UCL-510 Software Installation Troubleshooting Guide

If you are receiving error messages during the installation of the UCL-510 software, please work thru these steps to correct the error.

- Check with your IT group to see if there are any USB driver blockers. This has been reported by a few customers.

- Best practice is to install the software after a fresh boot of the PC and ensure that no other programs are running. If possible, ensure that there are no USB devices plugged into the PC.

- Install via Windows Safe Mode:

  - Reboot the computer into Windows Safe Mode. Your PC User Manual should give you instructions on how to do so on your particular PC.

  - While in Safe Mode, run the installer program that was previously downloaded from our website (https://www.gemssensors.com/search-products/product-details/ucl-510-ultrasonic-continuous-level-transmitter-225100). This will install fresh drivers for the PC.

  - Then, reboot the PC back into Normal mode and see if the issues still persists.

- If you are still having issues, try installing the software onto another machine to see if same issue appears.