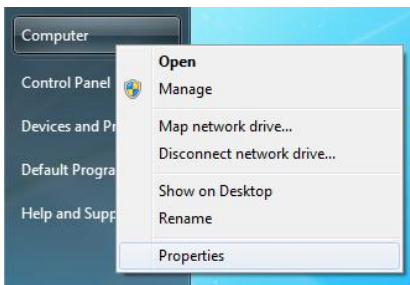


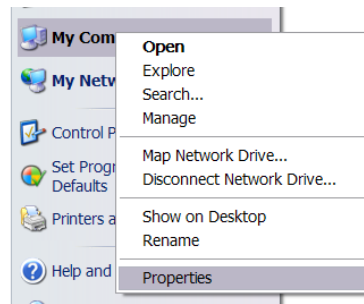
## TROUBLESHOOTING ELITEPRO SP DRIVER INSTALLATION

If you have connected the ELITEpro SP to a computer via the USB cable and the driver fails to install, follow these steps to correct the problem.

- 1 Go to the **Device Manager** by right-clicking My Computer in the Start Menu and selecting **Properties**.

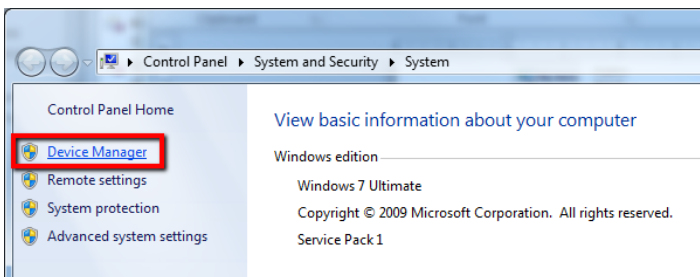


*Windows Vista and 7*



*Windows XP*

- 2 In the **Properties** window, select **Device Manager**. In Windows 7, the Device Manager is on the left side of the window. In Windows XP, select the Hardware tab, then click the Device Manager button. See below.

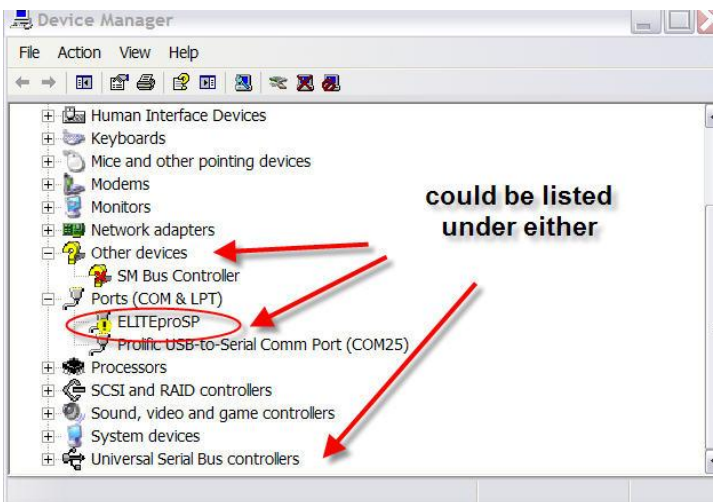


*Windows Vista and 7*

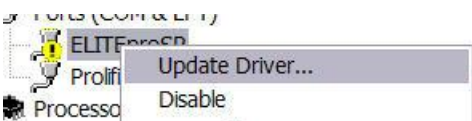


Windows XP

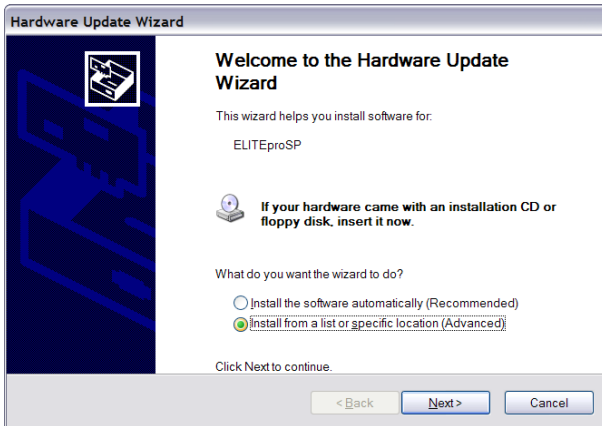
- 3 Look for the ELITEpro SP listed in the Device Manager Window:



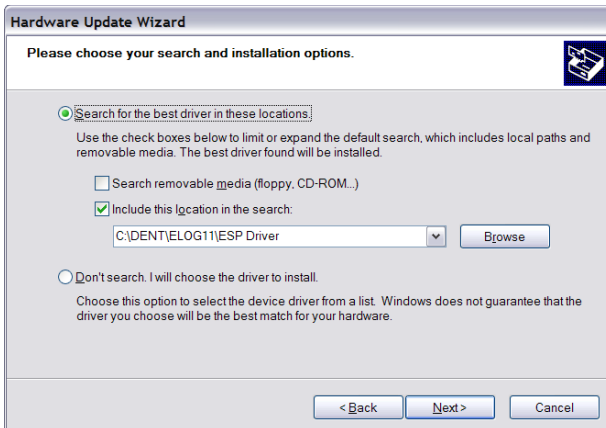
- 4 Right-click the ELITEpro SP and select **Update Driver...**



- 5 In the Hardware Update Wizard, select **Install from a list or specific location (Advanced)** and click **Next>**.



- 6 In the next window, select **Search for the best driver in these locations** and **Include this location in the search**. Choose **Browse** and locate the ELITEpro SP driver folder in the ELOG 11 directory.



- 7 Click **Next>** and the ELITEpro SP driver will install.
- 8 Unplug the ELITEpro SP and plug it back in. ELOG 11 should launch and automatically connect to the ELITEpro SP.