

USB2XX Troubleshooting Guide



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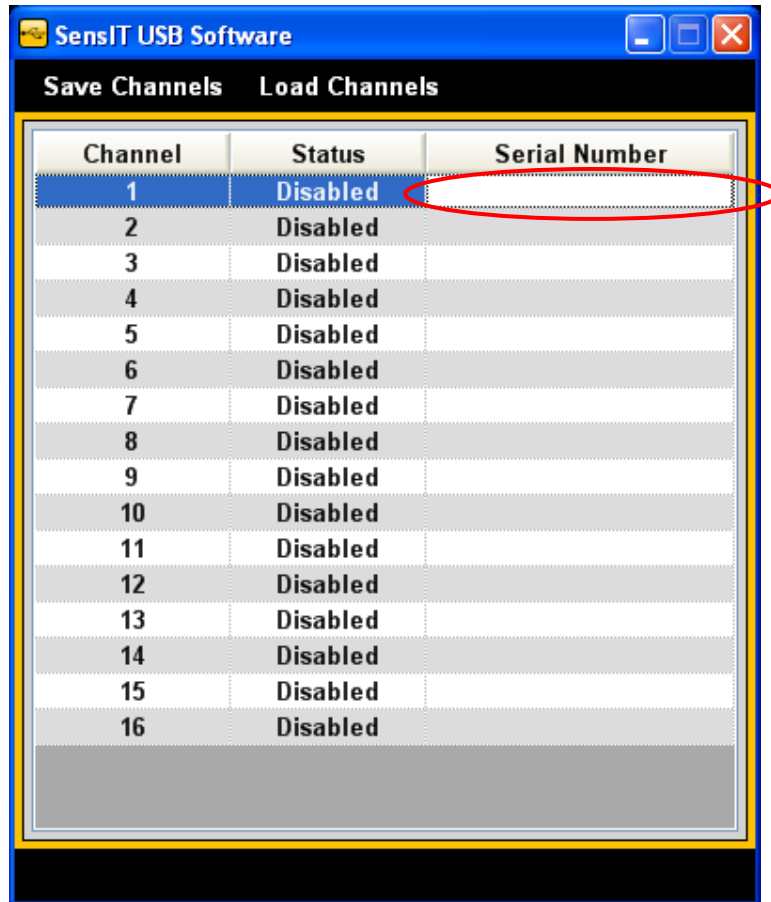
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1. How come the serial number does not show up?

If there is no serial number in the pull down menu when starting the software, check the following points below to troubleshoot the USB kit.



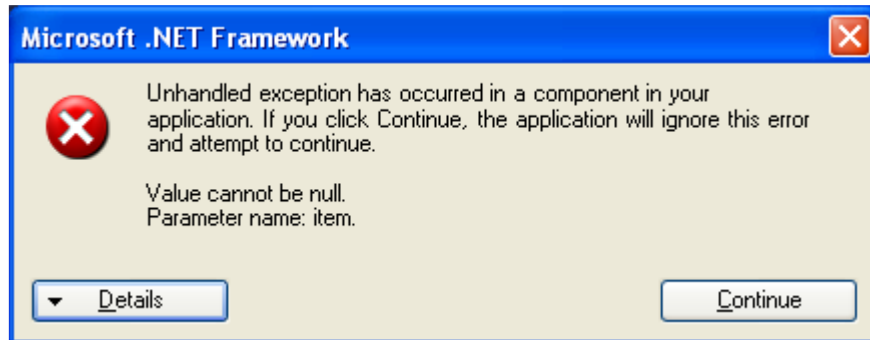
- a. **Was the software opened before the blue LED blinked slowly?**

The calibration/initialization process occurs when the blue LED blinks rapidly during initial plug in of the USB kit. The serial number will not be displayed in the start up screen if the software is opened during this time. It can only be opened when the blue LED starts to blink slowly. This signifies that the calibration/initialization process has been completed.
- b. **Are all three LED's lit when plugging in the USB?**

The green LED signifies that the USB kit is properly powered through the USB port. The red LED signifies that there is a USB connection between the USB kit and the computer. The blue LED signifies that the microprocessor is operating properly. Make sure the USB kit is plugged securely in the USB port. If all three LED's are not lit when plugging in the USB then the software will not initialize properly.

2. Why am I getting the error: Value cannot be null?

If the error message shown below is displayed when starting the USB software, check the following points below to troubleshoot the USB kit.

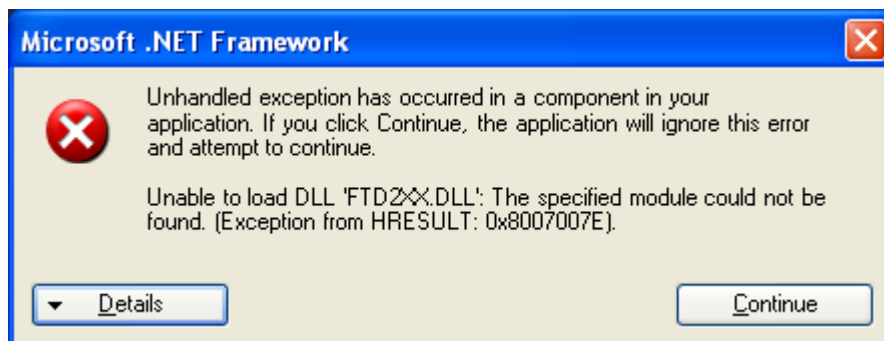


a. Was the software opened before the blue LED blinked slowly?

The calibration/initialization process occurs when the blue LED blinks rapidly during initial plug in of the USB kit. The error message may be displayed if the software is opened during this time. It can only be opened when the blue LED starts to blink slowly. This signifies that the calibration/initialization process has been completed.

3. Why am I getting the error: Unable to load DLL?

If the error message shown below is displayed when starting the USB software, check the following points below to troubleshoot the USB kit.



a. Were the drivers installed correctly?

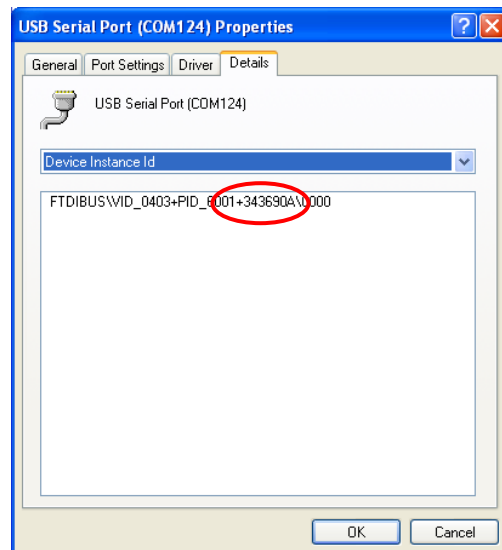
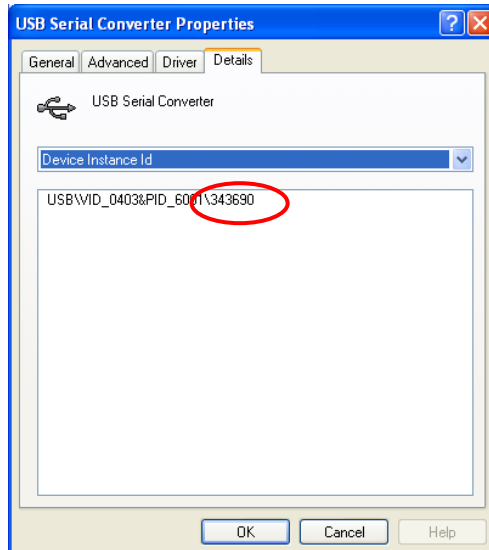
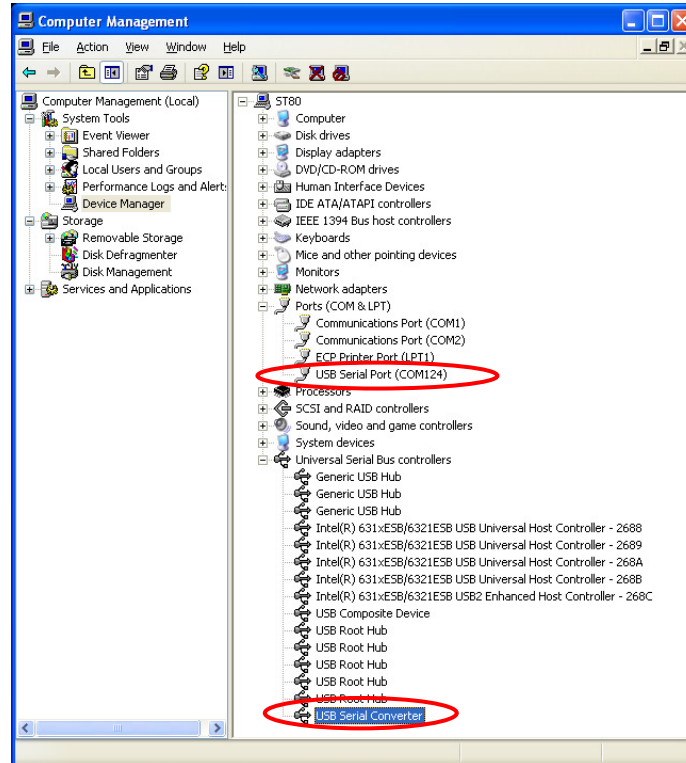
If the drivers were not installed or installed incorrectly the error message above may be displayed. Reinstall the drivers and restart the software.

The latest drivers can be found on the FTDI website:

<http://www.ftdichip.com/Drivers/D2XX.htm>.

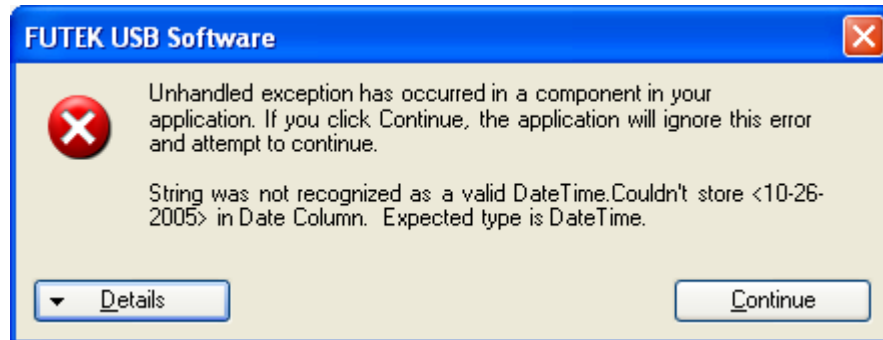
b. Does the USB kit show up in the Device Manager section of the Computer Management?

If the drivers are installed correctly then the USB kit should be displayed in two different sections of the Device Manager of the Computer Management (see figures below). The serial numbers can be checked in both locations in the properties. Right click, go to Properties, and select the Details tab. The serial numbers are also shown in the figures below.



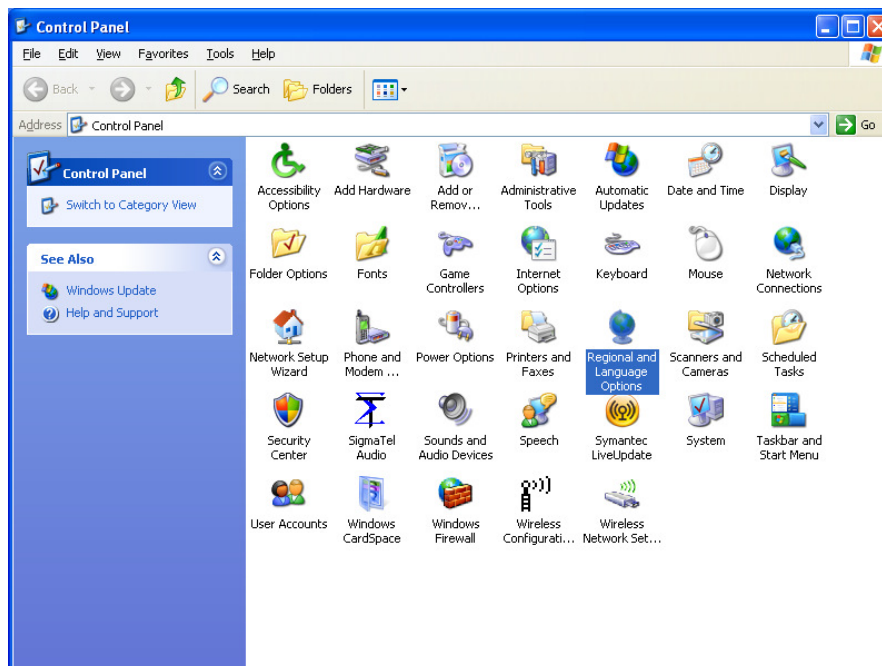
4. Why am I getting an error about a valid Date Time?

The format of the data exported from the USB software into Excel is Month/Day/Year. The error will occur if the format of the date is not correct.

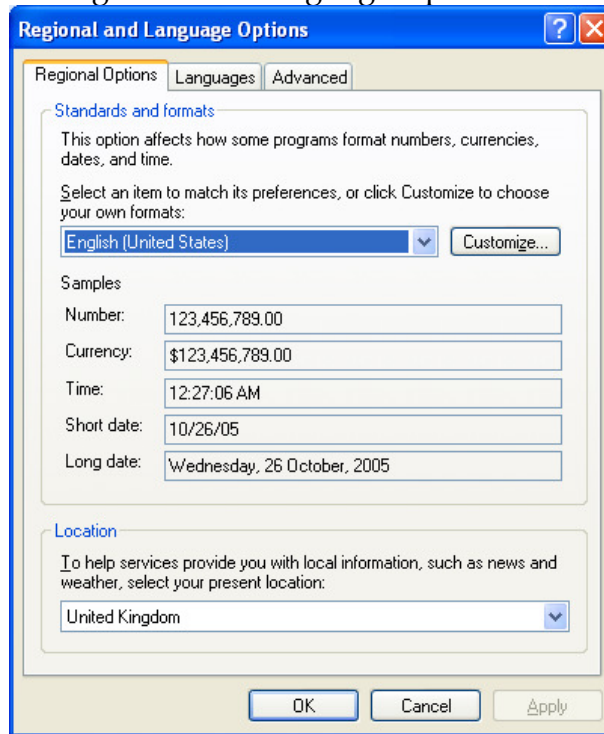


You can change the format of the date in the Control Panel.

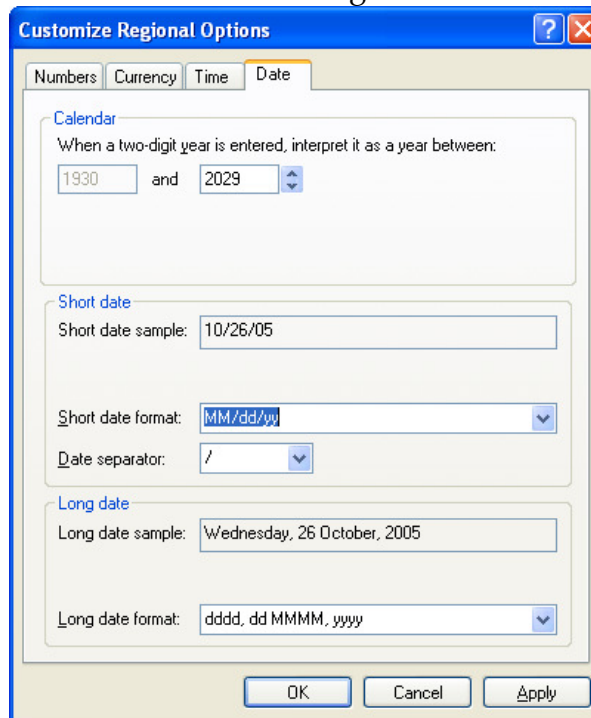
i. Go to Control Panel



ii. Click on Regional and Language Options



iii. Click on Customize and change the Short date format to MM/dd/yy

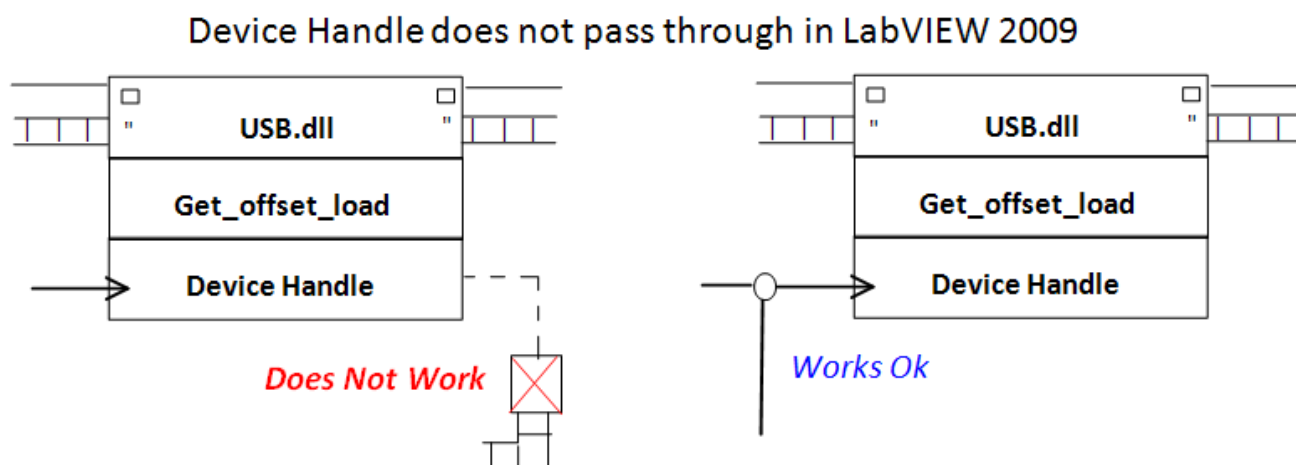


5. Everything installed correctly. What else could be wrong?

If the software has been installed correctly following the [Software Installation Guide](#) and the USB kit still is not being recognized, all it may take is a computer restart.

6. Why doesn't the LabVIEW example work with LabVIEW 2009?

The LabVIEW example was developed in LabVIEW Version 7.1. Below is an image on how to make the LabVIEW 7.1 example work with LabVIEW 2009.

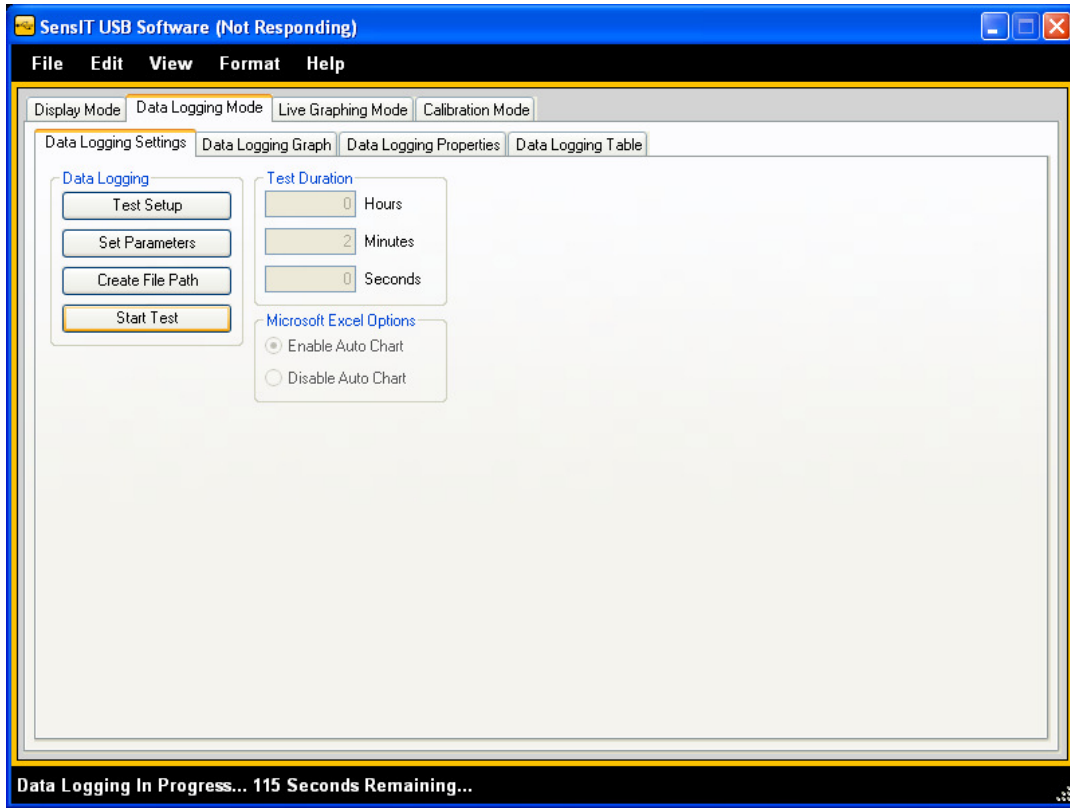


7. Why doesn't ASCII output work?

If the USB kit has been previously used with the SensIT USB Software then it needs to be unplugged and then plugged back in so it can restart before it can be used for ASCII output.

8. Why is my software "Not Responding" when I perform a data logging test?

When the SensIT USB software is in Data Logging Mode all of the computer resources are being used to take readings from the USB device. As a result, the software screen does not get updated, and will appear as if it is "Not Responding" (see image below), which is normal. The data logging test will continue to run in the background for the time originally specified, and will display the results in the USB software at the end of the specified time.



If you do need to contact FUTEK Technical Support regarding your SensIT USB Software issue have the following information available to expedite your solution when you describe the issue.

1. The version of the USB software you are using and if it is a full or limited version.
Ex. USB Software 2.0.0.0 Full Version
2. What operating system and version of Excel you are using and in what language.
Ex. Windows XP 32-bit with Microsoft Excel 2000. English language.
3. Description of what you were trying to perform in the SensIT USB Software and when you received the error. Such as at the beginning of a test or at the end.
4. The parameters of any test you were trying to perform.

Also, if you are able to send the following it would be of great help

- ✓ A full copy of any error messages you are receiving.
- ✓ A full copy of the USB device parameters from ADDITIONAL INFORMATION in the HELP menu (see image below). Both can be sent by email.

Property Type	Property Name	Property Value
Software	Channel Number	1
Software	Display Mode	Tracking
Software	Tare Value	0
Software	Decimal Format	0.000
Software	Conversion Units	mV/V
Software	Linearization Mode	False
Software	Global Mode	False

Firmware	Sensor Identification Number	343690
Firmware	Type of Board	USB210
Firmware	Hardware Version	001
Firmware	Firmware Version	003
Firmware	Firmware Year	2010
Firmware	Firmware Month	April
Firmware	Number of Loading Points	1
Firmware	Unit Code	mV/V
Firmware	Decimal Point	0
Firmware	Direction 1	Compression
Firmware	Offset Load	0 mV/V
Firmware	FullScale Load	2 mV/V
Firmware	Offset Value	-21
Firmware	FullScale Value	33527
Firmware	ADC PGA Setting	Gain = 1
Firmware	ADC Sampling Rate Setting	1000 Samples Per Second
Firmware	Average Mode	Disable Average
Firmware	Average Setting	N/A