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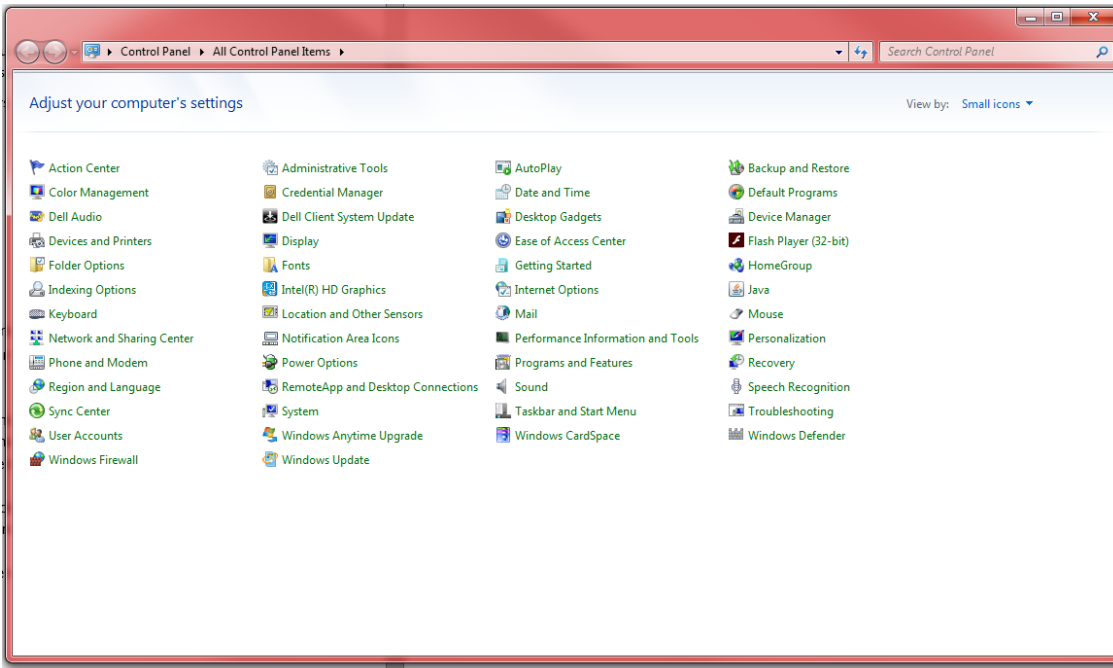
The solution is to uninstall the old (usually incorrect) drivers manually, install GasLab if it is not already installed, then plug your USB cable in and let the drivers automatically install themselves using the instructions exactly as noted below.

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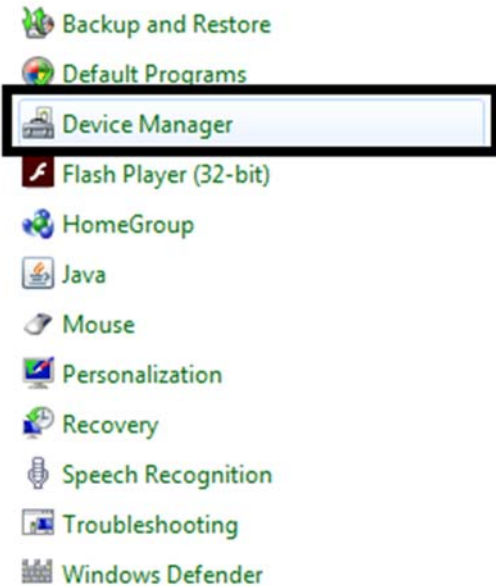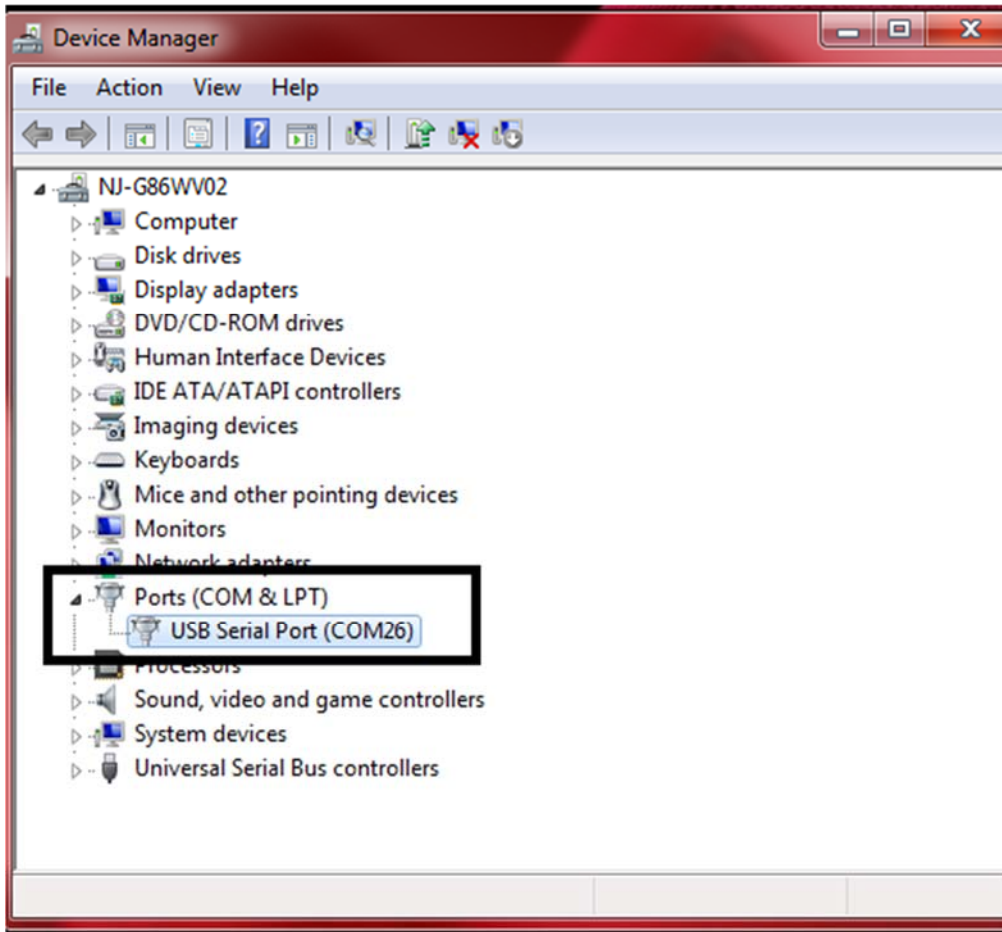
## Instructions



1. Close the GasLab® software if already installed and any programs that are not required.

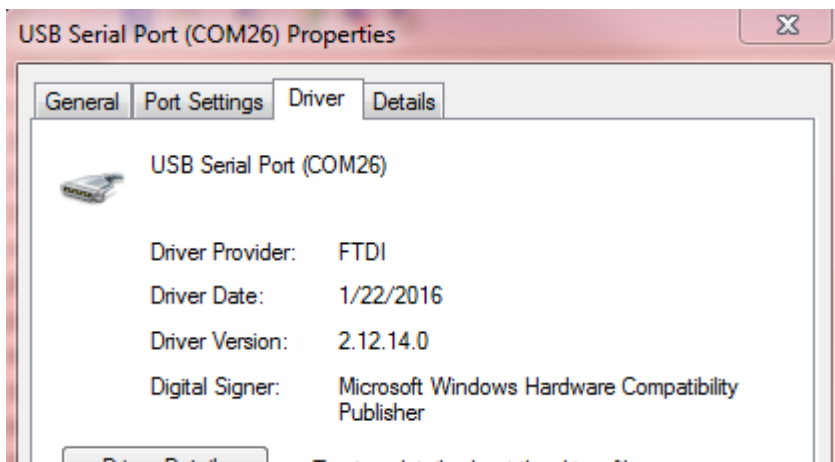2. Connect the sensor or device to the USB port on your computer.

3. Open the "Control Panel" on your computer.
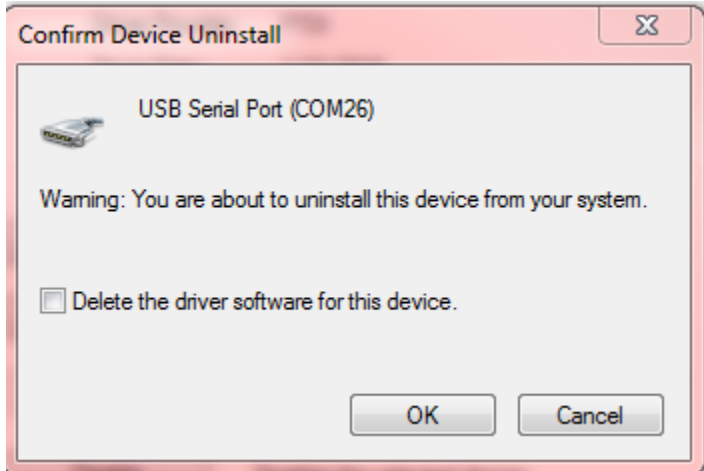
4. Open the "Device Manager".

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

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



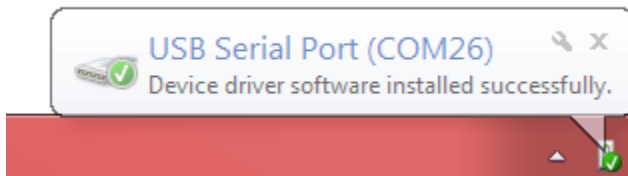7. In the "Communication Port Properties" window, select the "Driver" tab.

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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**