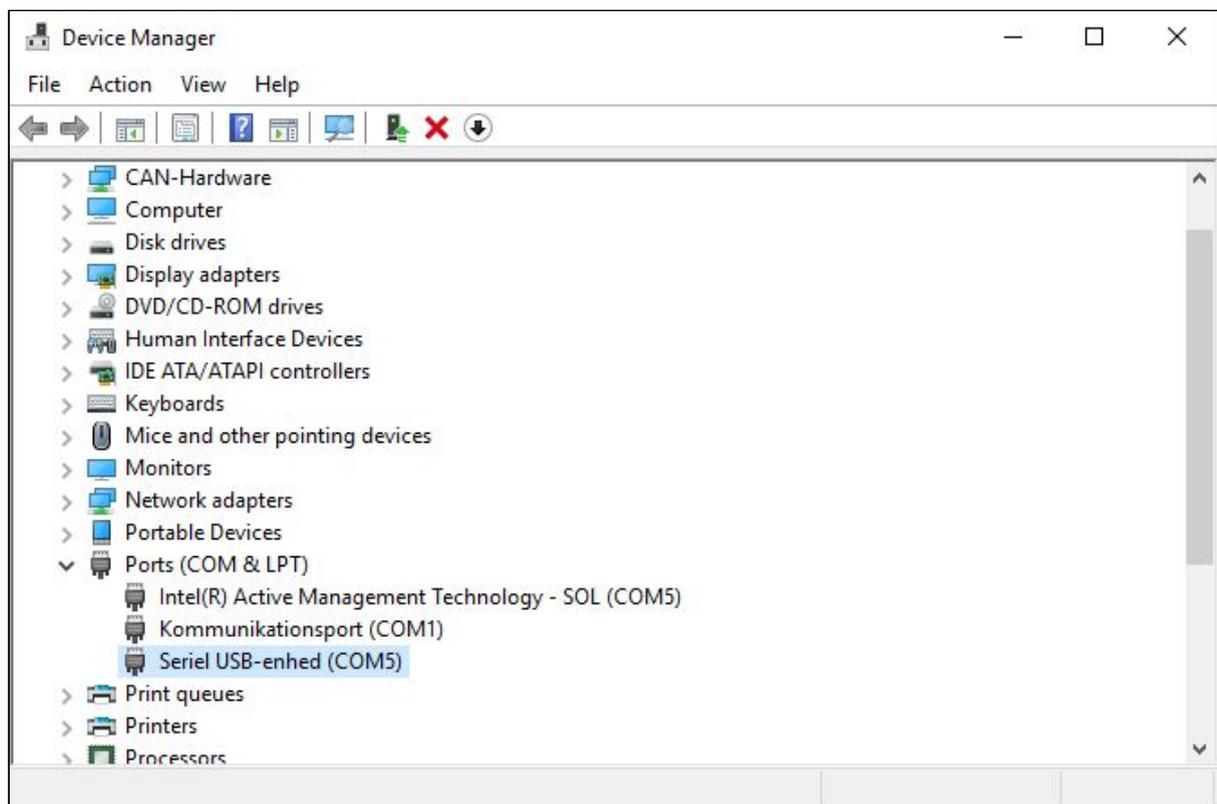


CANLoggerX000 Driver Installation

USB serial interface driver

The CANLoggerX000 can be used as a PC interface to the CAN-bus. When the CANLoggerX000 is in interface mode it presents itself as a USB virtual serial port.

The virtual serial port will show up in Windows Device Manager once the device driver has been successfully installed. Below screenshot illustrates how the CANLoggerX000 is in the "Ports" group:



CAN-bus interface mode

The CANLoggerX000 interface functionality is available when the logger is in logging mode. To enable the interface, follow the following sequence:

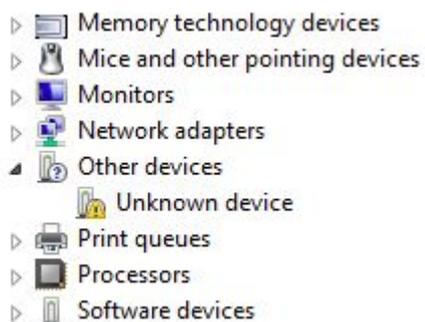
1. Power the logger from the DB9 connector
2. Wait for the logger to boot
3. Connect a USB cable from the logger to a PC

For more details on the interface, please refer to the device manual.

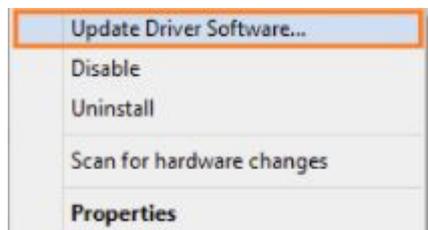
Driver installation

A driver is required to use the CANLoggerX000 CAN-bus interface. The driver is usually automatically found by the operating system (Windows or Linux) the first time the logger is connected to the PC with the interface active (in logging mode).

If the driver cannot be found by Windows, the device is often listed in the “Other devices” group in Windows Device Manager, as illustrated below:



To manually select the driver (can be downloaded on the product webpage), right-click the “Unknown device” and select “Update Driver Software”, as illustrated below:



Follow the installation wizard and navigate to the folder containing the driver to install.

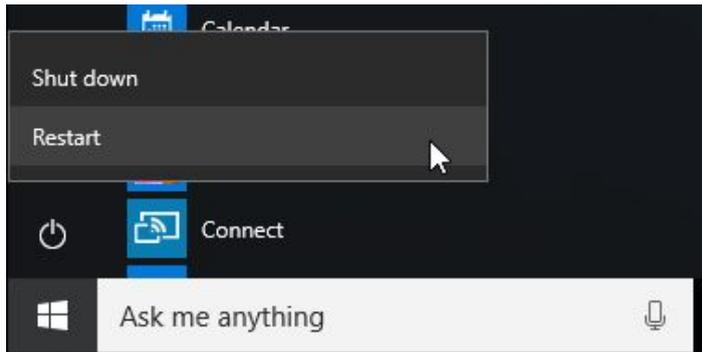
! Make sure that the “Unknown device” is in fact the CANLoggerX000. This can be done by connecting / disconnecting the device and monitoring the changes in the Device Monitor view.

Driver installation on Windows 10

Sometimes Windows 10 refuses to uninstall drivers using Windows 7 style driver certificates. This can result in confusing error messages such as “No driver found”, “Invalid driver hash” etc.

The reason for this is the introduction of the “Windows 10 Driver Signature Enforcement” service used by Windows to block unknown drivers. The signature enforcement can be temporarily disabled to enabled manual install of drivers.

1. Hold the “Shift” key while you click the “Restart” option in Windows.



2. The PC will restart into a menu. Select “Troubleshoot” -> “Advanced options” -> “Startup Settings” -> “Restart”
3. In the “Startup Settings screen”, select option 7 / F7 to start Windows without driver signature enforcement.

Following the sequence above boots Windows with the driver signature enforcement disabled, allowing manual installation of the driver. Please note that the driver enforcement will be enabled the next time the PC is restarted.

Now please follow the steps in the “Driver installation” section above to manually install the driver.