Application Note AN153: Troubleshooting GasLab[®] Driver Installation

Solution works for GasLab, DAS, and most USB-connected products

Introduction

If you cannot communicate between your sensor module or CO2 meter and the GasLab[®] Software on your computer, the problem may be caused by Windows not recognizing the correct drivers needed to create a chain from USB -> FTDI - > UART in order to communicate with the device. The drivers create a virtual COM port. If the device is plugged in before GasLab is installed, the correct drivers will not be found, even if GasLab is installed later.

The solution is to uninstall the old (usually incorrect) drivers manually, install GasLab if it is not already installed, then plug your USB cable in and let the drivers automatically install themselves using the instructions exactly as noted below.

Verify you are running Windows XP/7/8/10 with Microsoft .NET framework. Otherwise, this solution will not work.

Instructions



- 1. Close the GasLab[®] software if already installed and any programs that are not required.
- 2. Connect the sensor or device to the USB port on your computer.

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Control Panel + All	Control Panel Items 🔸		🗸 🍫 Sear	rch Control Panel	Q
Adjust your computer's setting	gs		,	/iew by: Small icons *	•
陀 Action Center	🔯 Administrative Tools	🖬 AutoPlay	🍓 Backup and Restore		
💶 Color Management	Credential Manager	💾 Date and Time	🛞 Default Programs		
🐼 Dell Audio	👪 Dell Client System Update	📑 Desktop Gadgets	🚔 Device Manager		
na Devices and Printers	💻 Display	🕒 Ease of Access Center	🖌 Flash Player (32-bit)		
🔓 Folder Options	💦 Fonts	🔠 Getting Started	🝓 HomeGroup		
🚨 Indexing Options	📳 Intel(R) HD Graphics	😒 Internet Options	🛓 Java		
🕮 Keyboard	Location and Other Sensors	3 Mail	Mouse		
👫 Network and Sharing Center	🔜 Notification Area Icons	Performance Information and Tools	Personalization		
🛄 Phone and Modem	Power Options	🧱 Programs and Features	Precovery		
🔗 Region and Language	🐻 RemoteApp and Desktop Connections	Sound	Speech Recognition		
🔞 Sync Center	🕎 System	🛄 Taskbar and Start Menu	📧 Troubleshooting		
🍇 User Accounts	💐 Windows Anytime Upgrade	📑 Windows CardSpace	🕍 Windows Defender		
🔗 Windows Firewall	🖑 Windows Update				

3. Open the "Control Panel" on your computer.

4. Open the "Device Manager".



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🚔 Device Manager	
File Action View Help	
 NJ-G86WV02 Computer Disk drives Display adapters DVD/CD-ROM drives Human Interface Devices Human Interface Devices IDE ATA/ATAPI controllers Imaging devices Keyboards Mice and other pointing devices Monitors Network adapter Ports (COM & LPT) USB Serial Port (COM26) Frocessors Sound, video and game controllers System devices Universal Serial Bus controllers 	

5. Find "Ports (COM & LPT)" and expand to see all communication Ports.

6. Open the Communication Port that is connected to the sensor.

USB Serial Port (COM26) Properties				
General Port Settings Dri	ver Details			
USB Serial Port (COM26)				
Driver Provider:	FTDI			
Driver Date:	1/22/2016			
Driver Version:	2.12.14.0			
Digital Signer:	Microsoft Windows Hardware Compatibility Publisher			
Driver Dataila				

7. In the "Communication Port Properties" window, select the "Driver" tab.

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- 8. Select "Uninstall" and select OK. DO NOT click the box to delete the drivers.
- 9. Unplug the USB cable from the computer.

NOTE: If you have not yet installed GasLab, do so now. Follow the on-screen instructions and skip the remaining steps below.

- 10. If Gaslab is already installed, wait at least 10 seconds, and plug it back in.
- 11. Make sure the sensor is connected to the USB port and is powered. Wait until the computer screen says, "Device ready..."



12. Restart GasLab software and allow it to acquire drivers and begin communication with the sensor or device.

NOTE: If communications to the sensor module or device is not restored, in our experience one or more of the steps above was missed. Please repeat the above process again. If you are still unable to communicate with your device, contact Support@CO2Meter.com