### Resolving USB Driver Problems

Every USB device requires the appropriate driver files to be installed prior to them being successfully used on a computer. The installation process of the LogTag Analyzer software will attempt to ensure the appropriate driver files are installed on the computer. These driver files will typically fail to install correctly if the USB Interface Cradle is connected to the computer prior and during to the installation of the software. Therefore, it is strongly recommended that the software is installed prior to the USB Interface Cradles being connected to the computer.

The following will guide you through the steps necessary to determine whether or not the drivers for the USB Interface Cradle are installed correctly on the computer.

1 Connect the USB Interface Cradle to the computer by plugging the Interface into an available USB socket. USB sockets are typically located at the rear of the computer.



USB ports on the computer

USB Interface connector

2 Open the "Control Panel". This can be done by using the mouse to click on the Windows "Start" button, typically located in the bottom left of the screen, to open the Start menu. Once the "Start" button has been clicked, you will see a menu appear.

If your menu looks similar to the following picture, click on the visible "Control Panel" item.

username	
Internet Internet Explorer	🧭 My Documents
E-mail Outlook Express	My Recent Documents +
Set Program Access and Defaults	My Pictures
MSN Explorer	My Computer
Nindows Media Player	Control Panel
X Windows Messenger	Ninters and Faxes
Tour Windows XP	Help and Support
Windows Movie Maker	P Search
All Programs 🕨	
	Log Off 🚺 Turn Off Computer
🟭 start	

**4** If your menu looks similar to the following picture, the "Control Panel" item is located within the "Settings" menu item.



**5** Within the "Control Panel" window there is a "System" icon. For Windows XP users, you may need to "Switch to Classic View" to locate the "System" icon quickly. Start (open) the "System" icon once you have located it.

**6** If your system properties looks similar to the following picture, click the "Hardware" tab followed by the "Device Manager" button to open a view of the devices that have and have not been successfully installed on the computer.

System Properties 🔹 💽 🗙
System Restore Automatic Updates Remote General Computer Name Hardware Advanced
Add Hardware Wizard
The Add Hardware Wizard helps you install hardware.
Add <u>H</u> ardware Wizard
Device Manager
on your computer. Use the Device Manager to change the properties of any device.
Driver <u>S</u> igning <u>D</u> evice Manager
Hardware Profiles
Hardware prohiles provide a way for you to set up and store different hardware configurations.
Hardware <u>P</u> rofiles
OK Cancel Apply

7 If you system properties looks similar to the following picture, click the "Device Manager" tab to view the devices that have and have not been successfully installed on the computer.

System Properties ?X
General Device Manager Hardware Profiles Performance
• View devices by type • • • • • • • • • • • • • • • • • • •
Computer   Disk drives   Display adapters   Display adapters   Floppy disk controllers   Hard disk controllers   Hard disk controllers   Monitors   Monitors   Mouse   Ports (COM & LPT)   Sound, video and game controllers   System devices
Properties Refresh Remove Print
OK Cancel

8 Once the device manager is open you should see one of the three following images in the list, as indicated in the following picture. You may need to click on the "+" beside the "Universal Serial Bus controllers" entry to view all the USB devices that have been installed on the computer.



If the USB device driver installed successfully but has not yet started, the following will guide you through steps necessary to start the USB drivers so that you can start using the USB Interface Cradle(s).

If the computer is using Windows XP or Windows 2000:

1 Open the "Device Manager" as described previously.

2 For each "USB Interface" entry displayed, using the mouse (pointing device), click the right button on the text of the "USB Interface" entry to display the popup context menu, which will be similar to the following picture. Once this pop context menu is visible, select the "Uninstall" option, using the left button on the mouse.



- **3** Unplug all USB Interface Cradles that are plugged into the computer and/or are plugged into any USB hub that may be connected to the computer.
- **4** Wait for at least 5 seconds.
- **5** Plug the USB Interface Cradle(s) into the appropriate USB socket on the computer and/or USB hub that is connected to the computer. This should install and start the USB driver for the USB Interface Cradle(s). If the drivers do not successfully start, you may need to reinstall the USB driver files, which is described subsequently.

If the computer is using Windows 98 or Windows Me:

- 1 Open the "Device Manager" as described previously.
- 2 Select each "USB Interface" entry displayed (one at a time) and then click the "Remove" button.
- **3** Unplug all USB Interface Cradles that are plugged into the computer and/or are plugged into any USB hub that may be connected to the computer.
- **4** Wait for at least 5 seconds.
- **5** Plug the USB Interface Cradle(s) into the appropriate USB socket on the computer and/or USB hub that is connected to the computer. This should install and start the USB driver for the USB Interface Cradle(s). If the drivers do not successfully start, you may need to reinstall the USB driver files, which is described subsequently.

If the USB device driver files did not install correctly, you may either reinstall the software or manually install the USB driver files. The USB drivers where first released with the LogTag Analyzer software version 1.0 Release 74. If you have a version of the software prior to this, get a copy of the latest version of the LogTag Analyzer software and install the latest version of the software ensuring the all USB Interface Cradles are not connected to the computer during the installation process.

# USB driver installation through software installation

To reinstall the software to install the USB drivers:

- 1 Unplug all USB Interface Cradle(s) that are connected to the computer and/or connected to a USB hub that is connected to the computer.
- 2 Start the Windows "Control Panel"
- 3 Within the "Control Panel" window there is a "Add/Remove Programs" or "Add or Remove Software" icon. For Windows XP users, you may need to "Switch to Classic View" to locate the "Add or Remove Software" icon quickly. Start (open) the "Add or Remove Software" icon once you have located it.
- **4** Locate the "LogTag Analyzer" entry and click the "Change/Remove" or "Add/Remove..." button.
- **5** Once the "LogTag Analyzer Setup Maintenance" window is open, select the "Repair" option and then click the "Next >" button.
- 6 Click the "Finish" button when it is displayed to complete the reinstallation of the software and USB driver files.

Note, if you see a window similar to the following picture appear during the installation of the USB driver files, you must click the "Continue Anyway" button for the USB driver files to successfully install.

Hardwar	re Installation
1	The software you are installing for this hardware: Universal Serial Bus controllers has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
	Continue Anyway

#### Manual USB driver installation on Windows XP

To manually reinstall the USB driver files, for Windows XP computers, open the "Device Manager". The "Device Manager" can be started by opening the "System" icon, located in the Windows "Control Panel", selecting the "Hardware" tab in the "System Properties" window and then click the "Device Manager" button.

System Properties ? 🔀			? 🔀
System Re General	System Restore Automatic Updates Remote General Computer Name Hardware Advanc		
Add Hardwa	re Wizard ne Add Hardware Wizard he	elps you install hardwa	ire.
Device Mana Th on pro	ager te Device Manager lists all your computer. Use the De operties of any device.	the hardware devices evice Manager to cha	installed inge the
Hardware Pr	ofiles ardware profiles provide a w ferent hardware configurati	vay for you to set up a ons.	nd store
	OK	Cancel	

1 Using the mouse (pointing device), click the right button to display the popup context menu, which will be similar to the following picture.



2 Select the "Update Driver..." option, using the left button on the mouse, which will cause the device driver wizard to start, similar to the following picture. Ensure the "Install from a list or specific location (Advanced)" option and then click the "Next >" button to continue.



**3** When prompted for the location of the driver files, enter the location of the installation of the software followed by the path to the USB driver files. The default location for these driver files is "C:\Program Files\LogTag Recorders\LogTag Analyser\Drivers\USB Interface 2.0". You may use the "Browse..." button in the window that appears, similar to the following picture to help you locate the appropriate folder.

Hardware Update Wizard
Please choose your search and installation options.
⊙ Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable <u>m</u> edia (floppy, CD-ROM)
✓ Include this location in the search:
C:\Program Files\LogTag Recorders\LogTag Analys
O Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< <u>B</u> ack <u>N</u> ext > Cancel

**4** Once the driver files have been installed successfully you will see a window similar to the following picture. You may now connect and start using your USB Interface Cradle(s).



Note, if you see a window similar to the following picture appear during the installation of the USB driver files, you must click the "Continue Anyway" button for the USB driver files to successfully install.

Hardwar	re Installation
<u>.</u>	The software you are installing for this hardware: Universal Serial Bus controllers has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
	Continue Anyway

#### Manual USB driver installation on Windows 2000

To manually reinstall the USB driver files, for Windows 2000 computers, open the "Device Manager". The "Device Manager" can be started by opening the "System" icon, located in the Windows "Control Panel", selecting the "Hardware" tab in the "System Properties" window and then click the "Device Manager" button.

System Properties	<u>?</u> ×
General Network Identification Hardware User Profiles Advanced	
Hardware Wizard	
The Hardware wizard helps you install, uninstall, repair, unplug, eject, and configure your hardware.	
Hardware Wizard	
Device Manager	
The Device Manager lists all the hardware devices installed on your computer. Use the Device Manager to change the properties of any device.	
Driver <u>S</u> igning <u>D</u> evice Manager	1
Hardware Profiles	
Hardware profiles provide a way for you to set up and store different hardware configurations.	
Hardware <u>P</u> rofiles	
OK Cancel App	y.

1 Using the mouse (pointing device), click the right button to display the popup context menu, which will be similar to the following picture.



- **2** Select the "Properties..." option, using the left button on the mouse.
- **3** From the "USB Interface Properties" window that will appear, similar to the following picture, click the "Reinstall Driver..." button.

USB Interfac	e Properties			? ×
General	Driver			
$\diamond$	USB Interface			
	Device type:	Other devices		
	Manufacturer:	Unknown		
	Location:	USB Interface		
- Device This of	e status device is not confi <u>c</u>	gured correctly. (Co	ode 1)	
Tore	install the drivers fo	or this device, click	. Reinstall Driver.	Ţ
			Rejnstall Dri	ver
<u>D</u> evice (	usage:			
Use thi	s device (enable)			
			Close	Cancel

**4** The will device driver wizard will appear similar to the following picture, click the "Next >" button to continue.



**5** Ensure the "Search for a suitable driver for my device (recommended)" option is selected and click the "Next >" button to continue.

Found New Hardware Wizard	
Install Hardware Device Drivers A device driver is a software program that enables a hardware device to work with an operating system.	
This wizard will complete the installation for this device:	
A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.	
What do you want the wizard to do?	
<ul> <li>Search for a suitable driver for my device (recommended)</li> </ul>	
Display a list of the known drivers for this device so that I can choose a specific driver	
< <u>B</u> ack <u>N</u> ext > Cancel	

6 Ensure the "Specify a location" option is selected and click the "Next >" button to continue. It is best that the "Specify a location" option is the only one selected for the installation of the USB Interface Cradle driver files.

Found New Hardware Wizard	
Locate Driver Files Where do you want Windows to search for drive	er files?
Search for driver files for the following hardware	device:
The wizard searches for suitable drivers in its driv any of the following optional search locations tha To start the search, click Next. If you are search	ver database on your computer and in at you specify. ing on a floppy disk or CD-ROM drive,
Optional search locations: Floppy disk drives CD-ROM drives	
<ul> <li>□ Specify a location</li> <li>□ Microsoft Windows Update</li> </ul>	
	< <u>B</u> ack <u>N</u> ext > Cancel

7 When prompted for the location of the driver files, enter the location of the installation of the software followed by the path to the USB driver files. The default location for these driver files is "C:\Program Files\LogTag Recorders\LogTag Analyser\Drivers\USB Interface 2.0". You may use the "Browse..." button in the window that appears, similar to the following picture to help you locate the appropriate folder.



8 If you have chosen the correct folder that contains the driver files for the USB Interface Cradle, you will see a window similar to the following picture. Click the "Next >" button to install the driver files.

Upgrade Device Driver Wizard
Driver Files Search Results The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
USB Interface
Windows found a driver that is a closer match for this device than your current driver. To install the driver Windows found, click Next.
c:\program files\logtag recorders\logtag analyser\drivers\usb interface 2.0\ltag_usb.inf
< <u>B</u> ack ( <u>Next</u> > Cancel

**9** Once the driver files have been installed successfully you will see a window similar to the following picture. You may now connect and start using your USB Interface Cradle(s).



Note, if you see a window similar to the following picture appear during the installation of the USB driver files, you must click the "Continue Anyway" button for the USB driver files to successfully install.

Hardwar	re Installation
1	The software you are installing for this hardware: Universal Serial Bus controllers has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
	Continue Anyway

# Manual USB driver installation on Windows 98 or Me

To manually reinstall the USB driver files, for Windows 98 and Me computers, open the "System" icon in the Windows "Control Panel" and select the "Device Manager" tab.

**1** Select the "USB Interface" item that is listed in the "Other devices" group, similar to the following picture.

System Properties ? 🔀
General Device Manager Hardware Profiles Performance
View devices by type     View devices by connection
E Somputer CDROM Disk drives
Display adapters     Display disk controllers
Hard disk controllers     Keyboard     Hard disk controllers
Mouse     Mouse     Metwork adapters
Other devices     USB Interface     Ports (COM & LPT)
<ul> <li>Fors (contract r)</li> <li>Sound, video and game controllers</li> <li>System devices</li> <li>Output the state of the state</li></ul>
Properties Refresh Remove Print
Close Cancel

2 Click the "Properties" button to display the driver

USB Interface Properties	? ×
General Driver	N. 1
USB Interface	
Device type: Other devices	
Manufacturer: None specified.	
Hardware version: Not available	
Device status	
The drivers for this device are not installed (Code 28.).To reinstall the drivers for this device, click Reinstall Driver	
Rejnstall Driver	
Device usage	
Disable in this hardware profile	
Exists in all hardware profiles	
OK Can	cel

**3** Click the "Reinstall Driver" button to begin the device driver wizard. Click the "Next >" button to continue.

Update Device Driver W	/izard
	This wizard searches for updated drivers for:
	USB Interface
	A device driver is a software program that makes a hardware device work.
<b>*</b>	Upgrading to a newer version of a device driver may improve the performance of your hardware device or add functionality.
	< <u>B</u> ack Next> Cancel

**4** Ensure the "Search for a better driver than the one your device is using now. (Recommended)" option is selected and click the "Next >" button to continue.

Update Device Driver W	/izard
	<ul> <li>What do you want Windows to do?</li> <li>Search for a better driver than the one your device is using now. (Recommended)</li> <li>Display a list of all the drivers in a specific location, so you can select the driver you want.</li> </ul>
	< <u>B</u> ack Next > Cancel

5 When prompted for the location of the driver files, enter the location of the installation of the software followed by the path to the USB driver files. The default location for these driver files is "C:\Program Files\LogTag Recorders\LogTag Analyser\Drivers\USB Interface 2.0". You may use the "Browse..." button in the window that appears, similar to the following picture to help you locate the appropriate folder.

Update Device Driver W	/izard
	Windows will search for updated drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
	< <u>B</u> ack Next > Cancel

6 If you have chosen the correct folder that contains the driver files for the USB Interface Cradle, you will see a window similar to the following picture. Click the "Next >" button to install the driver files.

Update Device Driver W	/izard
	Windows driver file search for the device: USB Interface Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue. Location of driver: C:\PROGRA~1\LOGTAG~1\LOGTAG~2\DR
	< <u>B</u> ack Next> Cancel

**7** Once the driver files have been installed successfully you will see a window similar to the following picture. You may now connect and start using your USB Interface Cradle(s).



Note, if you see a window similar to the following picture appear during the installation of the USB driver files, you must click the "Continue Anyway" button for the USB driver files to successfully install.

Hardwa	re Installation
<u>.</u>	The software you are installing for this hardware: Universal Serial Bus controllers has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
	Continue Anyway