



## Frequently Asked Questions

**Q:** Who developed DevCom2000-Lite?

**A:** Viatran partnered with ProComSol to provide an “easy to use” method of calibrating our hammer unions. ProComSol is a leader in the design of reliable HART® communication software.

**Q:** What is HART® communication and why do I want to use it?

**A:** HART®, which stands for **H**ighway **A**ddressable **R**emote **T**ransducer, is an industry standard for digitally communicating with process instruments. A compelling benefit of HART® over other digital communication techniques is the ability to communicate simultaneously over the industry accepted analog 4-20 mA current signal. This allows commands to be sent to the device, data to be stored in the device and information to be read from the device while retaining the compatibility and familiarity of the traditional 4-20 mA system.

**Q:** Why would I want to use DevCom2000-Lite?

**A:** DevCom2000-Lite provides access to the enhanced features of the Viatran models 511, 521 and 522. This includes digital trim of zero and span, reading and storing data, warning and error indicators. For a full list features, see the software manual.

**Q:** Why would I want to use DevCom2000-Lite instead of HART® communications programs?

**A:** DevCom2000-Lite is able to provide an intuitive, graphical interface with the familiarity of the Windows operating system. This is because the software is designed specifically for the Viatran hammer union without the restrictions of standard HART® certified software. DevCom2000-Lite is user friendly software with the robustness of the HART® communication protocol.

**Q:** What is the difference between DevCom2000 and DevCom2000-Lite?

**A:** DevCom2000 was developed to work with all HART® devices which have DD or **D**evice **D**escription, similar to a driver, registered with the FieldComm Group. DevCom2000-Lite was designed specifically for the Viatran models 511, 521 and 522 using a DD developed to provide an easier to use and more intuitive interface.

**Q:** What is the difference between the old DevCom2000-Lite software and the new version?

**A:** Additional features have been added to the models 511, 521 and 522 which are accessible only with the new software. The interface of the updated software has been restructured to provide easier access to popular features. The “new” software is backward compatible which means it will work with all 511, 521 and 522’s. Because the 2<sup>nd</sup> generation devices have additional features, the DevCom2000-Lite software will display the old interface if a 1<sup>st</sup> generation device is connected. The “old” DevCom2000-Lite software will only work with 1<sup>st</sup> generation devices.



## Frequently Asked Questions

**Q:** How do I know if I have a 1<sup>st</sup> generation device?

**A:** Units manufactured prior to April 17, 2017 are considered to be first generation devices.

**Q:** What additional hardware do I need to be able to use the DevCom2000-Lite software to communicate with the model 511, 521 or 522 over a 4-20mA current loop?

**A:**

- A 250 ohm loop resistor
- HART® modem (USB, serial or Bluetooth)
- A computer running Windows XP or Windows 7 to 10 with a USB or RS232 communications port

**Q:** I already have a HART® Modem, will DevCom2000-Lite software work with it?

**A:** It should, we have tested DevCom2000-Lite with modems from 3 different manufacturers and have not had any issues.

**Q:** I have DevCom2000-Lite. Why do I need to update it?

**A:** The “old” DevCom2000-Lite software will only work with 1<sup>st</sup> generation devices.

**Q:** Is there a cost to *upgrade* my DevCom2000-Lite software if I have the “old” version?

**A:** No

**Q:** Will I need a new license to upgrade my software?

**A:** No, the download process will be able to tell that you have a license.

**Q:** Can I upgrade my old software if I don’t buy a new model 511, 521 or 522?

**A:** Yes. The interface will be similar to what you have but will have password protection upon start.

**Q:** Can DevCom2000-Lite be transferred to a different computer?

**A:** Yes. Select License > Check-In from the DevCom2000-Lite menu before uninstalling DevCom2000-Lite. Then install and activate on the new computer.

**Q:** Can I calibrate other HART® devices with DevCom2000-Lite?

**A:** No, currently it is used only with Viatran Models 511,521 and 522

**Q:** Can I range down Viatran Models 511,521 or 522 using HART® commands?

**A:** No, there is no single HART® command available for re-ranging.



## Frequently Asked Questions

**Q:** What do I need to activate DevCom2000-Lite?

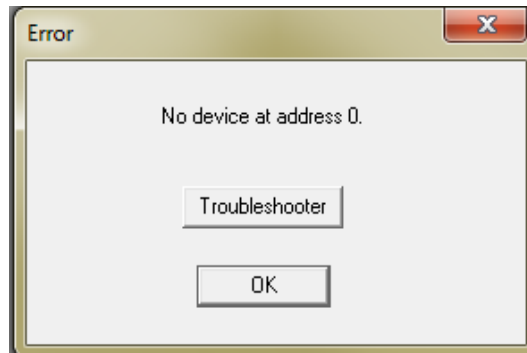
**A:**

- License ID & Password – Included in an email with the link to the software. This will be received from Viatran after purchasing the software
- Internet Access – If internet access is not available, the software can be manually activated. However, according to ProComSol, the software cannot be transferred to another computer if manual installation is used.

**Q:** What do I need to do after the software is installed?

**A:**

- The first time the DevCom2000-Lite software is started after installation it will prompt to create a password.
- The first time the software is started a message box will appear as shown below.



- This may indicate that the computer port used for communicating is not set properly. By default, the DevCom2000-Lite software is set up for COM99. The procedure to set the port is described in the manual.
- If the port is set, the "Troubleshooter" option button will guide you through some suggested troubleshooting options.

**Q:** What if the password is forgotten?

**A:**

- The password is contained in the file  
c:\ProgramData\ProComSol\DevCom2000\ConfigurationSetting.txt.
- The folder ProgramData may need to be "unhidden".
- The password can be recovered or erased. To erase it, delete the "ConfigurationSetting.txt" file. To recover the password, open the file to view the password.



## Frequently Asked Questions

**Q:** My software isn't working. What do I do?

**A:** Hardware Check: Verify the following:

- Com port number on Preferences Dialog box matches HART interface hardware.
- Loop power supply is on.
- Loop resistance between 250 ohms and 1Kohms.
- Loop current within HART limits.
- HART interface hardware connected across loop resistor or across transmitter terminals.

**Q:** My software isn't working. What do I do?

**A:** Software Check: Sometimes the application does not end cleanly and the communication process is still running in an unknown state. When this happens, it must be closed out before restarting DevCom2000. Perform the following:

- Close DevCom2000-Lite.
  - Press CTRL-ALT-DEL to bring up the Windows Security Screen.
  - Click on Task Manager.
  - Select the Processes tab.
  - In the list of running tasks, select HModemSvr.exe.
  - Click on the End Process button on the dialog box.
  - Restart DevCom2000-Lite.
- If upgrading, was the old software uninstalled before installing the new version?
  - Many USB to RS232 converters will not work with the HART protocol. It may be necessary for you use a USB to HART® modem if you do not have an RS232 port
  - Was the correct software downloaded? There is a USB version and a Bluetooth version.  
<https://procomsol.com/download/DevCom2000LiteSetup-Viatran-Bluetooth.zip>  
<https://procomsol.com/download/DevCom2000LiteSetup-Viatran-USB.zip>
  - Check the DevCom2000-Lite software is set up for the correct com port. The device manager may be used to find what com port the modem is on. The com port may be set in the software using the menu option "Options > Basic" at the top of the screen. Click the "New Device" Icon or from the top menu select Device → New Device to search for the device.

**Q:** My software is running very slow. What do I do?

**A:**

- The file "HModemSvr.exe" located in the c:\Program Files\ProComSol\Common directory may need to be replaced or overwritten.
- Is the Bluetooth version of the software being used? It has an inherent delay.