InfraLog Support and FAQ V1.1

Driesen+Kern GmbH

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Installation

The Software InfraLog for Windows is compatible with Windows versions 7, 8, 10 and 11.
Installation requires **administrator rights** which means you have to be logged in as the system's administrator.

After downloading and unpacking the InfraLogV5.zip file, please run **Setup_InfraLog_ForWindows.exe** and follow the upcoming instructions.

Notes for installation in silent mode:
If you require to install/deinstall the software in silent mode use the following commands:
Setup_InfraLog_ForWindows.exe /S to install the software without any additional interaction
Setup_InfraLog_ForWindows.exe /s MODIFY=FALSE REMOVE=TRUE UNINSTALL=YES deinstallation without interaction

The setup assistant copies all necessary files to the default installation directory on your local machine. That includes drivers and additional tools.

If you have purchased **InfraLog Light or Enhanced** you need to enter a license key once prompted. The key can be found on your packaging slip/invoice as well as on a separate sheet within the packaging of your data logger.
In order to enter the license key run InfraLog for Windows and go to the Graphics menu. You will be asked to enter the license key when charting measurement data for the first time. Please keep your serial numbers and license key(s) safe at all times. When installing and running InfraLog for Windows on another computer you'll have to enter them again.

After successful installation you can also find the **user manual** for your device in the **Help** menu of the InfraLog software.

Should you require **further assistance** you can find a comprehensive Q&A here.

Declaration of Conformity

The declaration of conformity of every product can be found in the user manual's appendices of the respective product.
Should you require a certificate of calibration (ISO or DAkkS) we can deliver one upon request.
Please send your devices to our office address for the annual calibration procedure.

FAQ/Support – InfraLog and Logger

Driesen+Kern GmbH

FAQ – Troubleshooting

Problem	When does the problem occur?	Possible causes & solutions
Unknown Device in InfraLog	Instead of a small logger icon there is only a **USB plug icon** shown with the caption "**Unknown**".	1. Download the support file "Unknown-Device" and follow the instructions of the readme file. Download link: http://www.driesen-kern.de/downloads/UnknownDeviceInInfraLog.zip
	Instead of a small logger icon it only shows **a USB-Plug icon**. Logger name and/or description are displayed correctly.	1. Your InfraLog version might be outdated and does not recognize your data logger correctly. Please go to our website and download the latest version of the InfraLog software. (http://www.driesen-kern.de/downloads/InfraLogV5.ZIP)

Problem	When does the problem occur?	Possible causes & solutions
Error message: "**Error! Cannot contact logger!**"	Error message is displayed shortly after connecting the data logger to the computer.	1. Your InfraLog version might be outdated and does not recognize your data logger correctly. Please go to our website and download the latest version of the InfraLog software. (http://www.driesen-kern.de/downloads/InfraLogV5.ZIP)
		2. Power supply of the logger failed. Please change the battery and try again.
	Error message is displayed when downloading data from the data logger.	1. Power supply of the logger failed. Please change the battery and try again.
		1. Faulty connection to the computer. Please use another USB cable and/or another USB port and try again.
		2. The chosen logger name includes illegal characters or spaces. Please delete the logger name and try again. (Should a logger name be required please use only the following characters: A-Z, a-z, 0-9, underscore (_) and hyphen (-).)

Problem	When does the problem occur?	Possible causes & solutions
Downloading data from the logger failed. OR Displaying online readings failed.	Error message "**Error! Cannot contact logger!"** appears.	1. Please see possible causes & solutions for error message "Error! Cannot contact logger!"
	Error message "**External Exception EEFACE**" appears.	1. Please ensure that the specified directory for downloaded data still exists. (External harddrive removed? USB stick removed? Network drive not connected? Directory deleted?)
		2. The chosen logger name includes illegal characters or spaces. Please delete the logger name and try again. (Should a logger name be required please use only the following characters: A-Z, a-z, 0-9, underscore (_) and hyphen (-).)
	Error message "**Access violation at Address XXX in module ‚DATASAFE.DLL'…**" appears.	1. Your InfraLog version is outdated. Please go to our website and download the latest version of the InfraLog software. (http://www.driesen-kern.de/downloads/InfraLogV5.ZIP)

Problem	When does the problem occur?	Possible causes & solutions
Common problems.	The logger **cannot be accessed**.	1. Please try ALL of your computer's USB ports.
	When switching on a **logger with SD card** the error message reads that it cannot be started.	1. Please use a compatible SD card in your logger (max. 2GB are allowed). If the SD card is already inserted, remove it and insert it again. Please restart your logger afterwards.
	After **changing the battery** the logger does not start up.	1. Please ensure that the appropriate battery is inserted in the correct orientation. DK3xx loggers require lithium batteries (3.6V, ½ AA), DK6xx loggers require lithium batteries (3.6V, AA) and DCXP loggers require alkaline batteries (1.5V, AA). See the respective user manual for more information.
	I inserted a new battery and started a measurement. The next day, I could not establish a connection with the logger.	1. Your data logger seems to be defective. Please send the device to our office address for servicing and include an error description. If you have any further queries, please do not hesitate to contact our support team.

FAQ – General Questions

Question	Answer
Data recorded in spring/autumn include a leap in time of an hour which does not seem to be conform with the **adjustment of clocks** for daylight saving time in Germany.	In fact, the deviation is caused by the adjustment of clocks for daylight saving time (forward one hour in spring, backward one hour in autumn). Due to technical reasons the change depends on the clock shift for the daylight saving time in the US.
Should the logger's **battery** be removed when it is not in use?	Yes, please remove the battery from the logger when it is not supposed to be used for more than a week.
How often does the desiccant in my data logger (PLOG3020-PR) need to be replaced?	In general, we recommend changing the desiccant once a year. Has the suspension device been submerged entirely, the desiccant should be changed sooner.
I need to monitor pulses with a **frequency** below 1 Hz. How can this be done?	Frequencies below 1 Hz can be logged using a workaround. The logger needs to be set to count pulses. The frequency is equal to the pulse count per interval. *Example:* *Frequency = (Pulse count) / (Logging interval)* *- Logging interval set to 10 seconds* *- Logger detects 5 pulses during a single interval* *=> 5 pulses / 10 seconds = 0.5 Hertz*
I purchased an **upgrade** for InfraLog for Windows from Light to Enhanced. How can I enter my new serial number and license key(s)?	Please delete the following file: c:\Users\Public\Documents\GraphTool\IGINST10.INF Then run the program and open a chart in the Graphics menu. You can now enter the new serial number and license key which enables all functions of the InfraLog software's enhanced version.

Repairs / Support Requests

I could not solve my problem(s) with this FAQ / Troubleshooting. How can I get support?	Please use our **Service/Support Form** which can be downloaded from www.driesen-kern.com/service-and-support/support/. Fill it out completely and send it to our technical support: support@driesen-kern.de Please include, if you can, pictures/error messages and/or *.bin files (original InfraLog files) which can help to identify the problem.
I want to send in my data logger for **calibration** or **repair**. What do I need to take into consideration?	If you want to send in your device for calibration or repairs, please use our **Service/Support Form** which can be downloaded from www.driesen-kern.com/service-and-support/support. Please include all parts in your delivery that might be needed for the calibration (e. g. interface cables and/or external sensors) and address the parcel to our office address. Please make sure to include a name, address, phone number and email address so we can contact you in case of queries.

Contact Details

Address for Shipments:
Driesen + Kern GmbH
Abt. Service
Am Hasselt 25
D-24576 Bad Bramstedt

Contact:
Technical support: support@driesen-kern.de
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