

**Application Note**  
No. 14

**Product:** Softing CAN Interfaces

**Keywords:** CAN-ACx-PCI, CANcard, CANusb, CAN-ACx-104, CAN Driver

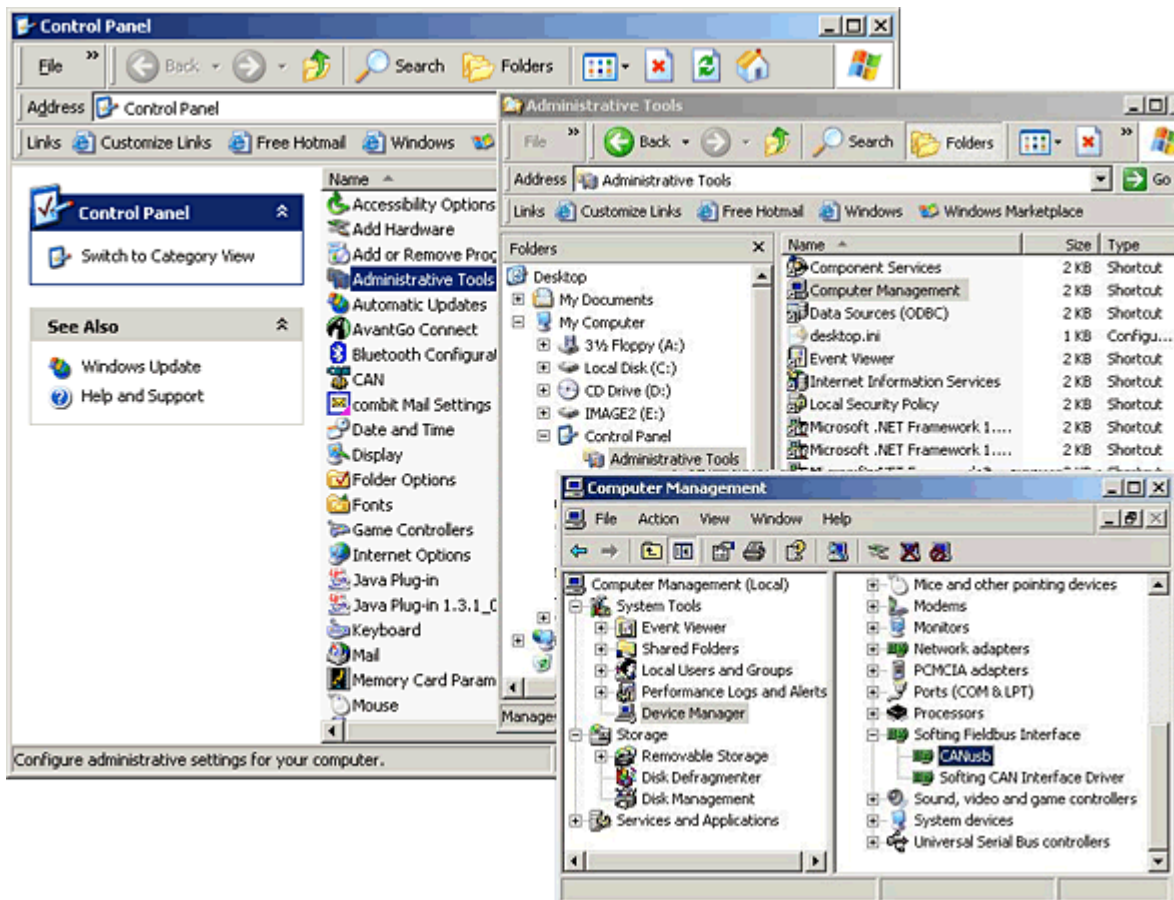
**Problem:** CAN interface is not accessible

Subject: CAN-AC1-PCI, CAN-AC2-PCI, CANcard, CANusb, CAN-AC1-104 and CAN-AC2-104.

1. Windows driver (from the CD or the Softing Web site) must be properly installed before the device was connected for the first time. This can be checked in the Windows Device Manager.

Open the Device Manager:

Start Menu -> Settings -> Control Panel -> Administrative Tools -> Computer Management -> Device Manager



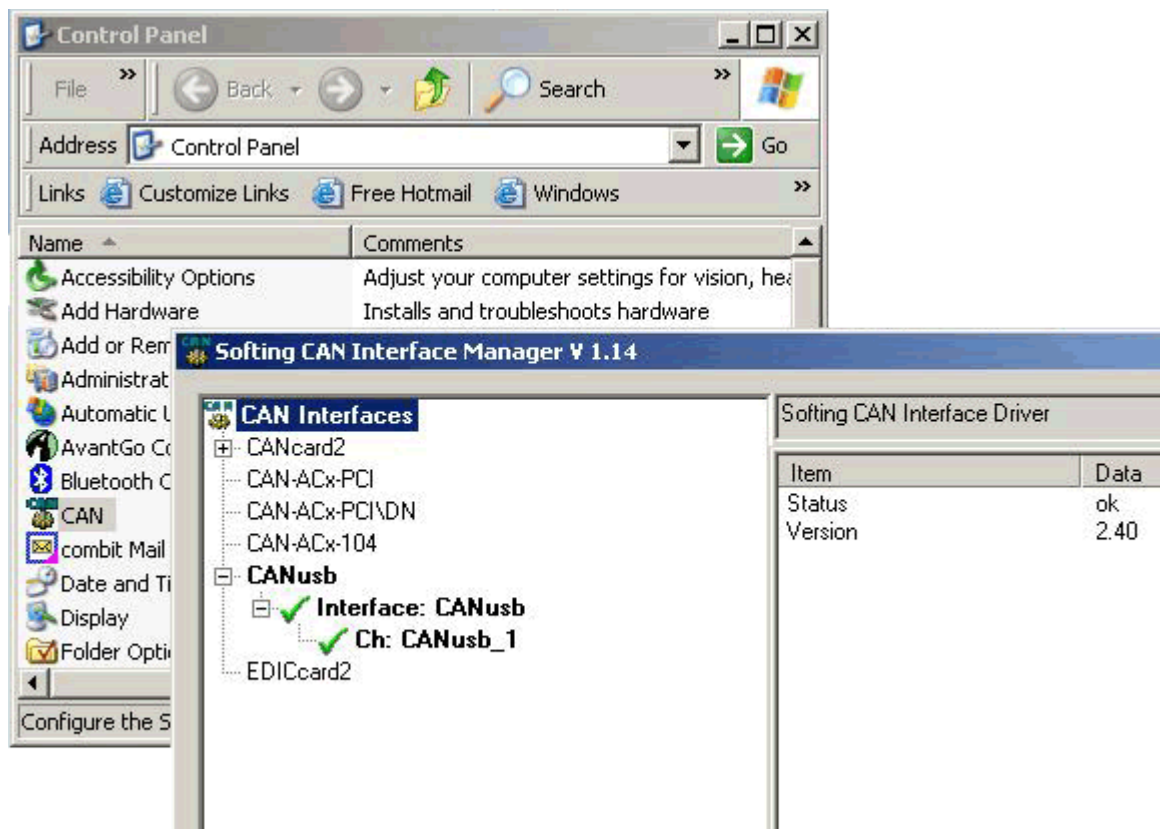
The interface is installed correctly when it is displayed in Device Manager as shown above.

In case of installation issue, the according CAN interface is marked with an exclamation point in a yellow circle. Double-clicking on the icon provides additional details about the installation issue; for 0014-CAN-EN-100211-Version 1.0 SJ

example “cannot find the file specified (code 31)”. Common error messages and their remedies are described in their own FAQ entries.

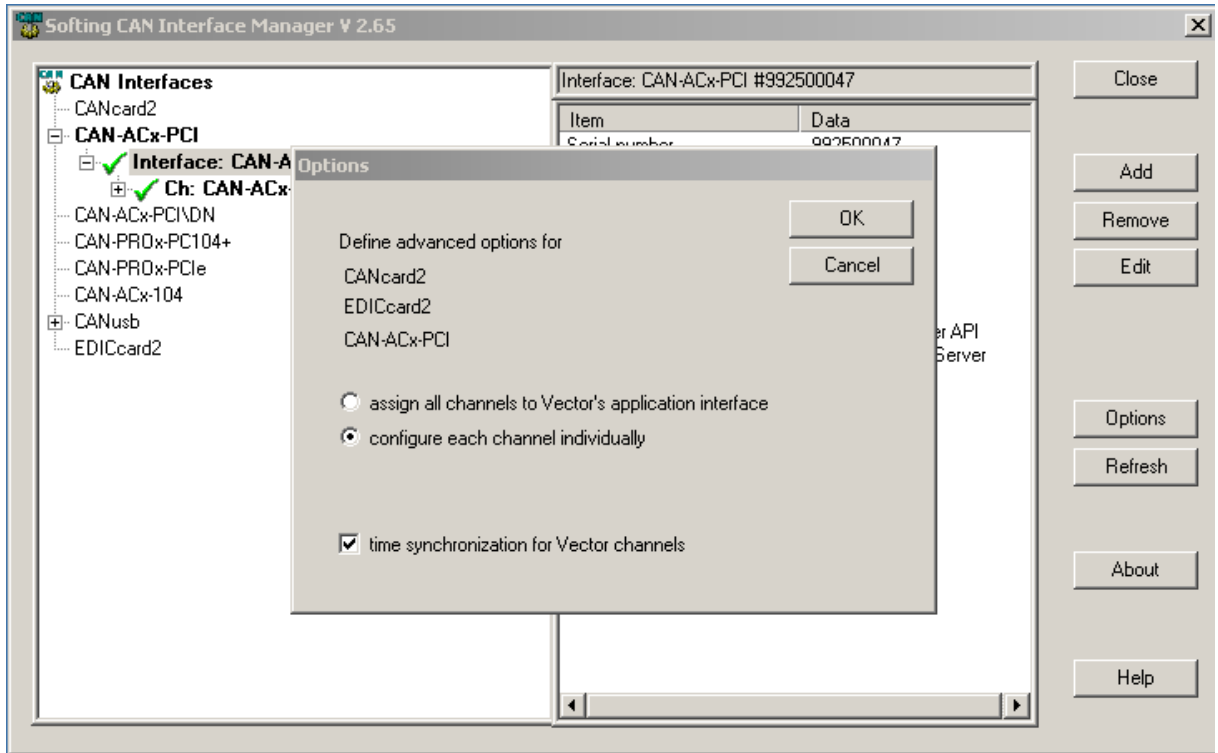
2. The interfaces CANcard2, EDICcard2 (exact name, see back of card) and CAN-ACx-PCI must be properly configured in the CAN Interface Manager in Control Panel.

Open the Softing CAN Interface Manager:  
Start Menu -> Settings -> Control Panel -> CAN

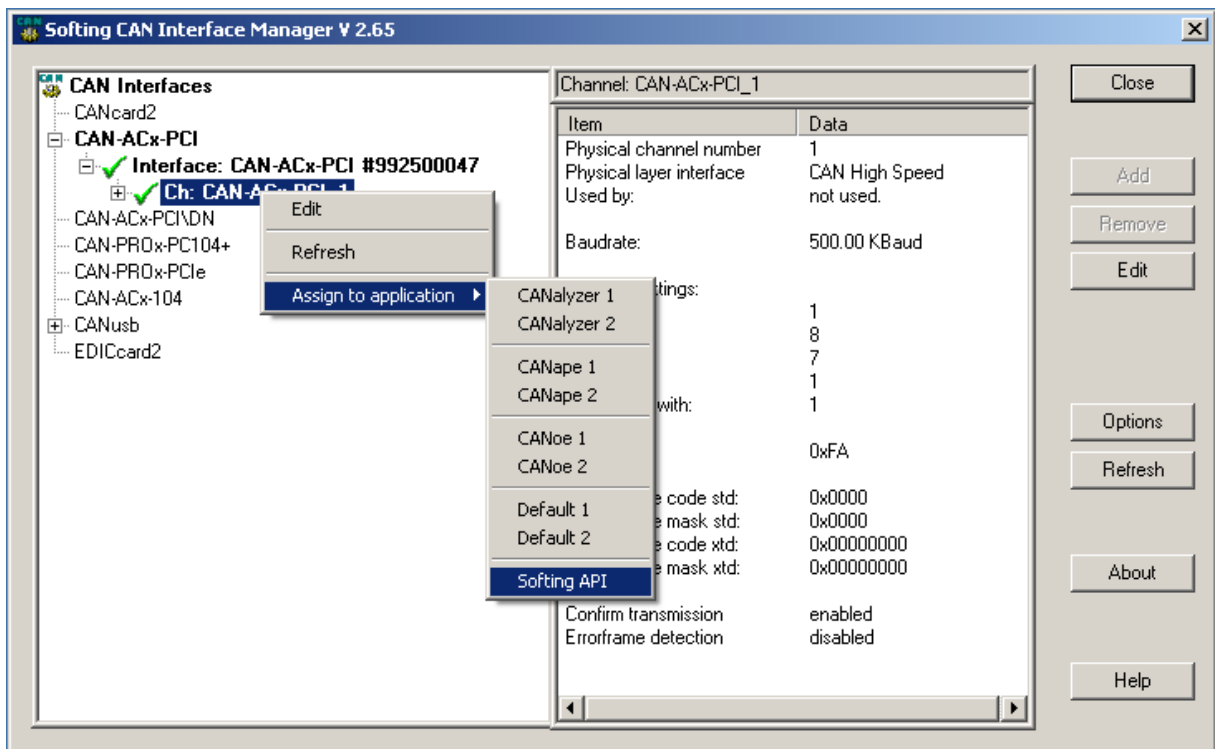


A green check mark appears in front of the device if the interface is configured correctly and ready for operation. If you cannot see the corresponding entry, click on “Refresh”.

Softing's CAN interfaces support different kinds of applications. Please use the CAN Interface Manager to configure the required application interface by clicking on “Options”. In the displayed dialog box select “Configure each channel individually”.



Now, each channel can be assigned to an application with a right mouse click on the channel name.



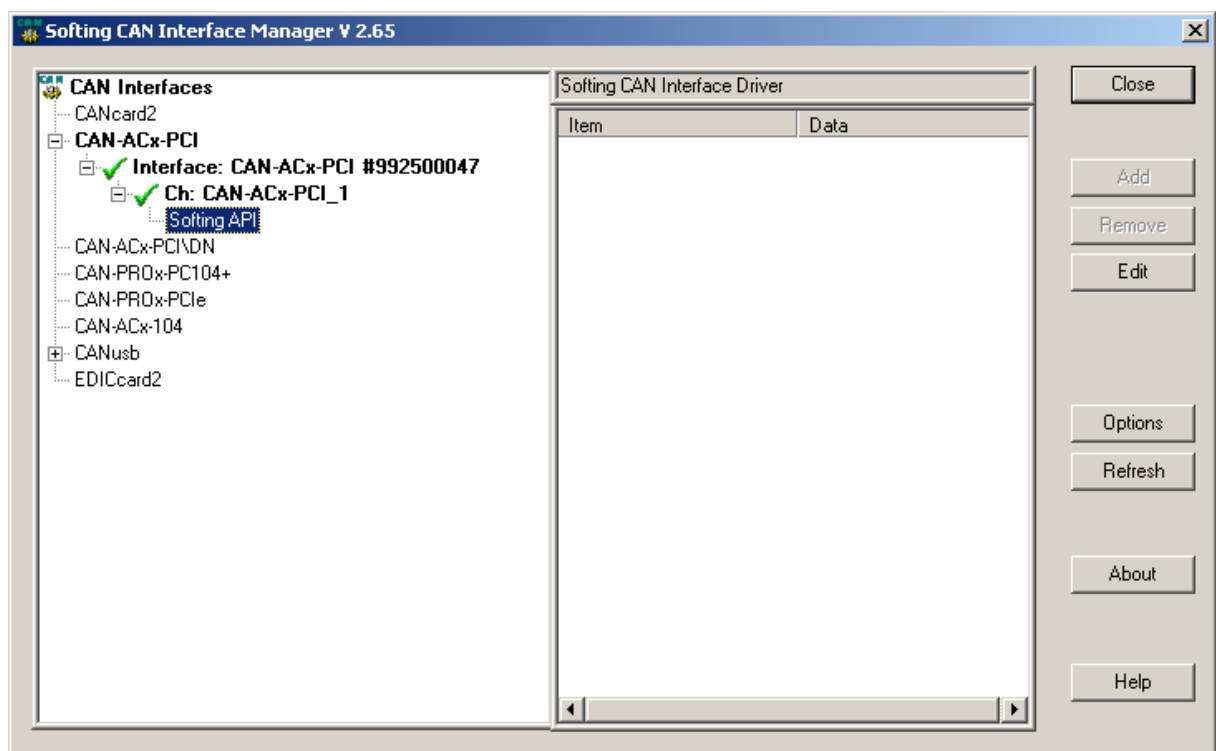
The following entries are available:

- all products except Vector CANalyzer: “Softing API”.
- Vector CANalyzer: „CANalyzer\_1” or “CANalyzer\_2”, if the CANalyzer for Vector CANcardX or-XL has been installed (see Help-> info in CANalyzer)



**Note:**

A CAN interface can only be configured with similar channels - either both on “Softing API” or both of the “CAN”!



Further details can be found in the user manual of the hardware that can be found in the start menu under „Program Files -> Softing CAN -> CAN\_API -> DOC“.