



Common Inquiry:

**Acquisition locks up when a question is started.**

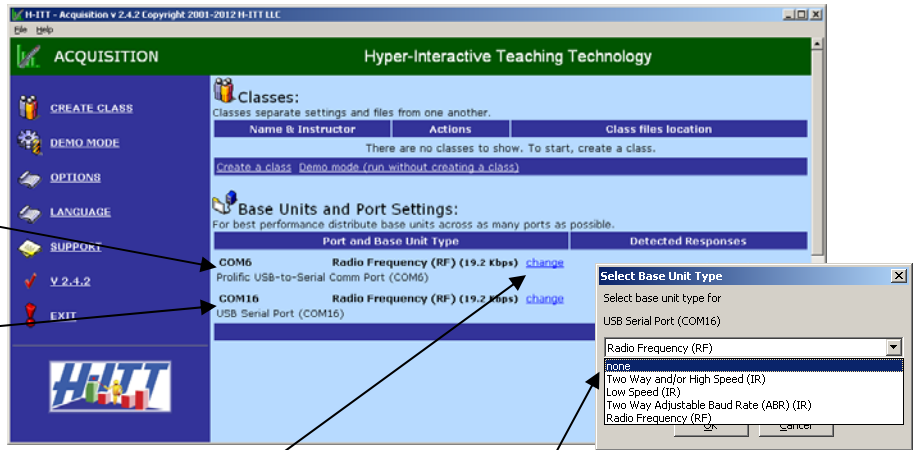
Some Windows Serial ports have been identified as causing a lock up of the Acquisition program when a question is started.

Usually these are identified as having the word “Intel” in the device name under the COM number.

To eliminate this problem you can set Base Unit Type for all COM ports that are not named as “USB Serial Port” to NONE.

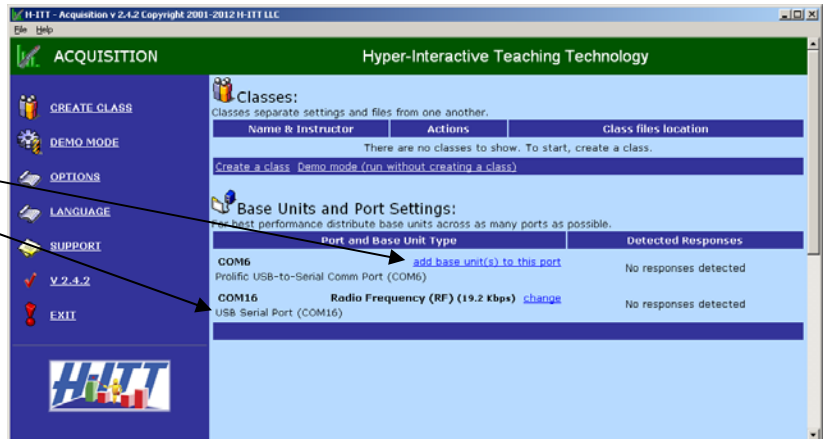
Change this COM port (and any other showing to NONE.

Keep this COM port



Change the COM port to NONE by clicking the blue [change](#) link, and select none from the drop down list, and click OK.

All COM ports should look like this, except for the port listed as USB Serial Port (This is the COM port your base unit is connected to).



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