

TROUBLESHOOTING LSGAM:

Product Manual:

A copy of the GEM-instrument manual can be found at http://www.landtecna.com

Troubleshooting

If you are having trouble with your instrument please refer to one of the following sections specific to your instrument:

- GEM5000 Series of Instruments
- GEM2xxx Series of Instruments (Includes GEM-2000, GEM-2000 Plus, GEM2Nav, GEM2Nav Plus)
- Problems common to both the GEM5000 and GEM2xxx series of instruments

GEM5000series troubleshooting

Symptom: LSGAM Starts but does not connect

The USB cable may not be plugged in to either the computer or to the instrument. The USB

Cable driver may not be installed.

- a. Cable Verification (open device manager... StartRunDEVMGMT.MSC)
- b. Expand the Ports Com & LPT section
 - Plug in or remove the USB cable from either the instrument or the computer.
 You should see a port named *"LANDTEC USB Serial Port (COMxx)"* appear and disappear as the cable is plugged in and then removed. "xx" represents the actual COM port number assigned to your instrument. Note: Each 5000 instrument will have a different port number for a given computer.
 - ii. If the port does NOT appear then ensure the instrument is in "LEGACY" mode by pressing the Menu Key on the instrument, then pressing device options. Within device options choose information. On the information scree press the
 Left-Softkey to toggle the communications mode between 'GA5K' and

Left-Softkey 🐼 to toggle the communications mode between 'GA5K' and 'LEGACY' until it shows 'LEGACY'.

iii. If the USB Cable driver has been installed AND you do not have any data in the instrument you can attempt a "hard power off" of the instrument by pressing and holding the power key for approximately 25 seconds until the RED led illuminates above the power button. After restarting the instrument, you will be prompted to enter the date and time. The instrument will be in GA5K mode

and will not communicate. It must be reset through the "device settings" menu Device Information Screen and set to "LEGACY" mode.

c. On the instrument

i. Try switching between GM5K & Legacy mode. Then close and re-open LSGAM

Now ensure the instrument is in the main reading screen. Restart LSGAM and attempt a connection to the instrument.

As an alternative to using the USB cable, a Bluetooth connection can be made to the instrument. Please refer to the Instrument Manual for more specifics on using Bluetooth.

GEM2xxx series troubleshooting

Symptom: LSGAM Starts but does not connect

The USB Cable driver may not be installed or the cable is not connected to the instrument.

- d. Cable Verification (open device manager... StartRunDEVMGMT.MSC)
- e. Expand the Ports Com & LPT section
 - i. Plug in or remove the USB cable. You should see a USB Serial port (COMx) appear and disappear as the cable is plugged in and then removed.
 - ii. If not, Please see Step 1 above

If the USB Cable driver has been installed AND you do not have any data in the instrument you can attempt a cold start of the instrument.

Warning: A cold start of the instrument will do the following to your instrument:

- Erase ALL ID's from the instrument
- Erase All Readings from the instrument
- Erase All comments from the instrument
- Erase All Field Calibration information from the instrument
- Reset the instrument clock to a default time

To perform the cold start of the instrument. Turn on the instrument, press and hold the number 1 screen after you see the logo appear. Wait about 1 second, release the number 1 key. The instrument will prompt you for a passcode. Enter in 12345 followed by the enter key. Once complete, you will have an option 1 for Cold Start. Press 1 and then enter to confirm the cold start of the instrument.

Now ensure the instrument is in the main reading screen. Restart LSGAM and attempt a connection to the instrument.

Problems common to both the GEM5000 and GEM2xxx series of instruments

Symptom: LSGAM does not retain saved information.

If you create or edit an ID, project, route, or comment and save the project, LSGAM will indicate that the information is saved. You then close LSGAM and open LSGAM and discover that the newly created information or edit does not show or shows the old information prior to being edited.

This behavior is caused due to security settings on the data files used by LSGAM. Network administrators, Local administrators, and the original person who installed LSGAM will not encounter this behavior but other users of the computer will encounter the behavior because they only have "read" and "execute" permission rather than "change" permission to the folders holding the data.

Solution: Login to the computer as a user with Administrative Permissions. Reset permissions on the LSGAM data folders to allow all users of the computer the ability to have "full control" permission on the directory containing LSGAM data.

For Windows XP, the data is stored in the directory c:\documents and settings\all users\application data\LANDTEC

For Windows 7 & 8 the data is stored in the directory c:\programdata\LANDTEC

This example shows the changes for Windows 7 & 8 & 10.

Windows Key (+ R will open the RUN box. Type in the appropriate location depending upon your operating system into the Open line and click OK.

	Type the name of a program, folder, docu resource, and Windows will open it for you	ment, or Interne J.
<u>)</u> pen:	c:\programdata\landtec	

Click OK. The explorer window should open and show you the LANDTEC folder.

□ □ □ → Computer → OS (C:) → ProgramData → → → → → → → → → →			gramD)		
Organize 🔻 🎇 Open	Include in library - Share with - Burn New fo	older		•	
🔆 Favorites	Name	Date modified 0/29/2013 1:51 PIVI	Type File tolder	:*	
E Desktop	🔰 IVI Foundation	11/6/2012 4:06 PM	File folder		
Recent Places	🔒 LANDTEC	6/10/2013 10:14 AM	File folder		No previ
Downloads	📕 LogiShrd	9/4/2013 11:07 AM	File folder		availabi
🍰 data	🔒 Logitech	9/4/2013 11:06 AM	File folder	-	
JE GEM5000	− ∢ [•	

Right click on the LANDTEC folder and choose Properties. On the Properties window, select the Security tab and then highlight Users. Now look to see if the Users have a check mark beneath the Allow column for the permissions of "Full control" or "Modify". If there is NO check mark for Allow click the Edit button.



	Security		
	Jecunty	Previous Versions	Customize
Object name: C:\ProgramData\LANDTEC Group or user names: CREATOR OWNER SYSTEM Administrators (ht 15065\Administrators) Users (ht 15065\Users)	Object name: C Group or user nam CREATOR O CREATOR O CRE	:\ProgramData\LANDTEC es: WNER s (It15065\Administrators) 5\Users) sions, click Edit.	Edit
Add Remove Permissions for Users Allow Deny Full control Image: Control of the second	Permissions for Us Full control Modify Read & execute List folder conte Read Write For special permiss click Advanced.	ers Allow The second sector of	r Deny r Deny r Ad <u>v</u> anced

Then click the Apply followed by the OK button. The LANDTEC Properties window will then refresh showing **dark** check marks for "Full Control", "Modify", and "Write" permissions. Click OK to complete resetting the permissions.

Restart LSGAM and test that changes are now being saved.

Symptom: LSGAM is connects to instrument in the office but not in the field.

The serial communications driver used by Java is probably missing from the Java installation. This often occurs if installing Java directly from the java website. A copy of the driver is automatically used from LANDTEC's website when you are connected to the internet so the problem is masked when an internet connection is present. Refer to step 2b above for obtaining the driver and copying it to your computer.

Symptom: LSGAM Starts but an unknown error has occurred.

Most likely the temporary internet files which Java uses for the program are corrupted on your computer. Clear the files using the steps below and then use the link from Step 3 above.

Clear Java cache by going to control panelJavaGeneral (tab) Temporary Internet files

Note: from control panel you may need to switch your view to "Detail View" or "Small Icons" view to see the actual icon for Java.

neral Update Java Security	Advanced
About	
View version information about Jav	va Control Panel.
	About
Network Settings	
Network settings are used when m	aking Internet connections. By default, Java
will use the network settings in you modify these settings.	ur web browser. Only advanced users should
will use the network settings in you modify these settings.	ur web browser. Only advanced users should <u>N</u> etwork Settings
will use the network settings in you modify these settings. Temporary Internet Files	ur web browser. Only advanced users should <u>N</u> etwork Settings
will use the network settings in you modify these settings. Temporary Internet Files Files you use in Java applications a later. Only advanced users should	Ir web browser. Only advanced users should Network Settings are stored in a special folder for quick execution d delete files or modify these settings.
will use the network settings in you modify these settings. Temporary Internet Files Files you use in Java applications a later. Only advanced users should	<u>Network Settings</u> are stored in a special folder for quick execution d delete files or modify these settings. <u>Settings</u> <u>View</u>

Click on settings button

Keep temporary files on my computer.	
Location	
Select the location where temporary files are	kept:
sers\smarcell\AppData\LocalLow\Sun\Java\D	eployment\cache Change
Disk Space Select the compression level for JAR files: Set the amount of disk space for storing temp	None orary files: 1000 MB
Delete	Files <u>R</u> estore Defaults
	OK Cancel

Click on Delete Files Button

Delete Ten	nporary Files
	Delete the following temporary files?
	Applications and Applets Trace and Log Files
	OK Cancel

Click OK

Click OK again

Click OK again to close the Java windows. Now return to step 3 above.

Symptom: Java update gives Unable to Launch Application. http://www.landtecna.com/lsgam/lsgam60.jnlp

tarting application	×
Verifying application.	
Location: Manufacture com	
	Cancel

	Name:	LSGAM
See 1	Publisher:	LANDTEC North America, Inc.
	Location:	http://www.landtecna.com
] <u>D</u> o not show th	nis again for apps	from the publisher and location above

Unable to	launch the application.	
Name:	LANDTEC System Gas Analyzer Manager	
Publisher:	Landtec North America	
Location:	https://68%.data/bald.com	
		Ok Details

Click details

More Information	×
Error: Missing required Permissions manifest attribute in main jar:	

This is because Java security principals beginning with Version 7 Update 51 require permissions to be different.

A work around to this is as follows:

Open control panel

Open Java

📓 Java Control Panel	
General Update Java Security Advanced	
About	
View version information about Java Control Panel.	
	About
Network Settings	
Network settings are used when making Internet connections. By default, Java will settings in your web browser. Only advanced users should modify these settings.	use the network
Network	Settings
Temporary Internet Files	
Files you use in Java applications are stored in a special folder for quick execution la advanced users should delete files or modify these settings.	iter. Only
Settings	<u>V</u> iew
Java in the browser is enabled. See the Security tab	
OK	Apply

Click on the security Tab

🛃 Java Control Panel	
General Update Java Security Ad-	vanced
Enable Java content in the browser	
Security Level	
	⊃- Very High
	High (minimum recommended)
	- Medium
Most secure setting - Only Java applic authority will be allowed to run.	ations identified by a non-expired certificate from a trusted
Exception Site List	
Applications launched from the sites security prompts.	s listed below will be allowed to run after the appropriate
Click Edit Site List to add items to this list.	Edit Site List
	Restore Security Prompts Manage Certificates
	OK Cancel Apply

Click on the Edit Site List

Application prompts.	ons laun	ched from	the sites	listed bel	ow <mark>will b</mark> e	allowed to	run after	the appropr	iate <mark>s</mark> ecurity	
Click	Add	to add	l an it	tem to	this	list.				
FILI We	E and H	ITP protoc	cols are co HTTPS si	onsidered tes where	a securit available	y risk. 2.	[Add	Remo	/e

Click on the ADD button

×
run after the appropriate security
Add <u>R</u> emove

Under location, type in

http://www.landtecna.com

Click on the Add button

Security Warning - HTTP Location X
Including an HTTP Location on the Exception Site List is considered a security risk
Location: http://www.landtecna.com
Locations that use HTTP are a security risk and may compromise the personal information on your computer. We recommend including only HTTPS sites on the Exception Site List.
Click Continue to accept this location or Cancel to abort this change.
Continue

Click on Continue

The list of locations will reappear

Click OK. You'll be returned to the Java Control Panel Security Tab.

🅌 Java	Control F	Panel							<u>((11</u> 5)		×
General	Update	Java	Security	Advanc	ed						
Securit O Ve O ar	y level for ry High nly Java a nd only if	ontent r applica applicat	in the brov ations not ions identil tificate car	on the E fied by a h be veril	xception Site certificate f fied as not re	e list from a tru evoked.	isted auth	ority ar	e allow	ed to run	y
الله الله الله الله الله الله الله الله	gh ava applic ie revocal ion Site Li	ations i tion sta st	dentified b tus of the	iy a certi certifical	ficate from a te cannot be	a trusted verified	authority -	are allo	wed to	run, eve	n if
App pror	npts.	aunche	I from the	SICES IISC	ed below Wil	I DE AllOW	ea to run :	arterti	ie appr	opriace si	ecunicy
http:	://www.la	ndtecn	a.com				^		Edit <u>S</u> il	te List	
					<u>R</u> estore Se	ecurity Pr	ompts	Ma	nage Ci	ertificate:	s
								Imp	ort, ex	port, or	remove
							ОК		Cancel	e	pply

Verify that you see http://www.landtecna.com in the Exception Site List. If you do click OK

Relaunch LSGAM by going to

http://www.landtecna.com/lsgam/lsgam60.jnlp

the application should start without throwing an exception as it previously did

🗢 LANDTEC System Gas Analyzer !	Manager	10	– 🗆 X
Project <u>R</u> eadings <u>V</u> iew <u>A</u> rchive R	pute		
	Auto-Detecting Instrum GEM™2NAV (38400 Baud on	ent COM1) Instrument Version: Operating Mode: Units: Cancel Search Instrument Date: Service Due Date: Number of Ids: Number of Readings: Available Memory: Battery Level:	
Project Setup Readings Instrument	Configuration Links		
Project		nstrument	
	~	Sgnc	d to Instrument
	Comments Site Questions	Clear Instrument Memory	Clear Id List
No Project			