



## Question:

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### Why does the NaviLock device not work in INCA?

I have a NaviLock module NL-8002U (Multi GNSS Receiver) with a driver from the NaviLock website and it does not show any data in INCA.

For example, I use an u-blox Virtual COM Port driver (driver date: 29.01.2016 and driver version: 2.24.0.0).

The vendor GPS test tool shows data.



## Answer:

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### Please use the old drivers from the installation CD

Affects: NaviLock GPS/GNSS devices with Drivers from the NaviLock website.

What is the cause of the error?

The newer versions of the u-blox GNSS driver cause the ReadFile Windows API method to return instantly with zero bytes, although the timeout (which is set in the communication settings) was not exceeded. The windows API function does not work as expected.

In a nutshell the waiting time is ignored and a timeout is detected, although the 2 seconds waiting time did not expire.

The error does not occur for older u-blox virtual COM port drivers.

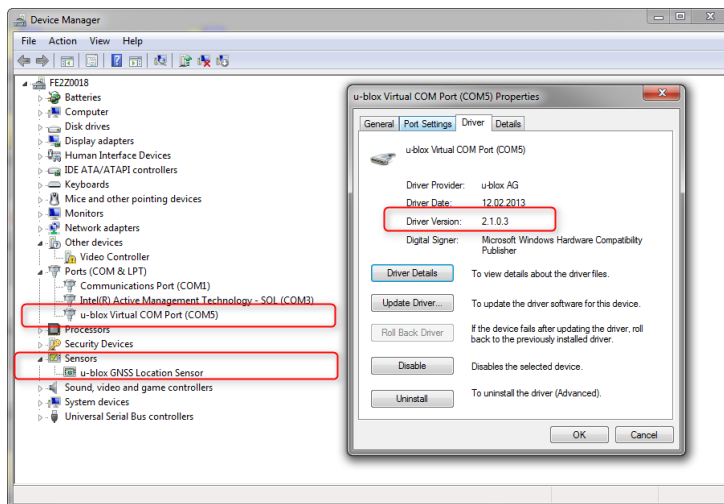
Another reason that you do not see any values is that the signals received are not valid. This can be caused by a poor signal quality which can happen if you try to receive GPS signals inside a building.

The GPSInformation.exe program works, because all it does is poll the COM port in an endless loop. There is no check for timeouts. This is why you can unplug the device while running GPSInformation.exe and no error occurs (only way to detect an unplugged device).

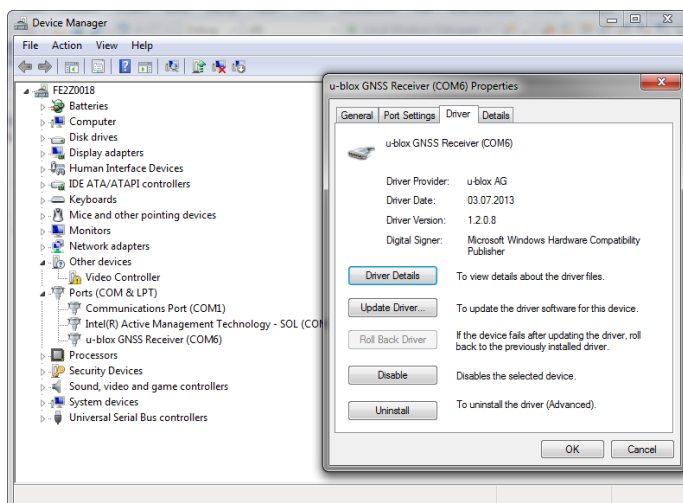
All drivers, which can be downloaded from the Navilock website are too new (as of 01.03.2016). The driver version, which works is available on the CD which comes with the device.

What should the customer do to use u-blox GNSS receiver with INCA?

- In Device Manager: uninstall all drivers related to u-blox device (Virtual com Port driver and/or GNSS sensor driver). Make sure you check the "Delete the driver software for this device" checkbox in the "Confirm Device Uninstall" dialog. The dialog appears when you uninstall the device.



- To check if the uninstallation was successful unplug and plugin the device again. Windows should not be able to find a suitable driver for this device --> driver installation fails --> unplug the device.
- Run u-blox.exe (driver from the CD).
- Plug in the device, driver installation should succeed now. Your Device Manager should look like in the graphic shown below:



Please notice that there is only one device installed. The sensor device that is installed in the faulty driver installation is missing.

- Reboot Windows
- Get outside, or at least the receiver
- Start INCA

- Check COM Port in GPS Device settings

Hardware Initialization and Measurement should work now.



### **Additional information:**

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### **In case of further questions:**

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