

TITLE: How to resolve "Unable to open USB port for spooling"

Category: OMEGA

Document Number: 3583

Supplied by: Gerber Service

Last Modified: Updated July, 2013

Summary: This document identifies causes of Unable to open a USB port for spooling and offers solutions for successful outputting

ISSUE: Communication error when trying to output to a P2C, Gerber Tempo or Gerber sprocketed plotter with Windows 7 Windows 8 or Vista

CAUSE:

There are several causes:

1. the port may be USB 3 (USB 3 ports are blue in color)
2. GQManager is blocked
3. the local user's permissions don't allow access to the USB ports
4. the incorrect driver is installed
5. incorrect USB to Serial cable for Gerber Sprocketed Plotters

SOLUTION:

1. Connect the device to a USB 2 port
2. a. Turn off Windows User Account Control (UAC). In Windows 7, click Start > Type UAC in the search box. Set to Never.
b. Configure virus scan software to ignore OMEGA software – create an exception for gspcomposer.exe, gqmgr.exe, and gspplot.exe in the virus configuration utility. (See your specific virus scan documentation for details)
3. Modify local user permissions to access USB ports (This action must be performed by a system administrator)
4. Right click GSPTray from the status bar, click Install PLOTTER/ROUTER. Choose the correct plotter from the device list.
5. Purchase and install the Gerber serial to USB adapter. (Part Number P83305A)
Note – this cable requires:
OMEGA 4.0 SP1 or higher
USB cable drivers from www.gspinc.com (They are also on the OMEGA 5.0 or higher DVD)
This installs a virtual serial port. Install the plotter using on a serial port using GSPTray (According to the instructions provided)

Note: after installing the cable, go to Control Panel | Device manager | Ports | Com and LPT. The serial to usb adapter has been assigned a com port number. Make a note of the com port assigned and use that com port number when adding your plotter.