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.

The USB drivers included in the LogTag Analyzer installation program are Microsoft WHQL certified. They can also be downloaded through the Windows Update service. If USB Interface Cradles are connected prior to running the LogTag Analyzer installation program, Windows will attempt to install the drivers through Windows Update. If your computer is not connected to the internet, or you choose not to let Windows search for the driver online, you will need to manually update the drivers on your system.

It is strongly recommended that the software is installed prior to any USB Interface Cradles being connected to the computer.

The following sections will guide you through the steps necessary to determine whether or not a problem exists with the installation of the USB drivers for the USB Interface Cradle are installed correctly on the computer and, if necessary, how you can resolve a problem with the installation of the USB drivers.

In This Section

Checking the installation of the USB driver

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   Providing the LogTag Analyzer software has been already installed, 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.
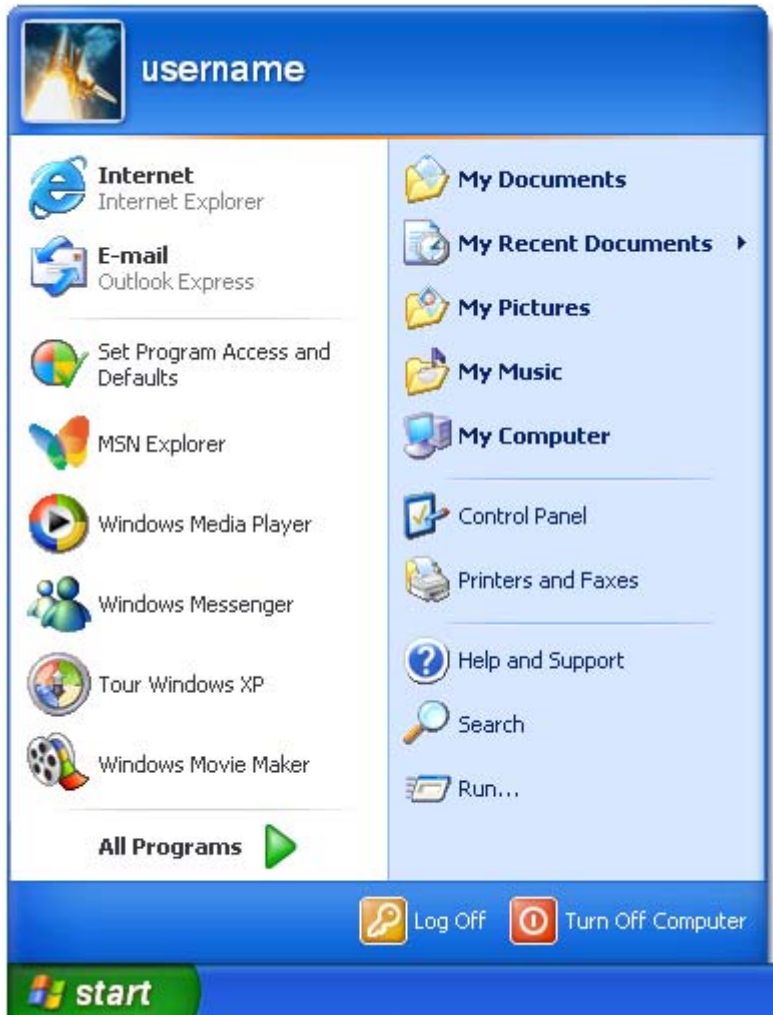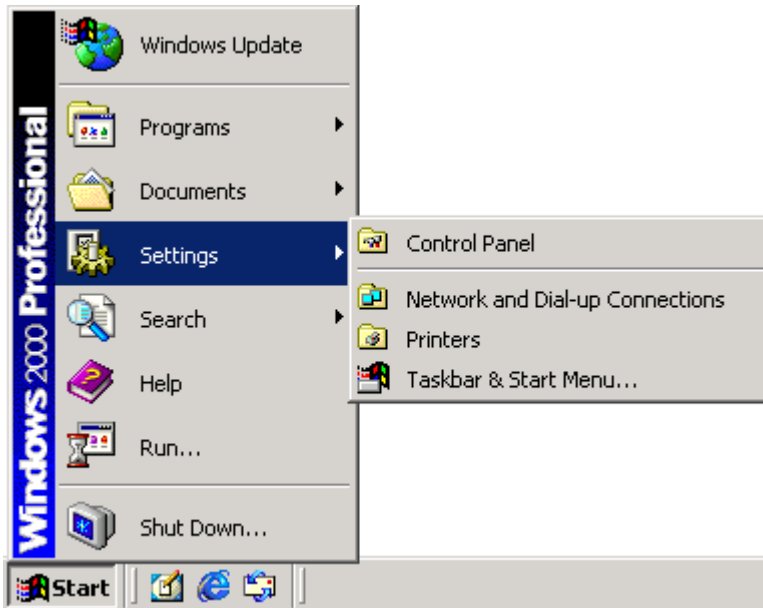

USB ports on the computer   USB Interface connector

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.

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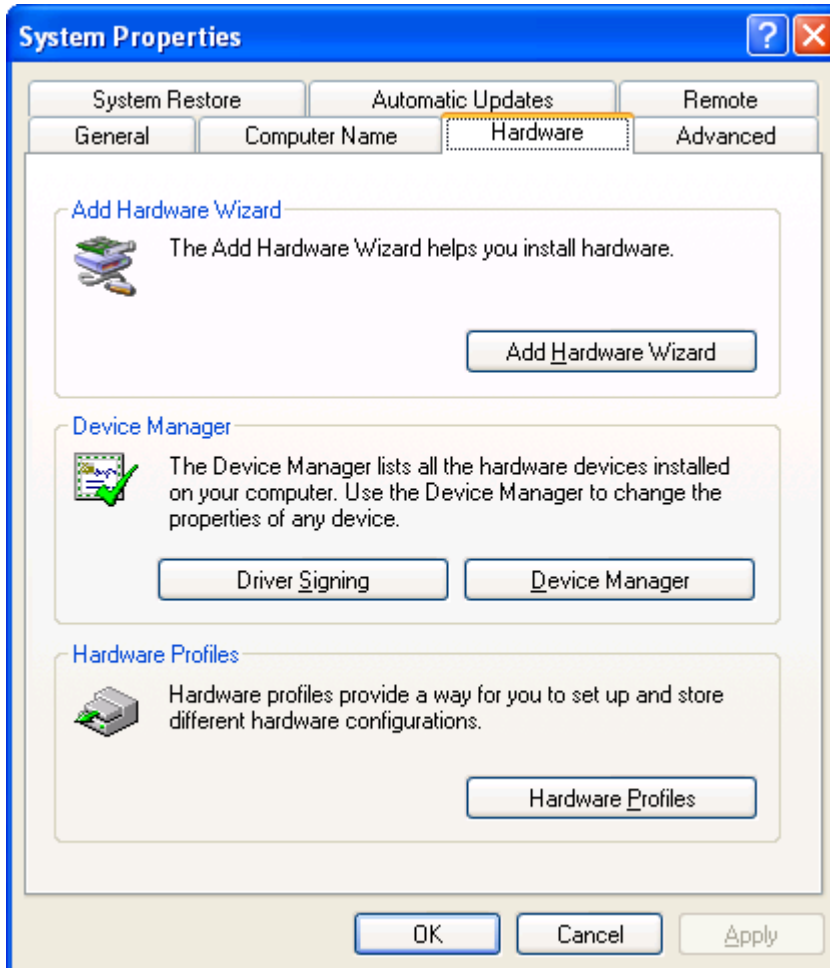
4 If your menu looks similar to the following picture, the "Control Panel" item is located within the "Settings" menu item.
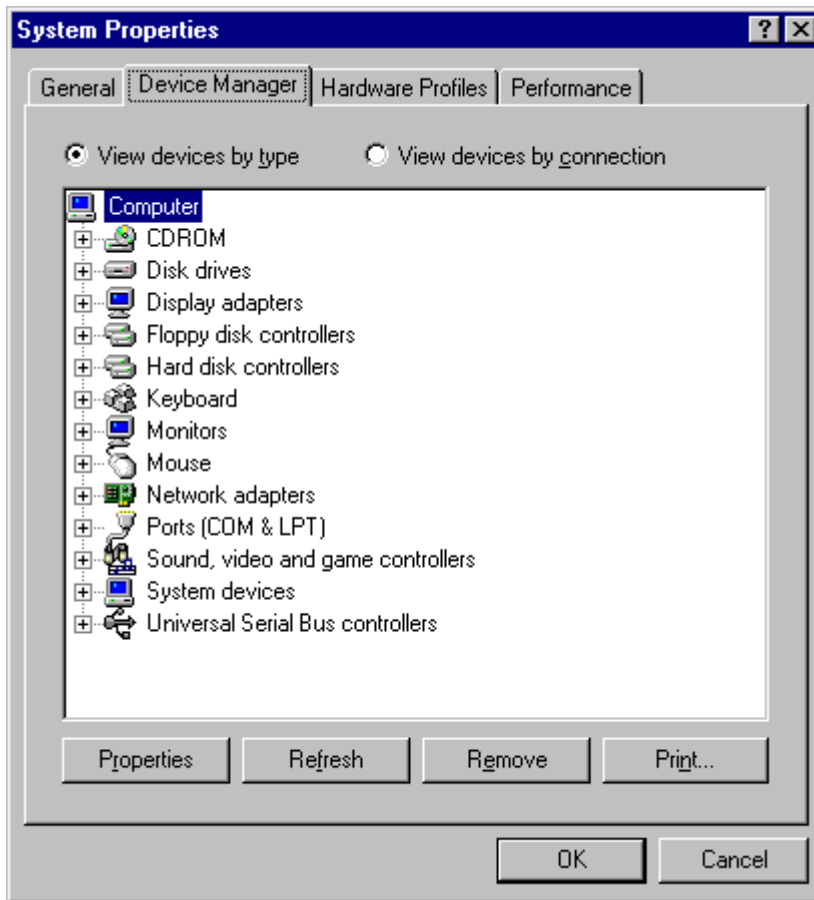

5 Within the "Control Panel" window there is a "System" icon. For Windows XP users, you may need to "Switch to Classic View" to locate the "System" icon quickly. Start (open) the "System" icon once you have located it.
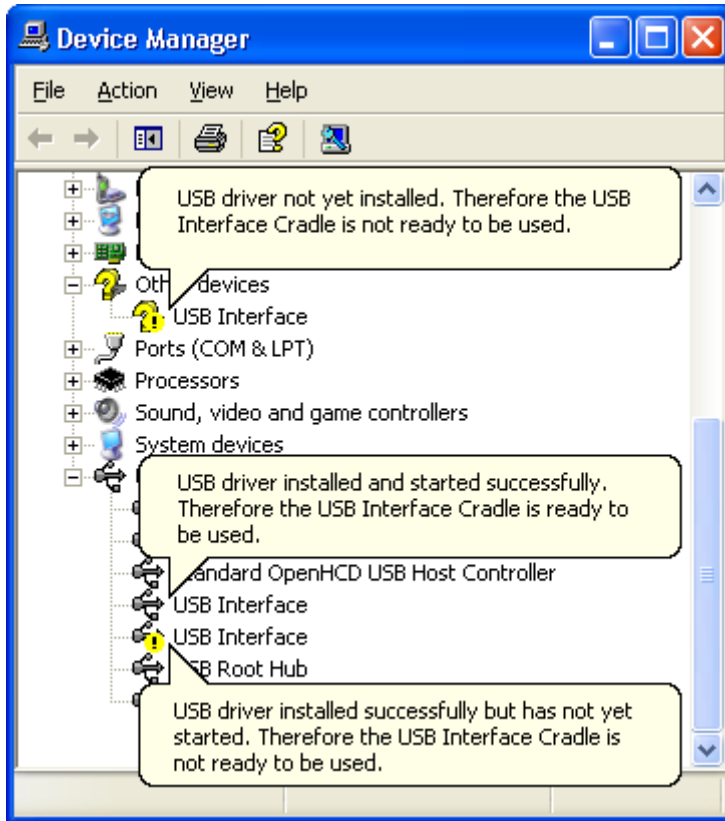
6 If your system properties looks similar to the following picture, click the "Hardware" tab followed by the "Device Manager" button to open a view of the devices that have and have not been successfully installed on the computer.

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.

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, indicated by the "USB Interface" entry appearing in the device manager with either the 🔧 or the 🔧 picture, 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. This set of USB drivers was first released with the LogTag Analyzer software version 1.7. 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

You can install the USB drivers by re-installing the LogTag Analyzer software :

1 Unplug all USB Interface Cradle(s) connected to the computer and/or connected to a USB hub connected to the computer.

2 Start the Windows "Control Panel"

3 Within the "Control Panel" window there is an icon which allows you to un-install or change already installed programs:

- In Windows 2000 this is called   "Add/Remove Programs" and looks like this:

Add/Remove
Programs

- In Windows XP it is called "Add or Remove Programs" and looks like this:

Add or
Remove
Programs

- In Windows VISTA it is called "Programs and Features"   and looks like this:
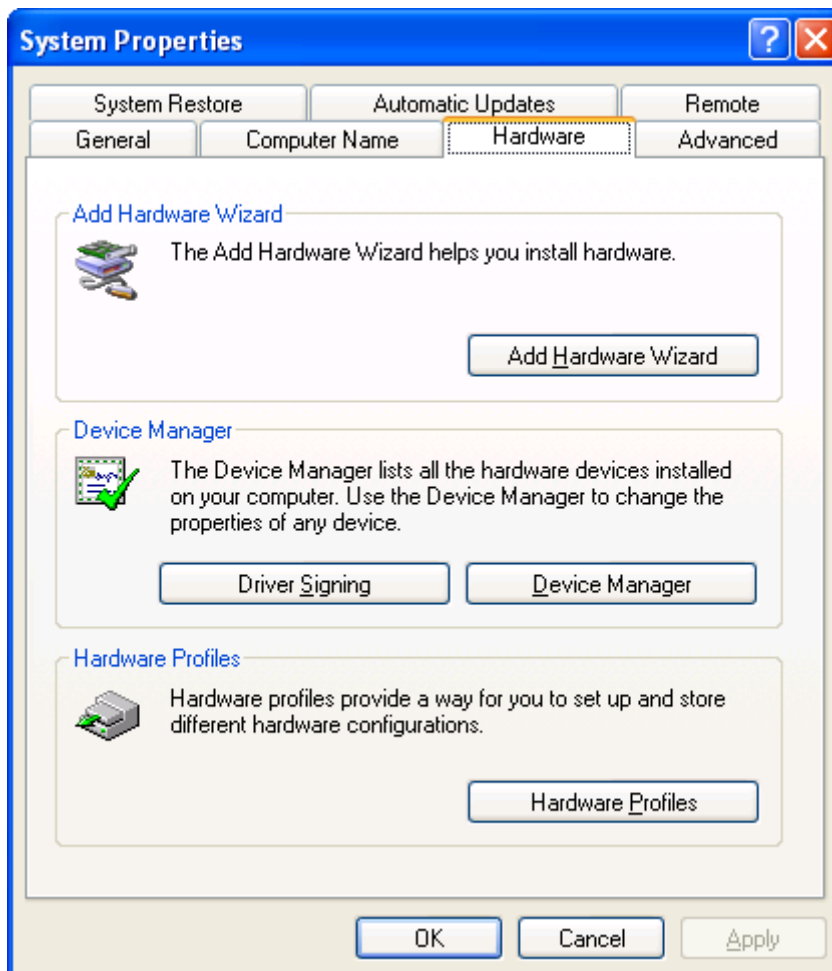
Programs
and Features

Windows XP and Windows Vista users may need to "Switch to Classic View" to locate this icon quickly.

Start (open) the "Add or Remove Programs" icon once you have located it.

4 Locate the "LogTag Analyzer" entry and click the "Change" 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.

Manual USB driver installation on Windows XP

To manually update 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.

1 Using the mouse (pointing device), click the right button to display the popup context menu, which will be similar to the following picture.
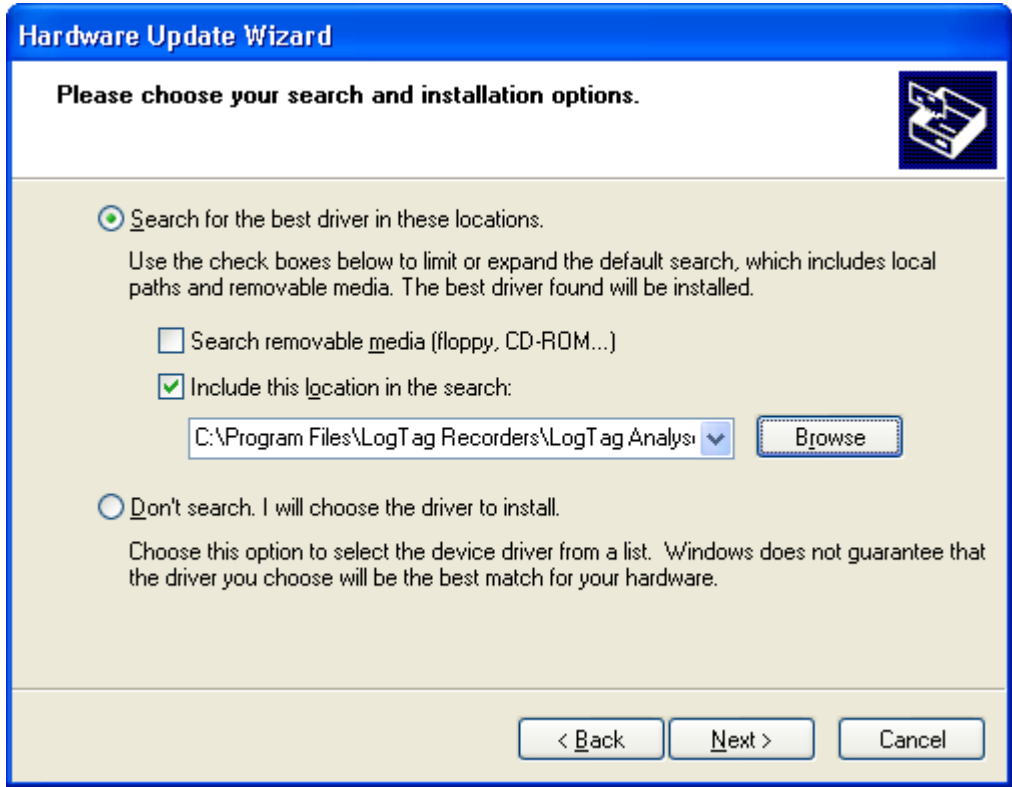
2 Select the "Update Driver..." option, using the left button on the mouse, which will cause the device driver wizard to start, similar to the following picture.

You can either let Windows search and download the USB driver online from Windows Update, or select the "Install from a list or specific location (Advanced)". Click the "Next >" button to continue.
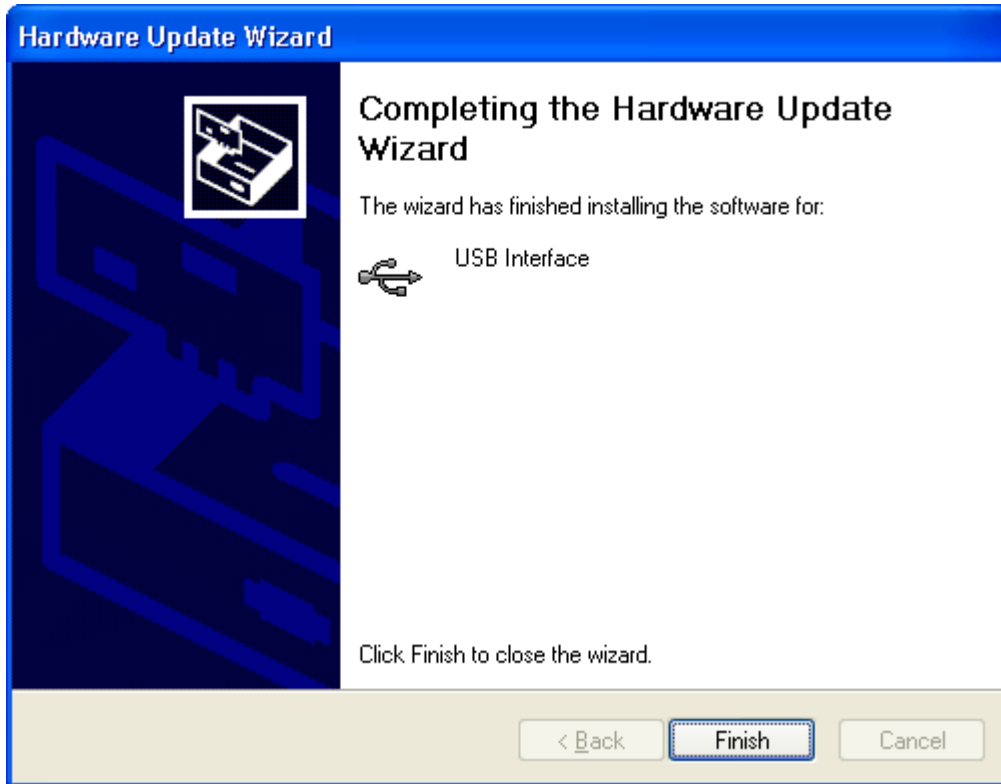
3 When prompted for the location of the driver files, enter the location of the installation of the software followed by the path to the USB driver files. The default location for

these driver files is "C:\Program Files\LogTag Recorders\LogTag
Analyzer\Drivers\i386" ("C:\Program Files\LogTag Recorders\LogTag
Analyzer\Drivers\amd64" for 64-bit Windows systems). You may use the "Browse..."
button in the window that appears, similar to the following picture to help you locate
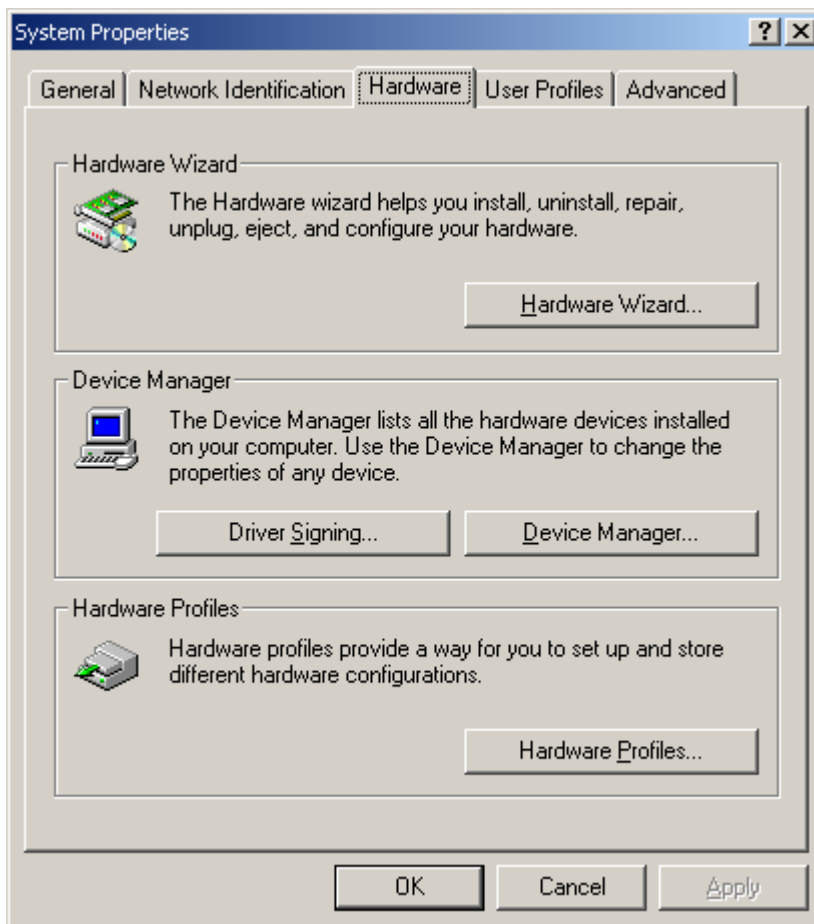the appropriate folder.

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).
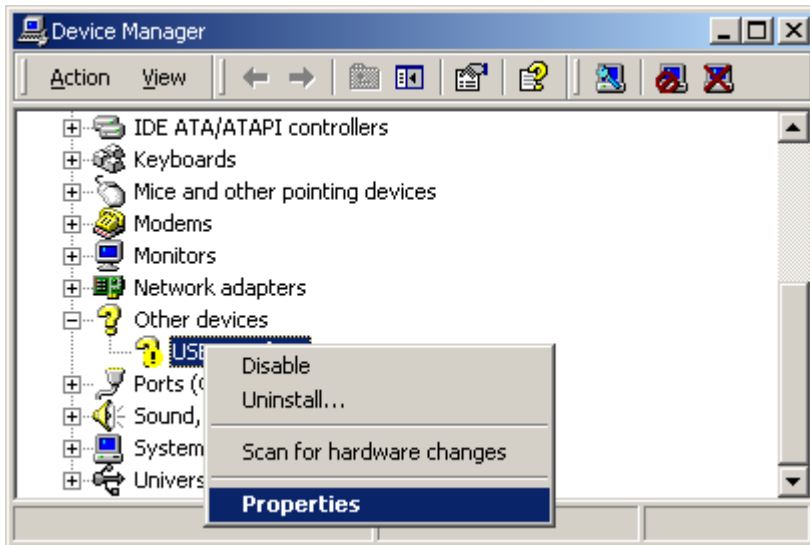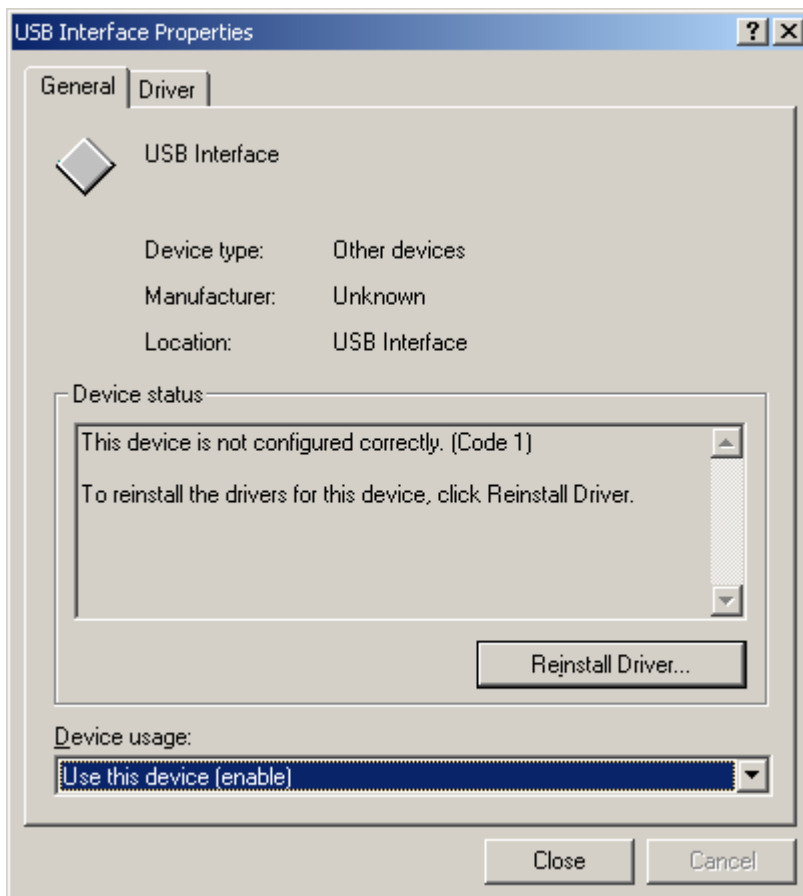
Manual USB driver installation on Windows 2000

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.

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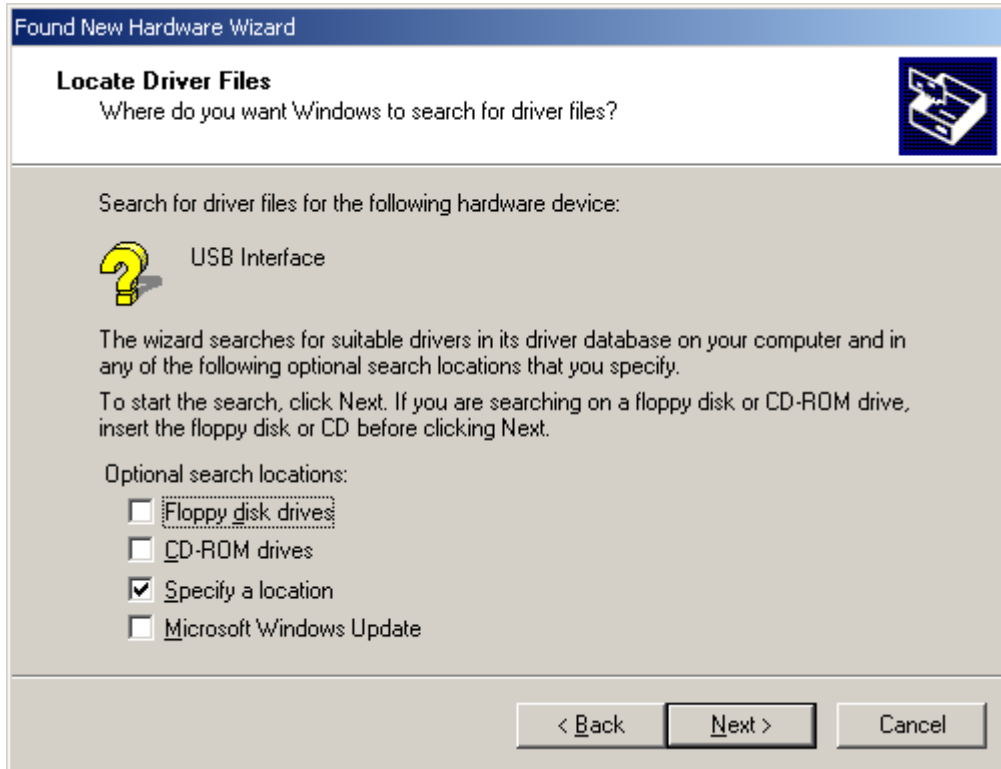
4 The will device driver wizard will appear similar to the following picture, click the "Next >" button to continue.
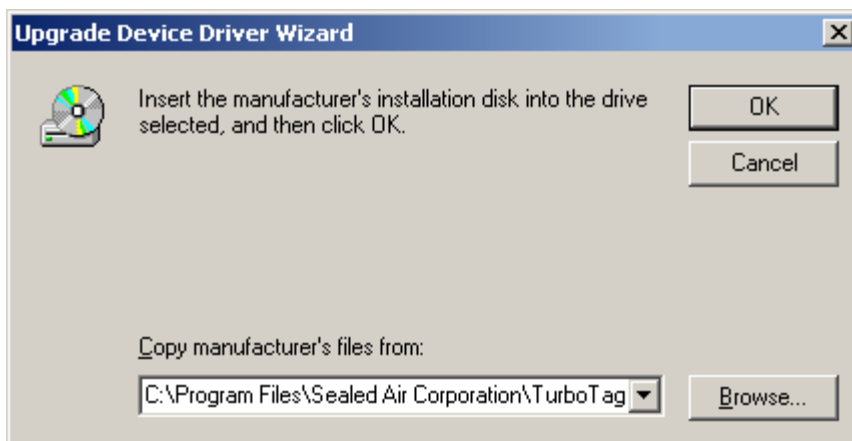

5 Ensure the "Search for a suitable driver for my device (recommended)" option is selected and click the "Next >" button to continue.

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.

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 Analyzer\Drivers\i386". 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.

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).