Sometimes when attempting to connect to a data logger, the start up process will get hung up on a Status 0, 2and 3 warnings and display 'Port Closed, might be used by another application or Port closed; Check cable. Remove all other devices connected to a USB port and try connecting again.

If Status 0 is displayed, the cable is damaged or there is no connection to the data logger at all.

If Status 2 is displayed, it could be the computer Bluetooth being enabled and interfering with the comms to the USB Port or the USB Drivers were not installed properly when the DT Logger Host was installed.

If Status 3 is displayed, the data logger may have been setup to record data at a very fast rate and the data logger is prioritizing data collection over connecting to the computer. This is most common in DT2055B and DT2040 data loggers, but it can happen in other DT data loggers as well.

#	Status Message	Description	
1	Communication port open	Communication port is open	
2	Unable to open communication port	Some other application is using this port	
3	Connecting to the logger	DT Logger Host is trying to connect to the logger	
4	Connection not established	DT Logger Host was unable to connect to the logger	
5	Connection established to the logger	DT Logger Host was able to connect to the logger	
6	Reading logger settings	All logger settings are copied to the DT Logger Host for display	
7	Error during settings read	Error occurred during settings read	
8	Idle	Idle time between status or data reads	
9	New logger detected	Logger exchanged with another logger; DT Logger Host reset	
10	Logger settings successfully read	All logger settings were successfully transferred to DT Logge Host	
11	Error reading logger settings	Error occurred during reading logger settings	
12	Connection Error	Connection attempts timed out	
13	Reading logger memory	Logger memory contents is being copied to the DT Logger Host	
14	Writing logger settings	All displayed settings are being transferred to the logger	
15	Error during settings write	Error during settings write	

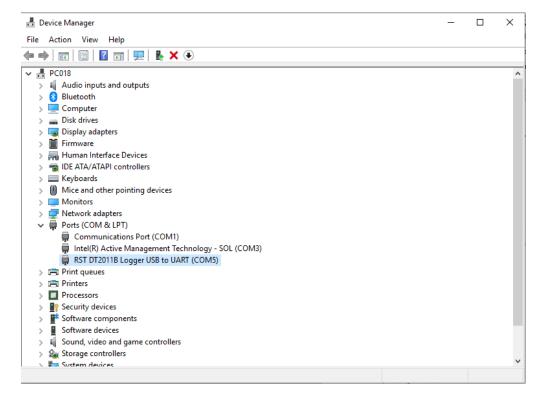
Table 9-1 – Status messages

1. Update to the latest version of DT Logger Host software from the RST Website. https://www.rstinstruments.com/rst-software/software-dt2055B

- 2. Sometimes the connection can be established by simply disbling the bluetooth from the computer desktop. If that does not work, it can be done under the device manager.
- 3. Disable the Intel[®] Wireless Bluetooth[®] by opening, then right clicking and choosing disable.
- 4. Open DT Logger Host software and try to connect with the data logger.

🛃 Device Manager	_		×				
File Action View Help							
✓ 봄 PC018							
> 🔟 Audio inputs and outputs							
V 🚯 Bluetooth							
B Intel(R) Wireless Bluetooth(R)							
> 🛄 Computer							
> 👝 Disk drives							
> 🔙 Display adapters							
> 🎽 Firmware							
> 🐺 Human Interface Devices							
> 🦷 IDE ATA/ATAPI controllers							
> 🥅 Keyboards							
> II Mice and other pointing devices							
> 🛄 Monitors							
> 🖵 Network adapters							
> 📮 Ports (COM & LPT)							
> 🚍 Print queues							
> 🖻 Printers							
> 🔲 Processors							
> 🔐 Security devices							
> 📑 Software components							
> 📱 Software devices							
> 👖 Sound, video and game controllers							
> 🎪 Storage controllers							
> 🏣 System devices							
> 🗇 UCMCLIENT							
> 🏺 Universal Serial Bus controllers							

5. If you are unable to communicate with the data logger, check the Ports to make sure it is connected. This is the first port connection to check.



6. The second part to a port connection is the USB Serial Converter. Both the Port and the Serial Converter must be connected to communicate with the DT data logger. If the DT data logger is not shown under Universal Serial Bus controllers, then the USB drivers must be reinstalled from the link on the RST website.

	-	_	×
ile	Action View Help		
∕ ∄	PC018		
>	👖 Audio inputs and outputs		
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	8 Intel(R) Wireless Bluetooth(R)		
>	Computer		
>	Disk drives		
>	🙀 Display adapters		
>	Firmware		
>	Human Interface Devices		
>	IDE ATA/ATAPI controllers		
>	Keyboards		
>	Mice and other pointing devices		
>	Monitors		
>	Provide the second seco		
~	Ports (COM & LPT)		
	Communications Port (COM1)		
	Intel(R) Active Management Technology - SOL (COM3) BST DT0118 Learner USB to LUBE (COM6)		
	🛱 RST DT2011B Logger USB to UART (COM5) 🚍 Print queues		
	Printers		
	Processors		
	Security devices		
	Software components		
	Software devices		
	Sound, video and game controllers		
5	Storage controllers		
Ś	System devices		
	C UCMCLIENT		
ý	Universal Serial Bus controllers		
	Generic SuperSpeed USB Hub		
	Generic USB Hub		
	Intel(R) USB 3.0 eXtensible Host Controller - 1.0 (Microsoft)		
	RST DT2011B Serial Converter		
	USB Composite Device		
	USB Root Hub (USB 3.0)		

<u>https://rstinstruments.com/product/dt-logger-host-software/</u> - Select Downloads to get to the link.

FILE NAME			RESOURCE TYPE		
Drivers for USB Devices			Software		
			NOTE		
			Upon download completion, run "InstallRSTDrivers.exe" then follow instructions in device Software Host Manual.		
	Language	Version	Download		
	English	2.12.28_2	<u> </u>		

7. If you are unable to connect to a data logger as soon as you connect, if there is a Status 3 message displayed at the bottom of the page, the specific data logger device driver is likely not starting properly. Click on the specific data logger to restart the device driver and click Reconnect, it should connect after being selected. If it does not connect, see special instructions in section 9.

	er 3 is displayed, press the R	e Bluetooth and check the device econnect button below. ontor 3 Logging 2 Sensors	
Logger Model: DT2011B ELE0810B VW Single Channel Serial Number: DT12737 Name: Single Channel VW Logger DT2011B Firmware Version: v3.32 Installed Sensors: 2 Max Sensor Num: 2 Supported Features:			DT2011 DT2055B DT2014B
Sampling Status: Current Interval: Start Time: Current Time: Estimated Fill Time:	Status: LOGGING Interval Rate: FIXED Current Interval: 01 hours 00 minutes 00 seconds		
Battery Board Memory Voltage (Past, Present): 3.48 3.70 Rev: 4 Record Num: 552 Battery Life: 99% Temp: 22.3 °C Num of fills: 0 Note the Status Number and the color of the Port and Status buttons			Custom Disconnect
Port Status Status Me	ssage Connected to DT2011B ver. 1.19.1	USB 18 Reconnect	Connect to selected device only

8. If Status 0 or 1 is displayed an neither of these is not working, the RST USB Driver may need to be reinstalled or updated. Normally the USB drivers are installed when the DT Logger Host is installed or updated. If the drivers need to be installed, they are available on the website on the same page as the software.

https://rstinstruments.com/product/dt-logger-host-software/ - Select Downloads to get to the link.

9. If pressing the 'Reconnect' button does not allow connection when 'Status 3' is displayed as in the screenshot below, the connection issue can be resolved by removing the lid of the data logger and removing the main battery from the data logger and disconnecting the USB cable (as it supplies power to the data logger as well). Wait for 30 seconds and connect the USB cable and wait for it to connect. Once the connection has been re-established, install the battery and securely attach the lid of the data logger.

Logger		
Model:	Serial Number:	
Name:	Firmware Version:	Webber
Installed Sensors:	Max Sensor Num:	Jonnanan Jonnanan
		939
Sampling		
Status:	Interval Rate:	at
Current Interval:	Logger settings updated on:	
Start Time:		
Current Time:		
Estimated Fill Time:		Sur Car
Battery	Board	
Voltage (Past, Present	Collect Data	
Battery Life:	Temp: N/A Num of fills:	Custom
		Disconnect

If there are still issues connecting to the data loggers, contact RST Support by creating a support ticket from Help Desk on the RST Instruments website, or call RST Instruments at 1-604-540-1100.

Monthar with with Confidence RST Instruments Ltd						
Home	Solutions	Forums	Tickets			
How can we help you today?						
Enter your s	search term here			Q		
+ New Sup	port Ticket 🛛 🛧 Cl	neck Ticket Status				

There are numerous support documents available on the help desk page if a support person is not available.