

64 Bit Machine Support 1/29/2010

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Introduction

This file contains important information to support the use of Airmar® Device Drivers and PC products on 64-bit machines.

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Device Driver Installation

Problem:

Selection of “Install Drivers” option using the Airmar® supplied WeatherCaster™ Software CD ROM auto-run menu, results in error.

Cause:

The problem installing the Airmar® specific drivers (for use with Airmar® combiner, converter and/or gateway), is that the CD does not contain the required installation application for Microsoft® Windows® 64-bit machines.

Solution:

Until an automated method is provided, the following procedure may be used to enable the user to install the appropriate drivers.

Obtain a the 64BitInstall.zip file from Airmar

Unzip the 64BitInstall.zip file into an empty folder

If zip file appears in file explorer format

Select all files

Drag all files to empty folder

Ensure that all folder structure contained within the zip file is maintained

Use Windows Explorer and navigate to the folder containing the files within 64BitInstall.zip

Right click on "InstallAirmarFTDI.bat"

Select run as administrator

Follow the WeatherCaster™ Software Guide instructions under "Installing the Drivers" starting from "Copying the Device Drivers to the PC" section.

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WeatherCaster

Problem:

WeatherCaster™ software is unable to see WeatherStation™ sensor (or other Airmar sensor) data using Windows® Vista/Windows® 7 even though COM port is visible (and selected).

Cause:

The problem with accessing the COM port is a privilege issue. To allow WeatherCaster™ software to access the COM Port(s), the program (WeatherCaster.exe) must be run as an administrator.

Solution:

A user with administration privileges must allow WeatherCaster™ software to run as an administrator. The exact procedure is provided by the Help and Support provided by Microsoft, but below is a synopsis to aid the user through the process.

Go to Program Files\AIRMAR\WeatherCaster\ (or wherever the program was installed)

Right click on WeatherCaster.exe

(if .exe is not displayed, select the WeatherCaster with the listed type of application)

Select “Properties”

Select the “Compatibility” tab

Click on “Show settings for all users”

(may not be required for Windows 7)

Click on “Continue”

(if prompted for permission)

Select “Run the program as an administrator”

(in Windows Vista a check mark will appear in box associated with text)

Select “Apply”

Select “OK”

(closes all user’s settings)

Select “OK”

(closes WeatherCaster properties)

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Appendix – Technical Information

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