Troubleshooting USB to Serial Cable installation.

After installing a USB to Serial adapter cable, if either of the error messages shown in Figure 1 appear when:
1) Clicking on the USB-COM icon in the Odyssey Software.
2) Selecting the 'Auto Detect Port' option.
Please follow this document for guidance:

Figure 1.

Port Not Exist Error

Selected communication port does not exist with this system.

OK

Failed To Auto Detect

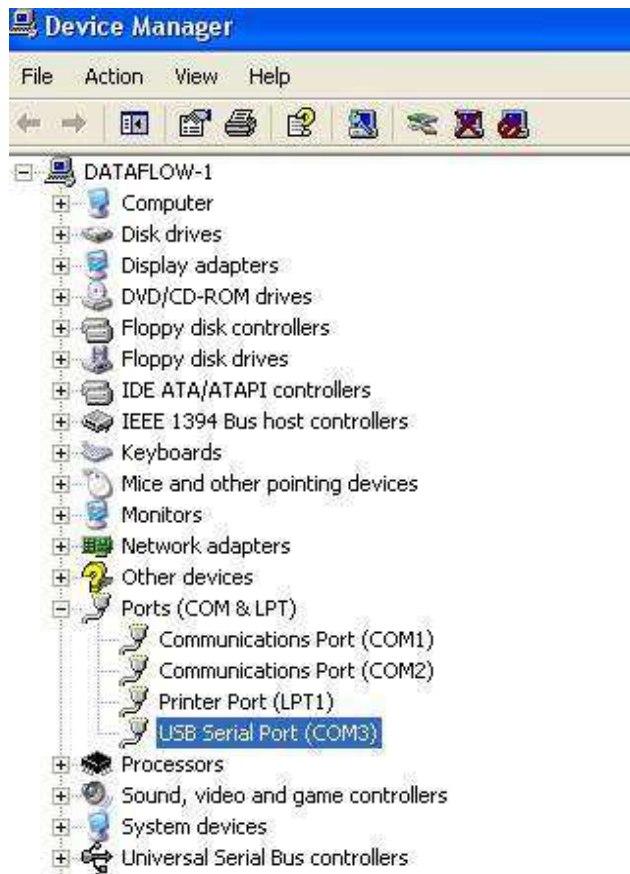System failed to auto detect logger communication port.

OK

Checking the USB to Serial cable driver installation.

The following procedure will help you to check the cable installation under Microsoft Windows operating systems.

Windows Xp.

1. Click Start→Control Panel-→System→Hardware→Device Manager.
2. List the ports by clicking the + symbol besides Ports (COM & LPT).
A properly installed USB to Serial cable will be listed as shown in the Figure 2.

Figure 2.

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Windows 7 and Vista.

1. Start→Control Panel→System→Device Manager.
2. List the ports by clicking the symbol besides Ports (COM & LPT).

A properly installed USB-Serial cable will be listed as shown in the Figure 3.

Figure 3.

```
▷ 🔋 Batteries
▷ 💻 Computer
▷ 💾 Disk drives
▷ 🖥 Display adapters
▷ 📀 DVD/CD-ROM drives
▷ 🎮 IDE ATA/ATAPI controllers
▷ 📷 Imaging devices
▷ ⌨ Keyboards
▷ 🖱 Mice and other pointing devices
▷ 🖥 Monitors
▷ 📶 Network adapters
▲ 🖧 Ports (COM & LPT)
     🖧 USB Serial Port (COM3)
▷ 🖥 Processors
▷ 🔊 Sound, video and game controllers
▷ 🖥 System devices
▷ 🔌 Universal Serial Bus controllers
```

If there is a yellow symbol 🟡 (Windows Xp) or 🟡 (Windows 7) besides the USB Serial Port (COMX) then the cable is not installed properly. Please uninstall the driver by double clicking the FTClean.exe file in the folder D:\USB 2.0 to RS232 Cable\Driver\FTClean (D-refers to the CD-Rom).

The USB to Serial Cable is still not working after installing the driver properly.

The device manager shows the COM port number assigned to the adapter cable.
In some computers or laptops the USB–to-serial adapter cable won't work even though everything appears to have installed correctly. This is due to the fact that computers will only scan a limited number of COM ports and the COM port number assigned to the adapter cable may be too high for the computer to recognize it.
For instance, it is possible that a computer has a limitation of scanning the first three or four COM ports. If the adapter is installed on COM5 a device with such a limitation will not work until the COM port is reassigned to COM1,2,3 or 4.

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Windows XP/Vista/Win 7 port reassignment.

1) Right click on the "USB Serial Port" and click on Properties.
2) Click on the "Port Settings" tab then the "Advanced" button.
3) Pull down the scrollbar on the bottom left side and select COM 1, 2, 3 or 4. Click 'OK' and then 'OK' again.
4) Notice that the newly assigned COM port will show up on the USB Serial Port in the Device Manager. If the port remains the same, right Click 'USB Serial Port' and select 'Scan for hardware changes' to show the new port.
5) Close the device manager and restart the computer.
6) Launch the Odyssey Data Logging software and click on the USB-COM icon to use the Communications Port.

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