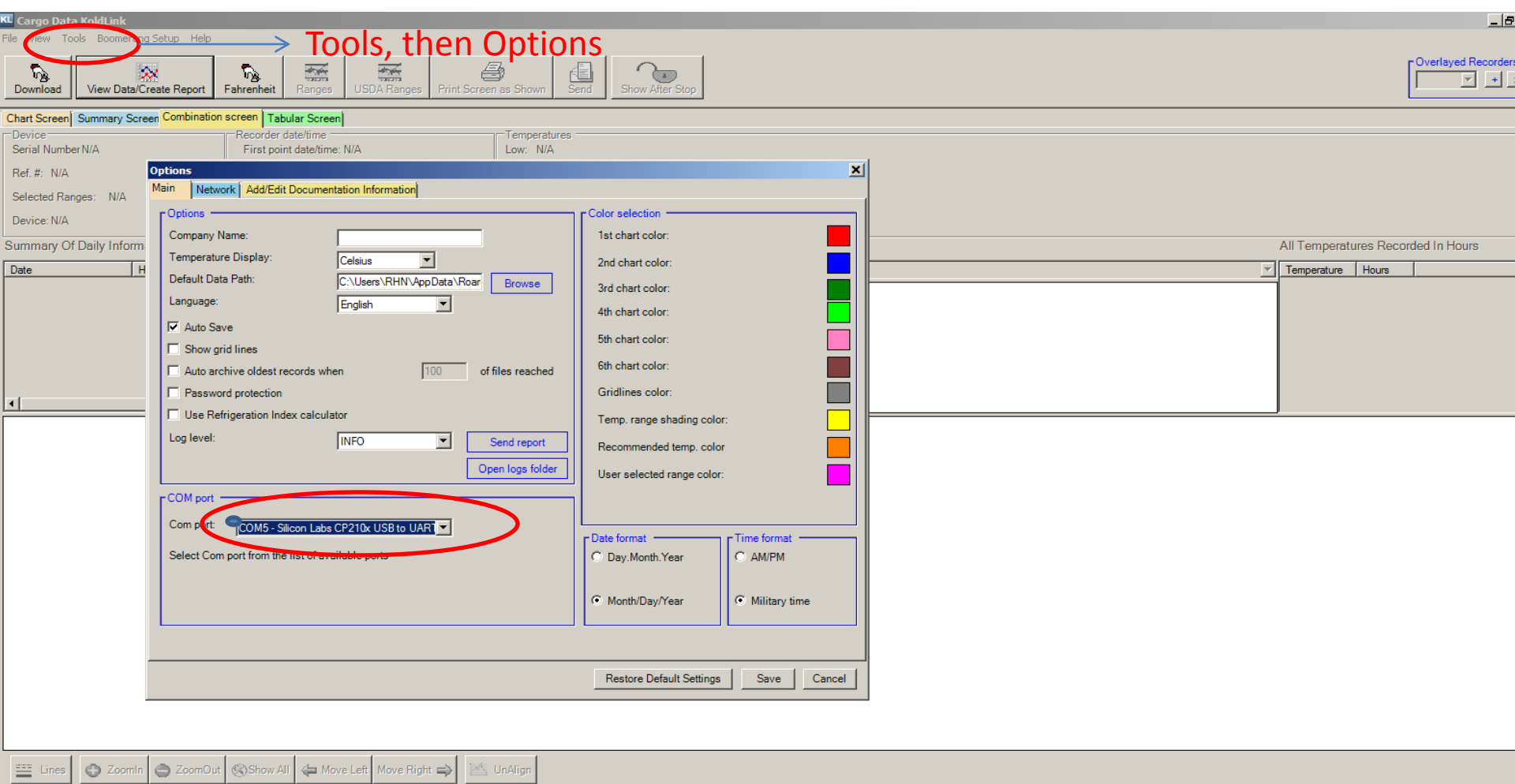


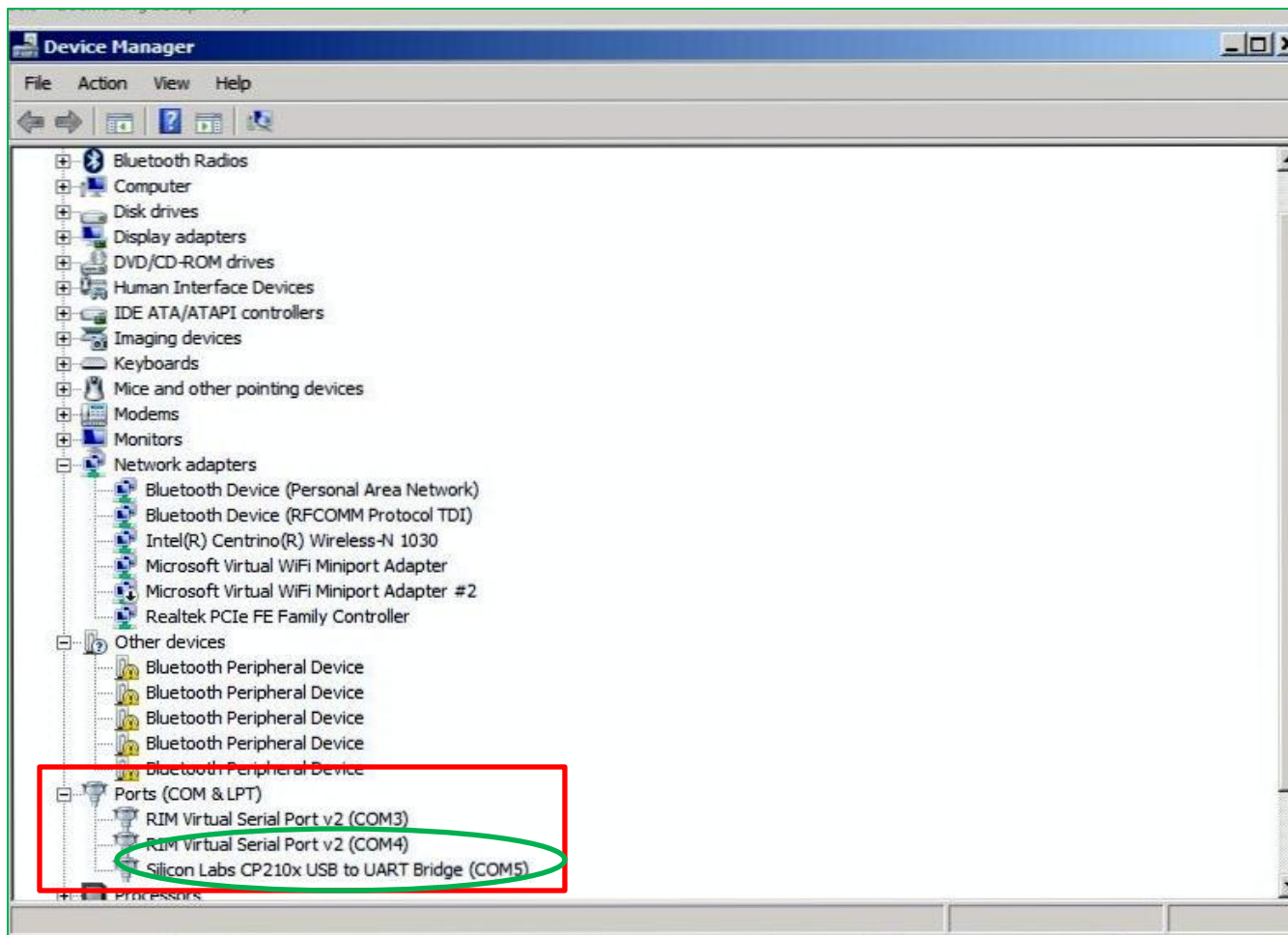
# KoldLink Troubleshooting

- Confirm that the Cargo Data temperature recorder contains data. The word “DONE” will appear on the LCD. If DONE is not visible on the LCD, the recorder was not started at the shipping point and no data is on the recorder.
- Confirm that the Receiving computer and network has sufficient Firewall access. Many Firewall/Anti-virus applications restrict access to USB and serial ports to reduce virus threats. An IT technician may need to adjust permissions to allow communication with the USB port on the PC.
- The following steps are to be taken once KoldLink software and the UART BRIDGE driver were successfully installed.
- Troubleshooting should be done with KoldLink running, cord inserted into the computer’s USB or serial port and the Cargo Data recorder attached to the other end of the cord.



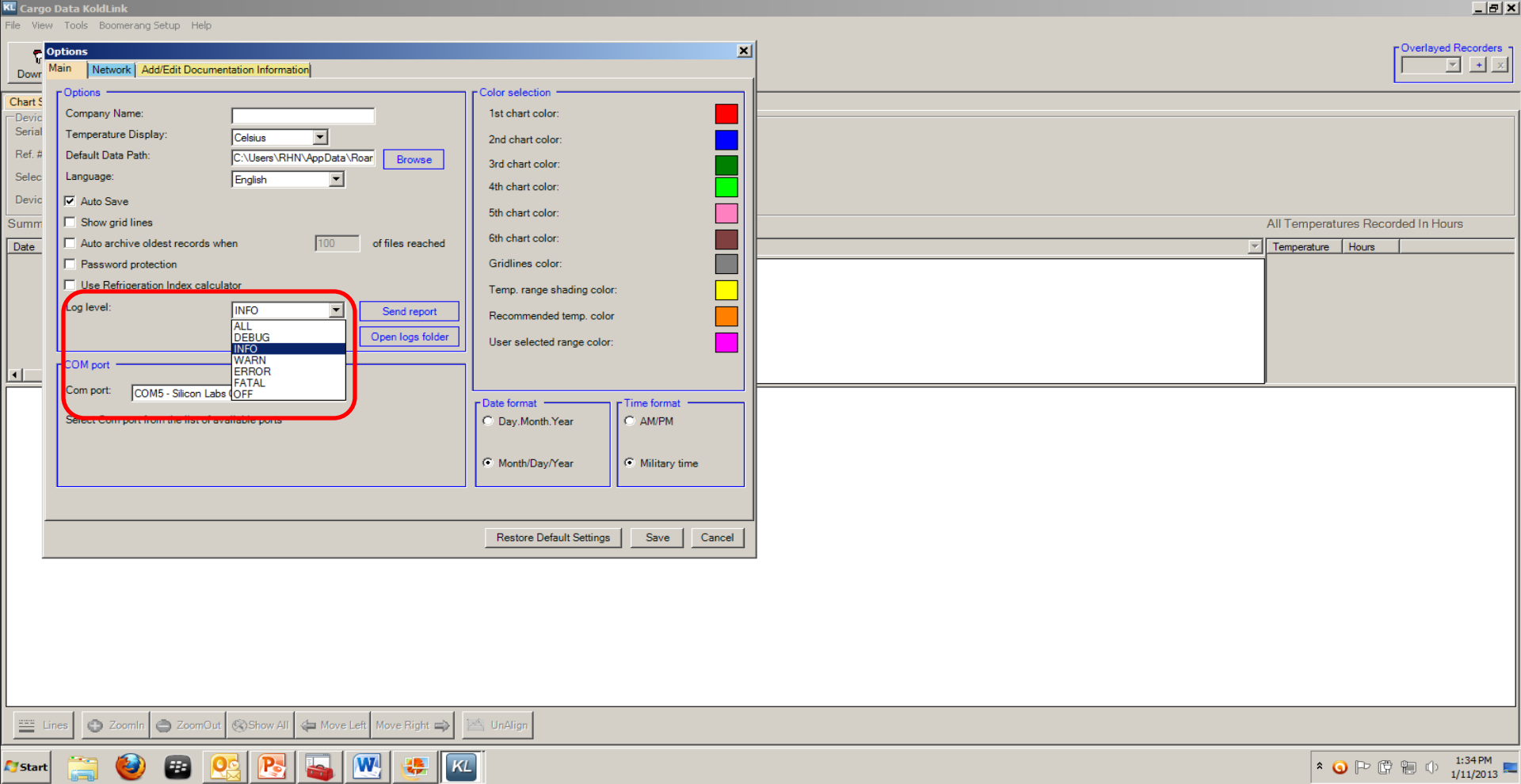
## Tools/options/COM Port selector

- 1) Choose the COM port that contains: "Silicon Labs CP21x USB to UART Bridge".
- 2) If no active COM port is displayed, try moving the USB cord to a different USB port on the computer
- 3) Click Save
- 4) Exit KoldLink and reattempt.



## Windows Device Manager--Ports

You can use the device manager to determine which port is connected to the recorder. In this case, the UART Bridge is on COM5 port. The port setting in KoldLink software must match this port.



## Tools/Options/Log level

If error regarding “Firmware Date” is displayed, change log level to “All”

Click save.

Exit KoldLink and reattempt.