
DI-71x Identifies Itself as a DI-700 (DLL Out of Range)

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Symptoms

Your DI-71x identifies itself in the DATAQ Instruments Installation Manager as a DI-700. Selecting the device in the DATAQ Instruments Hardware Manager and attempting to run WinDaq produces the following error message:

“DLL Out of Range”

Cause

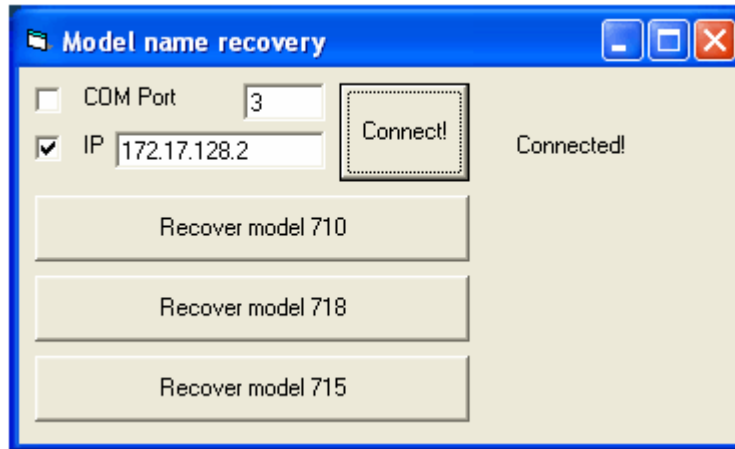
Although we are aware of the problem as reported by customers in the field, we have thus far been unable to duplicate it and therefore cannot provide a cause for the error.

Resolution

Run the Model Name Recovery Program

1. Download the Model Name Recovery program at the following URL: <http://www.dataq.com/support/downloads/ModelNameRecovery.zip>.
2. Unzip the ModelNameRecovery.zip file and run the Model Name Recovery executable (ModelNameRecovery.exe).
3. For **Ethernet** units:
 - a. Click the “IP” checkbox and enter the IP address of your DI-71x-E. The IP address of your instrument can be found during installation or by running the DATAQ Instruments Hardware Manager (default location is in the Windows menu *Start > Programs > WINDAQ > Dataq Instruments Hardware Manager*).
 - b. Click on the **Connect!** button.

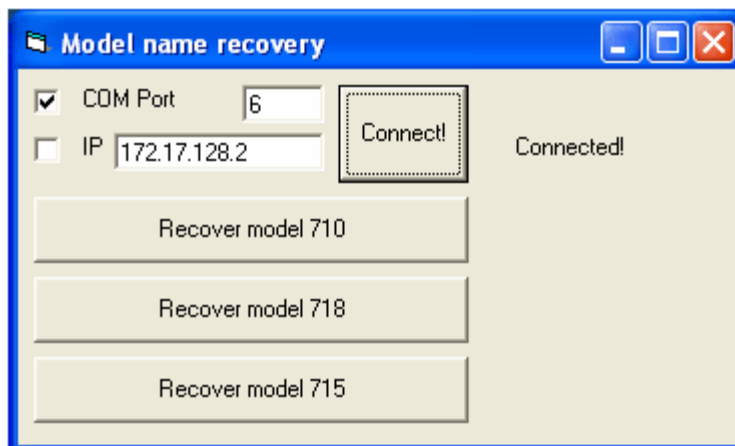
- c. If the IP address is correct, the word “Connected!” will appear in the Model Name Recovery dialog box.



- d. Click on the “Recover Model” button that corresponds to your DI-71x-E (710, 718 or 715).
- e. Exit the Model Name Recovery program and cycle power on your DI-71x-E.
- f. Run the WINDAQ installation program and reinstall WINDAQ software.

4. For **USB** units:

- a. Click the “COM Port” checkbox and enter the COM port number that your instrument is installed at. The COM port number can be found in the Windows Device Manager under “Ports (COM & LPT).”
- b. Click on the **Connect!** button.
- c. If the COM port number is correct, the word “Connected!” will appear in the Model Name Recovery dialog box.



- d. Click on the “Recover Model” button that corresponds to your DI-71x-U (710, 718 or 715).
- e. Exit the Model Name Recovery program and cycle power on your DI-71x-U.

- f. Run the WINDAQ installation program and reinstall WINDAQ software.

Your DI-71x should now be displayed in the DATAQ Instruments Installation/Hardware Manager with the correct model number.

Since we have been unable to duplicate this problem, please help us by sending an email to support@dataq.com if you used this support note and the Model Name Recovery program to restore a DI-71x device. This is especially important if you've had to use this material more than once to recover the same device.

Applies To

All DI-71x Devices.