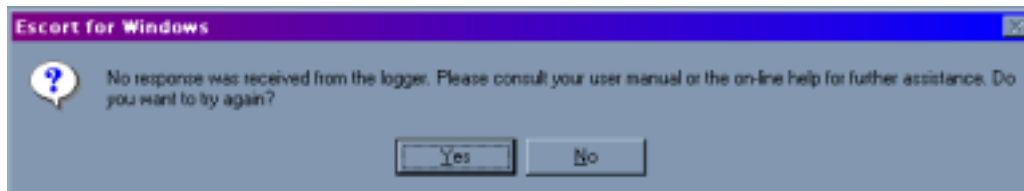


Troubleshooting Guide - Part 1

How to correct initial communications problems.

As with all devices that require communication with a PC, you may encounter problems when you first set up your logging system. The most common error message you will encounter with ESCORT Junior products is the following:



It means that the software has tried to communicate with the logger, but has not managed to receive any response. Following is a list of the most common reasons why you could receive this message, and the action required to resolve the problem.

- 1. The Communication Settings in the software are wrong:**
The ESCORT software can use all available external COM ports on a computer. Before you can communicate to a logger, you must ensure that you select the correct communications port in the "Options" – "Communications..." dialog, or have the "Autodetect" feature enabled.
- 2. The logger is not sitting in the interface correctly.**
Please make sure the logger is placed firmly on the interface, and that the two gold contacts on the logger line up with the two gold contacts on the interface. Some loggers – like the Autoclave logger- require an adapter to be used with the interface. If using such adapter, ensure that the gold contacts on the adapter line up with the gold contacts on the interface, and that the logger has the right orientation as shown in the documentation that can with the adapter.
- 3. The interface is not connected to the computer properly.**
You would not believe how many times this is the actual fault, even if you know you have plugged the DB9 plug into the socket it does pay to pull it out and push it back in just to make sure. Make sure the connection is OK, by using the two security screws provided to fasten the DB9 plug to the socket.
- 4. The logger's contacts are dirty.**
There could be a foreign substance on the interface and/or logger contacts preventing reliable contact. See *Cleaning Contacts* in the *Maintenance* chapter in the Software User manual for further information.
- 5. The logger has a flat battery.**
The battery in the logger is a high quality Lithium battery, and should last between 12 and 24 months, depending on logger type and use. Replace any flat batteries immediately to prevent leakage and further damage to the logger. Use only a 3.6V, ½ AA cell from a reputable manufacturer.
- 6. There is a hardware conflict.**
Another serial device, for example an internal fax/modem, is sharing the same serial port. You may need to have detailed computer knowledge to find such a problem, or leave it to your computer support staff to find conflicting address space and/or conflicting interrupt request (IRQ) lines.
- 7. Incorrect communication port configuration.**
Similarly, communication errors resulting from incorrect COM port configurations are also hard to find. Please refer to your operating system's manual for instructions how to re-install your serial port, or check with your computer vendor to ensure your ports are configured and functioning correctly.

It is unlikely, but above may not have resolved your problem. You may have a faulty software installation, or in fact a faulty data logger or interface. To assist in determining which one is the cause of the problem do following steps, if you can not resolve the problem, please complete the websites help form found in the support area, and we will assist you as best as we can.

- Close the ESCORT for Windows software, if it is still running, uninstall it, and re-install it. This will delete any corrupted files. It will not delete any of your data files.
- Does the logger beep or flash any LED's when attempting to program, list or scan the logger? If yes, the software is likely to work properly, but there may be a problem with the Interface or logger, if no, you will need to find out more about the problem.
- Try another logger. Does it exhibit the same problem? If it does, there may be a problem with your interface. If a different logger communicates you need to check the original logger that doesn't. It may have an empty battery, may need cleaning, or in fact may have corrupt configuration data, possibly as a result of the electronics being subjected to an excessive electrostatic discharge or exposure to high EM fields. In this case the logger may require servicing.
- Try another interface. If the problem disappears, you have a faulty interface, you may have to clean it, check its pins and connectors, possibly you need to replace it.
- If you have another computer, try installing the software there. Does it exhibit the same problem? If it does, some of your hardware may be faulty.
- If you successfully worked with loggers before, and a logger suddenly stops working, you need to find out if this logger ever been successfully programmed and/or listed on this system? If yes, you need to determine what has changed with the computer since the logger stopped working. Was a new network card, new printer or mouse driver update installed? If so, what has changed? Was other software installed that could block the use of the serial port, if so, which.
- If you successfully worked with loggers before, upgraded to a new computer, and your logger does not communicate any longer, please make sure that all your communication settings are correct, and also check that no other serial devices (for example mouse, modem etc) try to access the serial port at the same time as the ESCORT software. You may also require a Serial Port Adapter (see below). Also check that your logger is still working on a different PC.
- You may upgrade your computer, and find that you will need a Serial Port Adapter to communicate. Some of the latest PC's can incorporate communications hardware (COM ports), which implement the RS232 specifications differently to the previous generations of computers, usually to reduce costs, heat and EM fields. The ESCORT Junior requires certain signal levels to communicate. We have therefore developed the Serial Port Adapter, which corrects some of the signal levels to allow successful communication even to PC's with such COM ports. You may experience "no reply" messages, but more likely faulty data are reported to the software like completely wrong serial numbers, wrong temperature ranges or a wrong logger type. If the same software/logger/interface combination operates successfully on another PC, you most likely require a Serial Port Adapter.
- If your software communicates with older loggers, but not with newer ones, it is very likely that the version of software that you are using is not aware of the new features included in your new loggers. The Escort product range is continually being improved upon and new variations are continually being created. Contact your local distributor to obtain the latest version of the software that will communicate with the new logger, or download the latest copy from our web-site at <http://www.escortdls.com>.