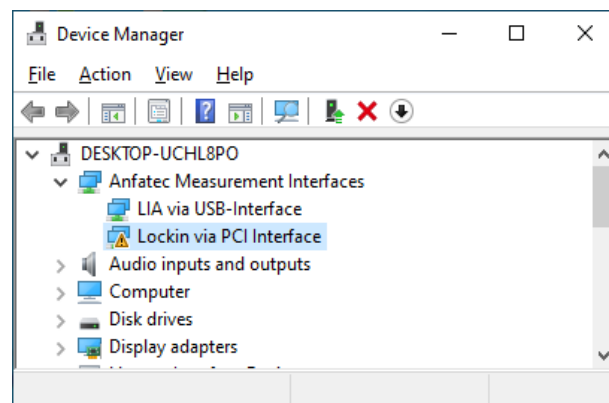


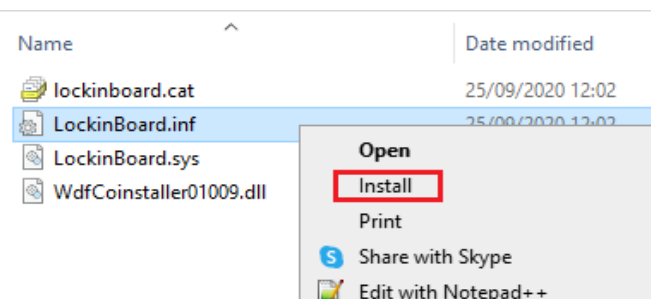
Figure 1: In this system, an USLockin and an AMU5.0 card is detected.

If the devices got some errors, try to update the driver. The up-to-date drivers can be download from the Anfatec website:

[http://www.anfatec.de/Support/01\\_Lockin/LockIn\\_Amplifier\\_Support.html](http://www.anfatec.de/Support/01_Lockin/LockIn_Amplifier_Support.html)

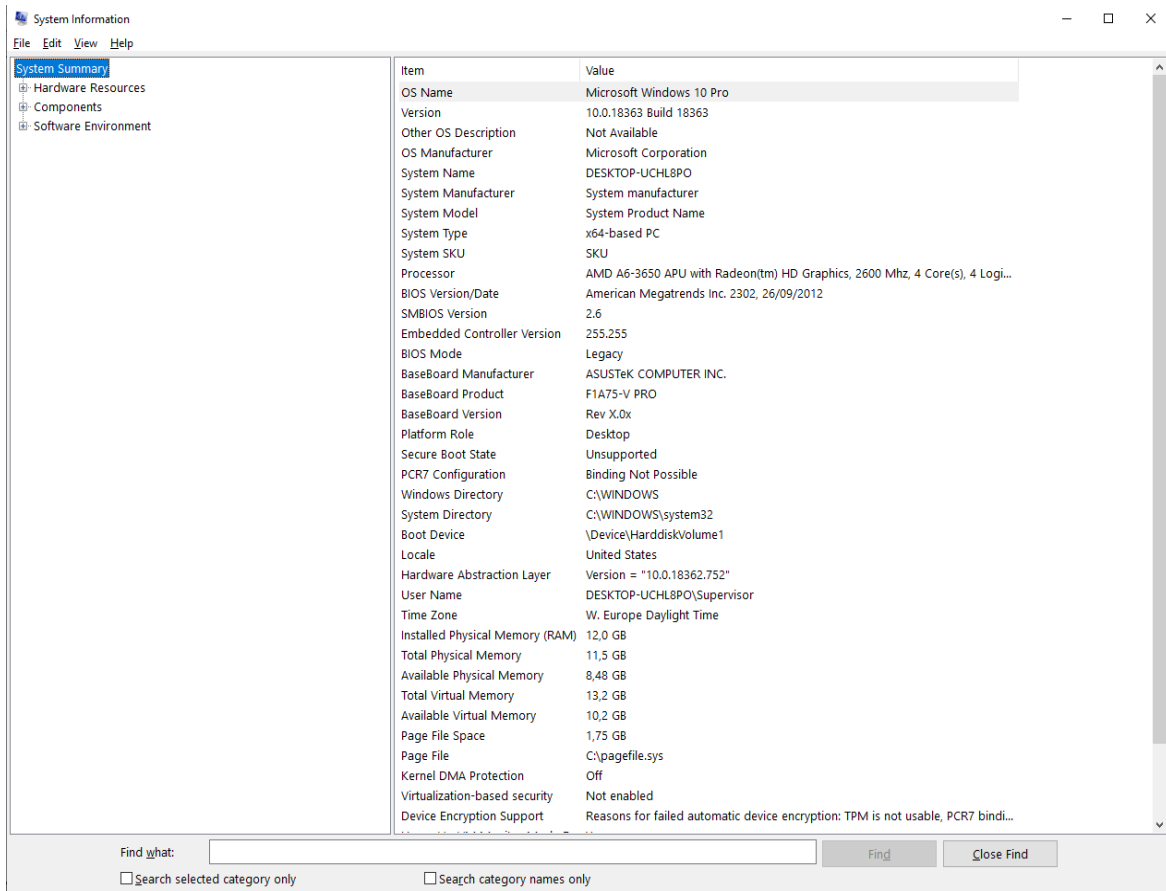


Install the x86 driver for 32 bit and the x64 for 64 bit windows. This can be done in Windows 10 by right-click on the \*.inf file -> Install.

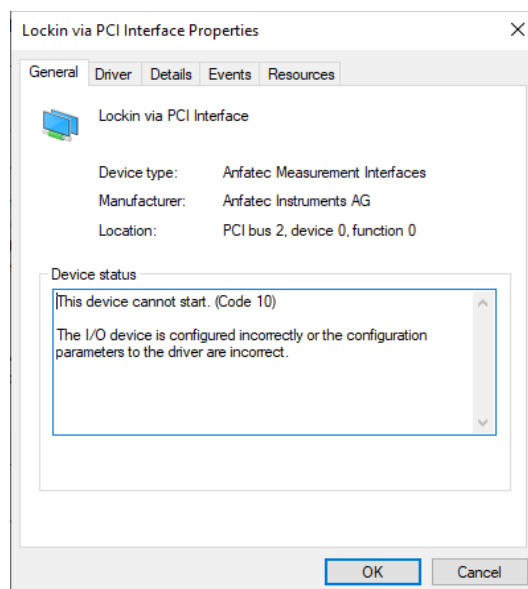


If there still is a problem with the driver or functionality, we would be grateful if you send us a message with your bug report to [mailbox@anfatec.de](mailto:mailbox@anfatec.de).

The bug report should contain a screenshot of the window after calling msinfo32 (Windows Start > type 'msinfo32' > Enter).



If there is a driver problem send us the Error code which is shown at driver details.



## 1.2 Application

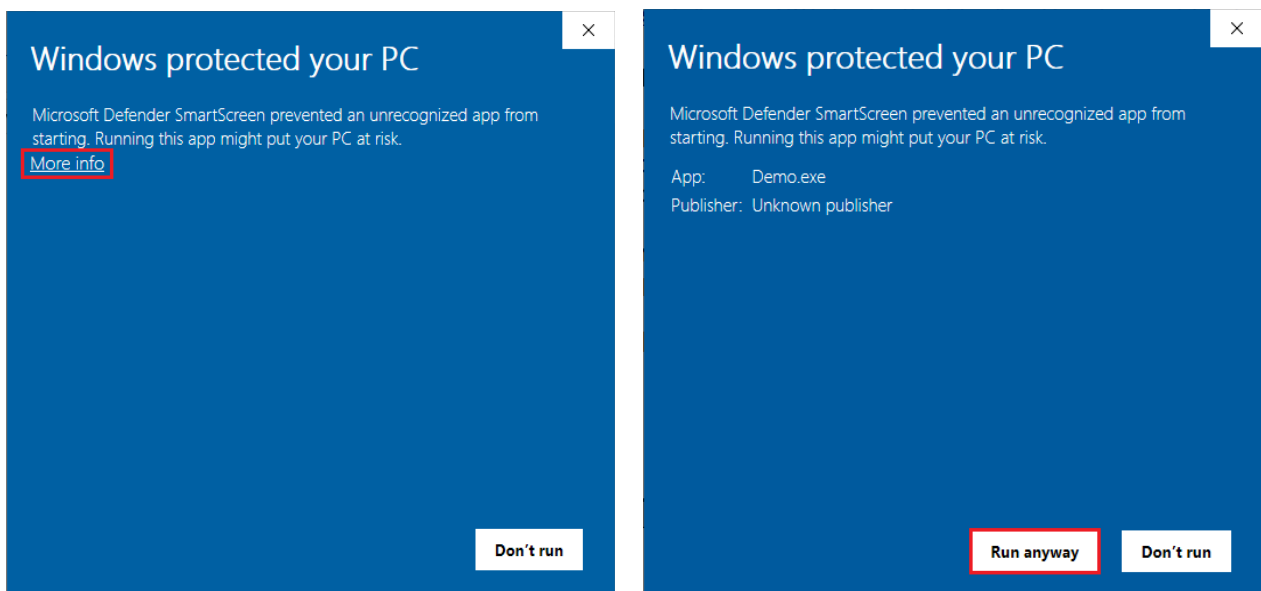
If the device(s) appear correctly in the device manager (without exclamation mark), you should do the following steps to check the software functionality.

### Download DLL / Apps

#### App

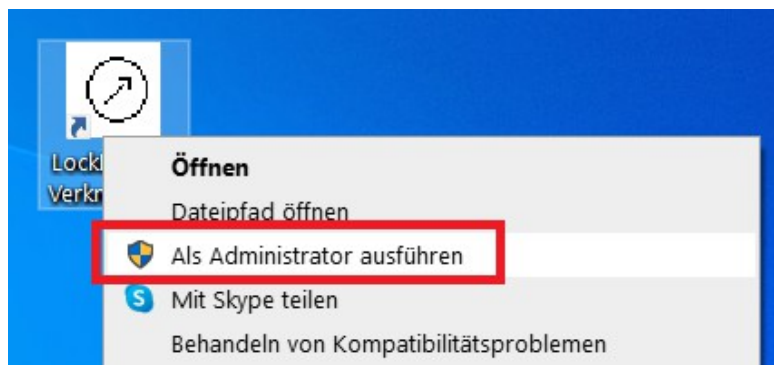
DLL\_and\_App > App > Win32 or Win64 > Lockin.exe. **First** time, the Lockin.exe has to be **started as Administrator**, to register the calibration parameters in the registry. In case of the following warning after opening the application click:

More Info > Run Anyway



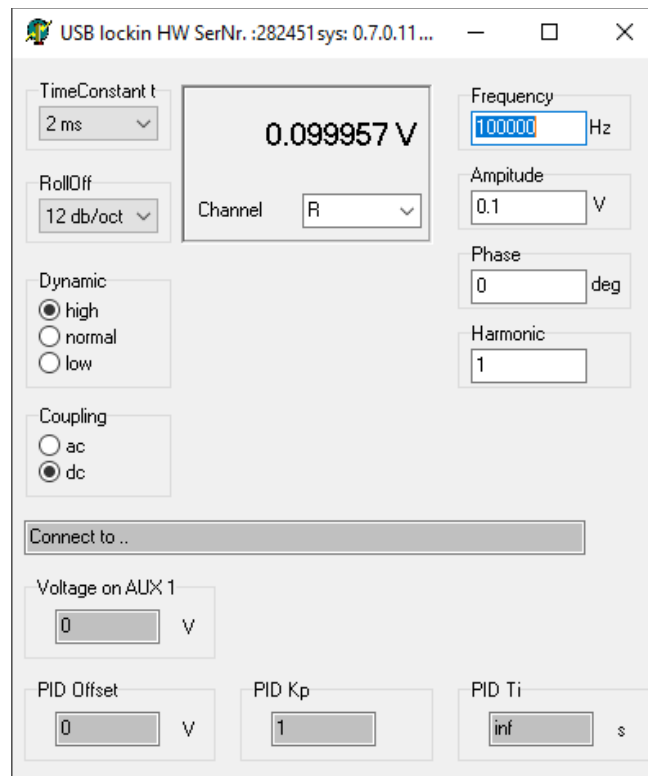
#### Important note on Windows 10:

It is not sufficient to be logged in as Administrator and simply start the lockin.exe applications once. It is necessary to ONCE start the lockin.exe as administrator by using the 3<sup>rd</sup> entry in the mouse menu of the link icon:



## DLL

The DLL functionality can be tested by running the Demo.exe. You can find it here:



DLL\_and\_App > DLL > Win32 or Win64 > Demo.exe