



# Global Water Instrumentation Inc.

## Datalogger Communication Issues

### **Compatibility issues between Global Water *Global Logger.exe* Datalogger software and some computers:**

Some windows based computers, running *Global Logger.exe* software, have been found to have trouble connecting to Global dataloggers. Laptop computers in particular seem to exhibit this problem. The following is a checklist if problems are encountered.

#### **Lock-up while using software**

This problem as well as others listed below can be caused by power management software running in the background, especially on Laptop computers. To solve this, try disabling the power management routines. This is best done in the BIOS setup for the computer. Lock-up while using the “get history” function, particularly on Dell laptops, has been traced to this cause.

#### **“Unable to open selected Comm port”**

This can occur if the communications port is in use by other programs. To solve this close all open programs and try again. If you are using Palm Pilot hot sync software, make sure it is shut down (this has been the major cause of this error). Com 1 is the default communications port for Global Logger software. If Com 2 is to be used, please refer to the WL15 (page 32) or GL400 (page 33) users manual to install needed *global logger.ini* file. Also, make sure the *global logger.ini* file is not used, if using Com1.

#### **“Comm Failure”**

If this error occurs while using *Global Logger.exe* software, check the following:

- 1) Insure that the RS232 cable is installed into the correct Com port and plugged securely into both the computer and the datalogger.
- 2) Make sure the battery in the datalogger is good. If unsure, replace the battery with a new one. Lithium 9 volt battery for the WL15 or 12 volt battery for the GL400. Removing the battery will not affect stored data or settings.
- 3) Shut down all other programs currently running in Windows.
- 4) If possible, check the RS232 cable with a continuity meter, using the diagram in appendix C (page 38) of the WL15 users manual.
- 5) If possible, try running software on another computer.
- 6) If possible, try connecting a known good datalogger to the computer. Failure of several loggers would indicate a problem with the computer or cable.

### **Mounting and use in wet environment:**

It is very important to mount the Global Water datalogger in a manner that will prevent it from direct exposure to rain or dripping water.

#### **WL15 – Water Level Logger**

- Keep the unit covered and away from any pooled water. The enclosure is water resistant, but vented to the ambient environment for automatic barometric pressure compensation.

#### **GL400 – Datalogger**

- This unit has a vent hole on the side that allows Global Water’s water level or barometric pressure sensors access to the atmosphere. Please take care to keep this vent covered and away from any pooled water.

Visit our Website: <http://www.globalw.com> or call us at 916-638-3429.