Problems

- When clicking the "get data" button, the Sherlog application cannot find the device.
- The user gets an error message during the data transfer (e.g. "error in file transfer -608")

Solution

➔ Install the USB driver in Windows XP compatibility mode

☑ *Step 1: download the driver files*

- o Navigate with your internet browser to

  ftp://ftp.sdt.be/pub/SDT170%20Software/USB/

- o Enter the directory that matches your computer's operating system

- o Click the driver file to download it to your computer

☑ *Step 2: configure the driver setup to run as administrator in compatibility mode*

- o Locate the downloaded driver file on the computer

- o Right click the file and click "properties"

- o Check the box "Run this program in compatibility mode for:" (cfr. screenshot below)

- o Select the option "Windows XP (Service Pack 2)"

- o Also check the last option, "run this program as an administrator".

- o Click the "OK" button
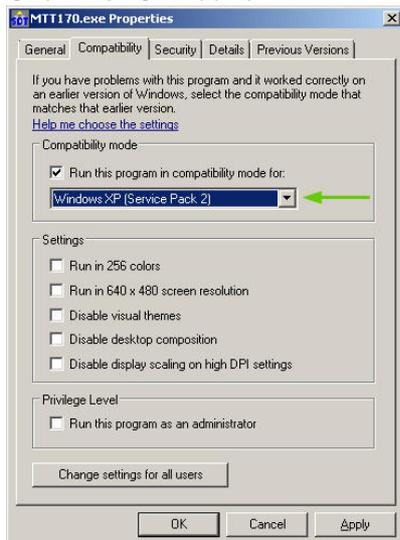
☑ *Step 3: run the driver setup*

➔ Configure the Sherlog device & application

☑ *Step 1: configure Sherlog application to run as admin. in compatibility mode*

- o Locate Sherlog's executable on the computer

- o Right click the file and click "properties"

- o Check the box "Run this program in compatibility mode for:" (cfr. screenshot below)

- o Select the option "Windows XP (Service Pack 2)"

- o Also check the last option, "run this program as an administrator".

- o Click the "OK" button
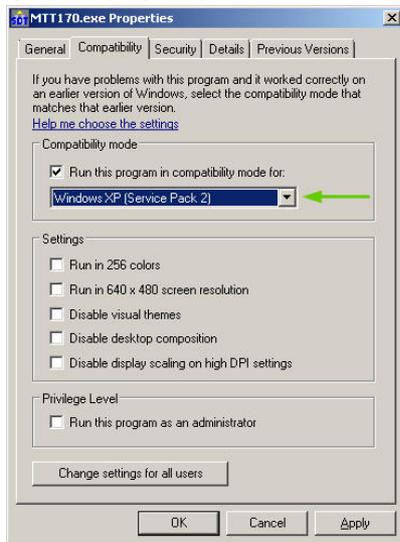
☑ *Step 2: identify Sherlog's COM port*

- o Start the Sherlog device and connect it to the computer. The first time Windows needs some time (about a minute) to load the freshly installed drivers.

- o To find out which COM port the device is using, open the device manager (click the Start button → in the right column, right click "Computer" and click "Manage" → in the tree at the left, click on "Device Manager").
  Under the node "Ports (COM & LPT), you should see an entry called "Prolific USB-to-Serial Converter". At the end, it says which COM port it's using.
  Note: the old Sherlog application can only use the first 10 COM ports. So if the device received a higher number, you should set a lower one (go the properties of the item → port settings tab → advanced button → select a different COM port number)

☑ *Step 3: run the Sherlog application and setup the correct COM port*

- o Start the Sherlog application (make sure you've completed all previous steps!).

- o Click the button COM port setup and select Sherlog's COM port.

- o Select the output file with "Browse" and start the import by clicking "Get data".

➔ If it still does not work, try this:

A Windows Update may have installed an incompatible device driver. To verify / correct this, please follow the next steps.

☑ In the device manager, look at the Prolific USB device driver properties.
SDT's version is 2.0.13.130 (2009-11-19).

☑ If the version does not match, please also check the "driver details" tab. The file "ser2pl64.sys" should be version 2.0.13.130.
If you have the same version on your computer, the next steps will not solve the problem.

☑ You can download the correct file here:
ftp://ftp.sdt.be/pub/SDT170%20Software/USB/USB%20driver%20Win7/ser2pl64.sys

☑ Next, go to C:\Windows\System32\drivers and rename existing "ser2pl64.sys" file (to old_ser2pl64.sys for example).

☑ Copy/paste the file you downloaded from our FTP site.

☑ In the device manager, right click on the device and select "disable".

☑ Again, right click on on the device and select "enable" (to avoid to have to restart your computer).

☑ Still in the device manager, check the port COM number used by the device.

☑ In the MTT software, click "Get Data" and choose the correct COM port number.