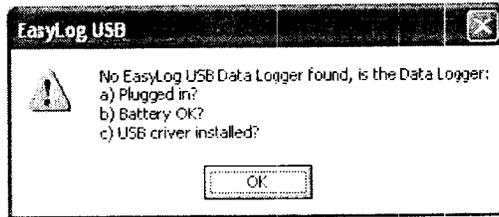
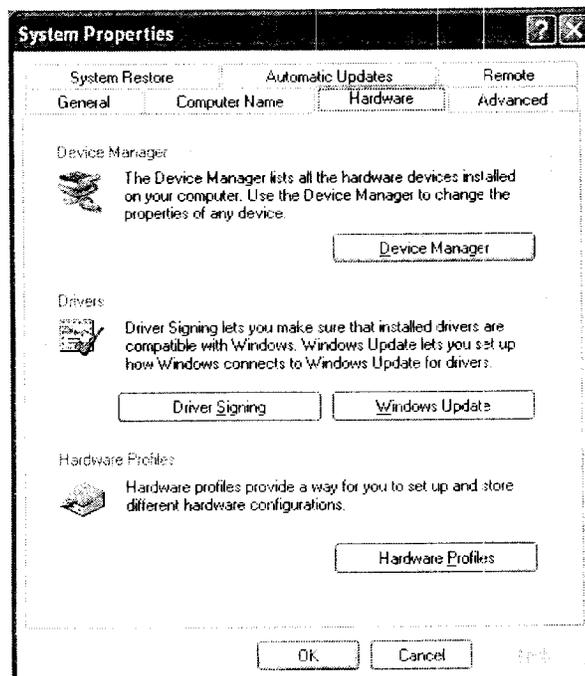


Trouble Shooting EL-USB Errors on Windows XP

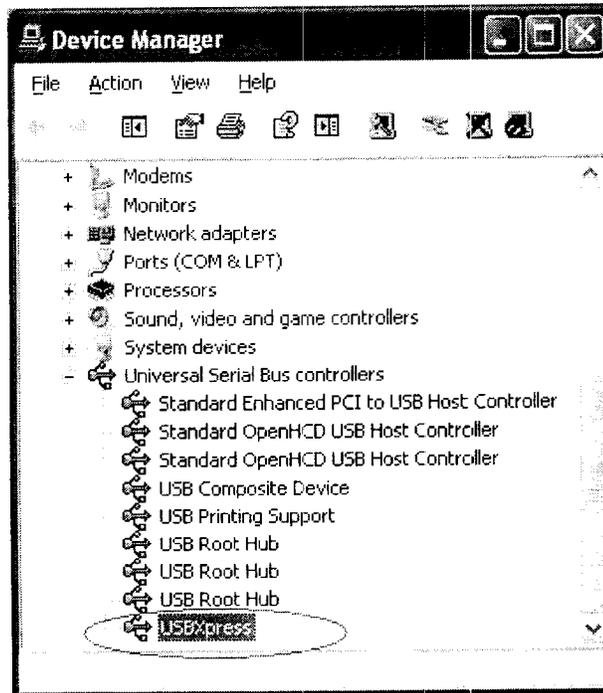


If you see this error message, please use the instructions below, keeping in mind the following information:

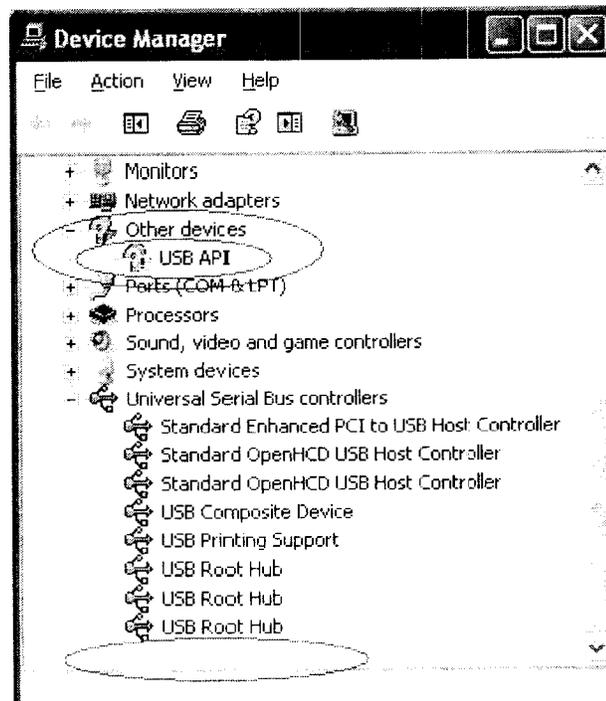
- The EasyLog software is NOT compatible with a 64-bit computer system
 - The EasyLog software is NOT compatible with Linux
 - The EasyLog software IS compatible with a MAC in 'PC Mode'
1. Check the battery by removing it from the logger, putting it back in place, and noting whether or not the LED lights flash on and off. The lights will not stay lit or continue to blink, but if they do not flash at all, the battery is dead.
 2. If the battery works, try a different USB port on the computer. Usually those located on the back of the computer work better. You can use a standard USB extender cable if the back USB ports are difficult to reach.
 3. If the battery works, you've tried all USB ports, and the logger still will not be recognized, please check if the USB driver is installed properly. With the data logger plugged into the USB port, locate the Device Manager (go to Control Panel, open 'System', select the 'Hardware' tab, and then click 'Device Manager'):



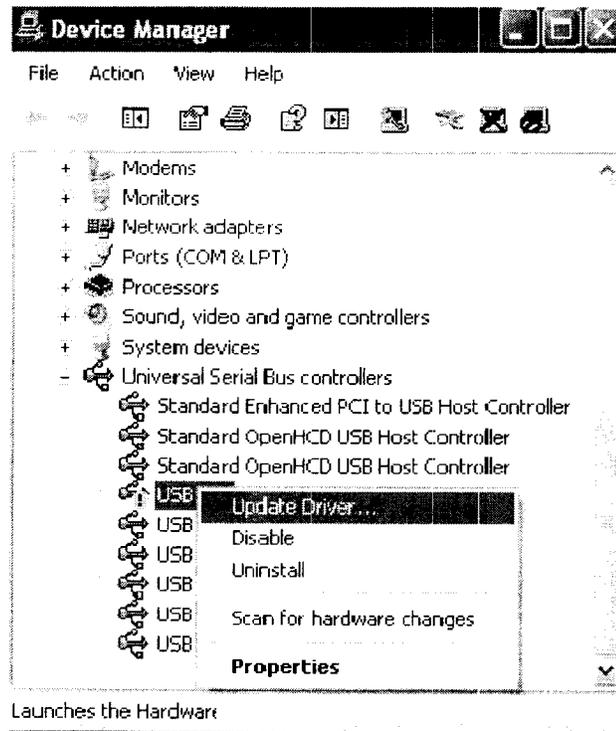
4. In the Device Manager, check the last line item under 'Universal Serial Bus controllers'. If the driver for the EasyLog software is installed correctly, the **USBXpress** driver will appear just as it is in the image below:



If the USBXpress is not listed with the other Universal Serial Bus controllers, or if you see any yellow question marks or exclamation points, then your driver is likely not installed correctly. You might see the following:



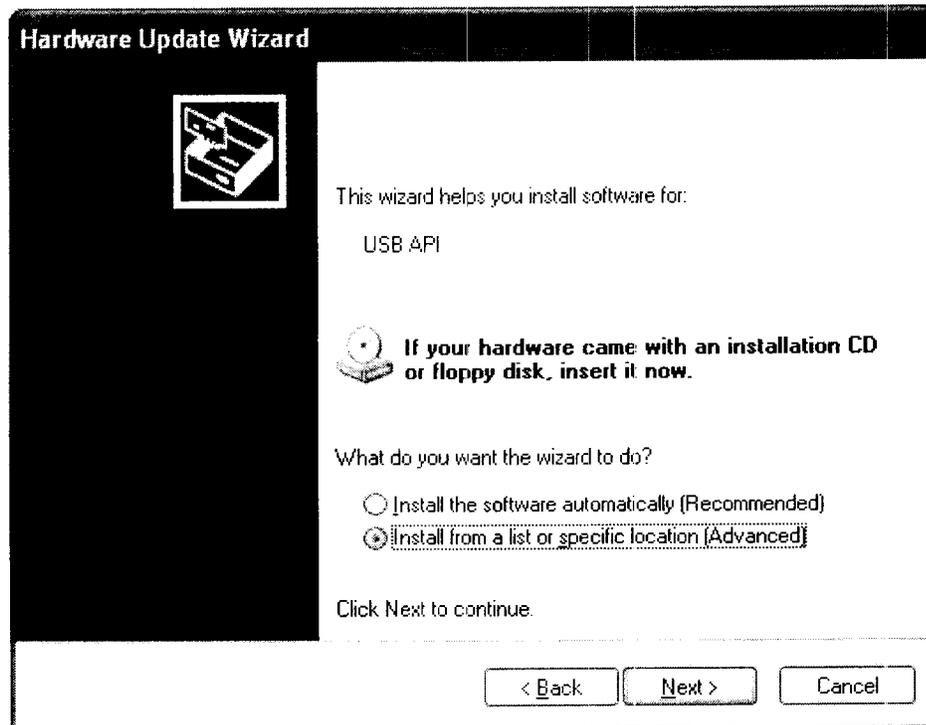
5. If you've determined that the USBExpress is **not** installed, place the EasyLog CD in your CD drive, right click on 'USB API' and select 'Update Driver...' as shown below:



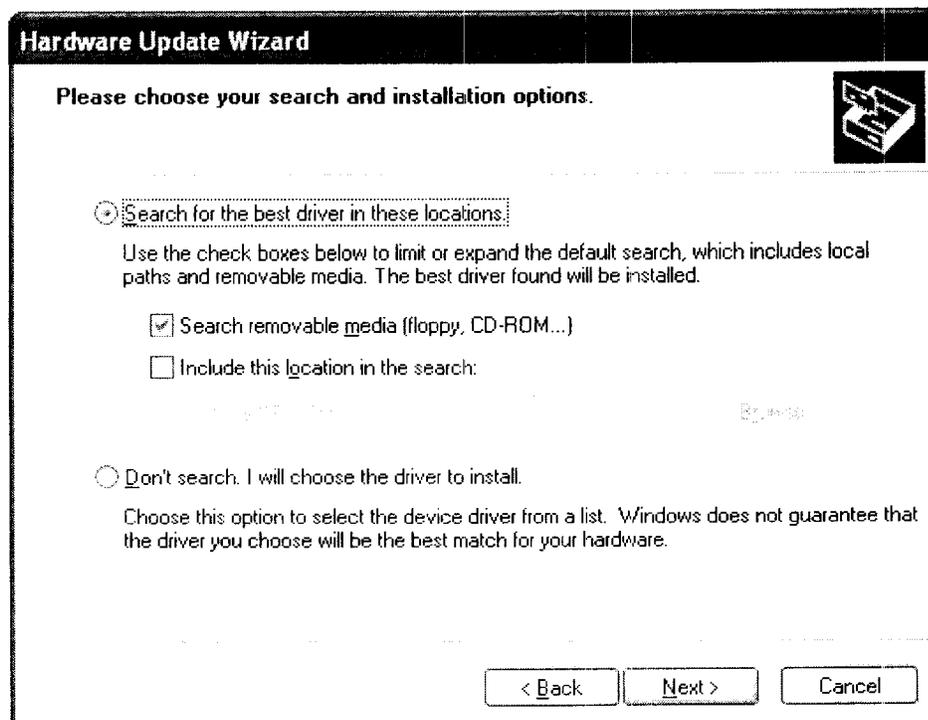
6. You should now be in the 'Hardware Update Wizard'. As shown below, select 'No, not this time' to ensure that you do not connect to Windows Update, and click 'Next':



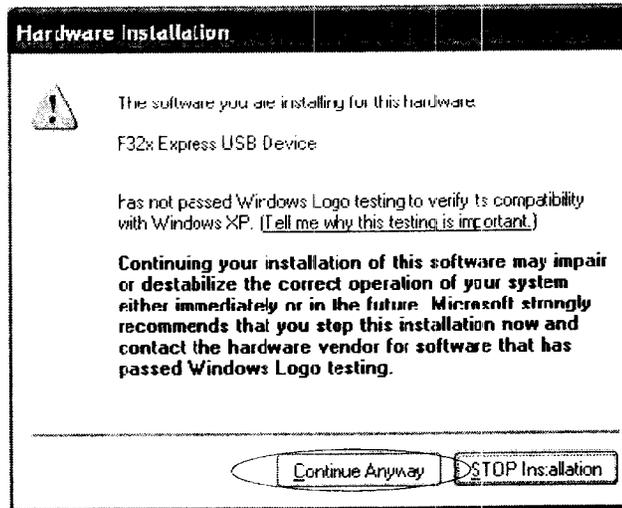
Next, select 'Install from a list or specific location (Advanced)' and click 'Next'.



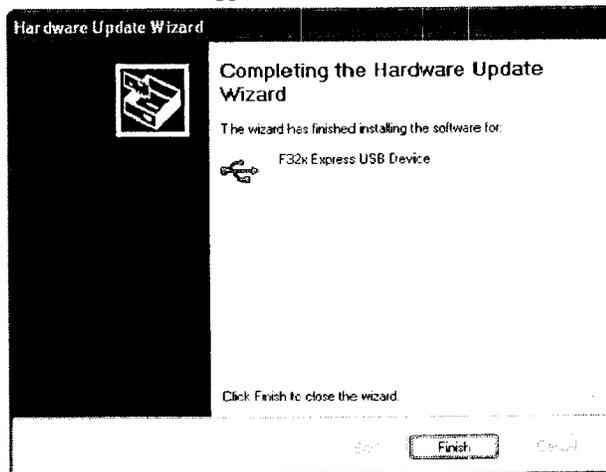
Select 'Search for the best driver in these locations', check 'Search removable media', and click 'Next'.



Windows will ask permission to continue with installing the driver. Although the message looks like a warning or error, it is a standard message simply asking for your authorization. Click 'Continue Anyway', and please note that this will do no damage to your computer and is the only way to use the data loggers successfully.



7. Windows will present this last box to inform you that the driver has been installed successfully. Once you click 'Finish', you can use your data logger with the EasyLog software by clicking the green button that says 'Set up and Start the USB Data Logger'.



8. If the logger still will not work or if the Wizard will not allow the driver to install completely, check to see if your computer is on a network, and verify that you have administrative rights. You may need to check with your IT department to confirm your administrator/user status.
9. Check to see if the software and driver load properly on a different PC.