NIS-Elements Software & System Troubleshooting Tips

Before reporting an issue, here are several items that should be considered "best practices" and items for review that could rule out the possible source of the problem.

1) On any system or with any issue, it is critical that if changing versions of NIS-Elements that a clean uninstall is performed before the installation of the new version. <u>All steps</u> should be followed that are detailed in the instructions posted on the software download site.[1]

   Elements Vista-Win7 uninstall ver 1-2.pdf

2) Indentify the firmware of the device (s) and camera. The current firmware lists are available on the NIS-Elements Download Site (http://www.nisoftware.net/NikonSaleApplication/). It is important to match the version and service pack of NIS-Elements with the supported firmware for the attached system components.

   Files to download

   Cameras.Devices_11-Nov-2010.xls

3) Check and change the power mode in Windows Control Panel.
   a. Choose "**Hardware and Sound**"

   b. Choose "**Power Options**"
   c. Set plan to "**High Performance**"
      i. This option may be hidden at the bottom of the dialog. Expand the dialog to "show additional plans."

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[1] http://www.nisoftware.net/NikonSaleApplication/

Select a power plan

Power plans can help you maximize your computer's performance or conserve energy. Make a plan active by selecting it, or choose a plan and customize it by changing its power settings. Tell me more about power plans

Plans shown on the battery meter

○ **Balanced (recommended)**   Change plan settings
   Automatically balances performance with energy consumption on capable hardware.

● High performance   Change plan settings
   Favors performance, but may use more energy.

Hide additional plans   ⌃

○ Power saver   Change plan settings
   Saves energy by reducing your computer's performance where possible.

       d. Change plan settings- make sure the PC is never set to sleep.

Change settings for the plan: High performance

Choose the sleep and display settings that you want your computer to use.

	On battery	Plugged in
Turn off the display:	30 minutes	Never
Put the computer to sleep:	Never	Never

Change advanced power settings

Restore default settings for this plan

Save changes   Cancel

4) Check USB set up on system (very important)- make sure that devices such as the microscope and the camera are not on the same USB BUS. You can request a small .exe program for monitoring the USB BUS from the software department.

5) UAC should be turned off. Refer to the Feb 2011 dealer bulletin here: https://www.nikoneroom.com/eRoomReq/Files/nikoninstruments/Confocal/0_5a98e/CA11-005_Windows%20UAC%20Alert.pdf

6) A large percentage of support calls are caused by User Rights. It is required to have all accounts running 'As Administrator.'
Note: Non-administrative accounts "appear to work" initially, but problems can develop later as file cannot be written to the registry or the hard drive. Over time, the non- administrative account does not hold settings and the user experiences communication or software errors.

7) Are Local Options installed? Several key features are "Local Option" (meaning only sold outside of Japan). If functionality is missing, it is good to check this option in the installation. After installation, modify the installation to include "Local Option."
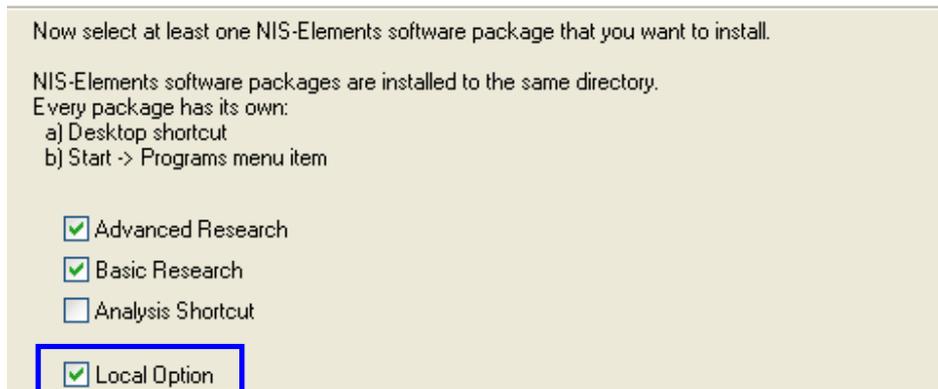
8) Avoid installing iTools, Ti Tools, etc on same PC as NIS-Elements. Driver and configuration conflicts occur when both are installed.

9) If NIS-Elements displays Hex Message at Start Up and does not start. These are Windows generated error codes due to possible memory conflicts, driver conflicts and damaged driver files. Recommended action is specific to the error message. In some case, the following may help
   a. Restart Device
   b. Reboot PC
   c. Both a and b

10) What is coded to the customer key? HASP Info is a good place to start. If you cannot open NIS-Elements, open Start Menu → All Programs → NIS-Elements → HASP Info. Lack of a driver can cause a device communication problem. Does using your demo key solve the problem? If yes, it is a HASP restriction.

11) Common HASP error messages or symptoms:
   a. Blinking HASP key- what could this mean?
      i. Perhaps damaged sometimes corrected with firmware and driver updates. (Read the HASP Compatibility document which is available on the NIS-Elements download site.[2])

   b. Error 2020 displays when the user is attempting to open the incorrect package of NIS-Elements (i.e. customer with BR key attempting to open the AR package).

   c. Error 50 displays when the HASP cannot be found. (HASP not plugged in, HASP drivers not installed or incorrect, or wrong type of HASP key)

12) Turn off Windows Firewall

13) Anti-virus software for A1/ C2
Note: All packages can be made to be compatible using specific settings (i.e. Allowing NIS-Elements Administrative Rights and allowing network access to device drivers such as A1 or the L2).
   a. Known packages that work with NIS-Elements:
      i. Commercial
         1. Norton (Includes Symantec)
         2. Avast
      ii. Free
         1. AVG
         2. Avast

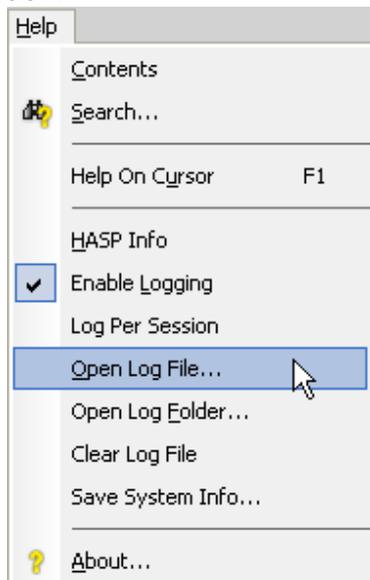[2] http://www.nisoftware.net/NikonSaleApplication/

How to Enable Logging in NIS-Elements?

- To enable the logging in NIS-Elements, go to the Help Menu and make sure 'Enable Logging' is checked.
   - If this is in NIS-Elements 3.20, 'Log Per Session' is also helpful.
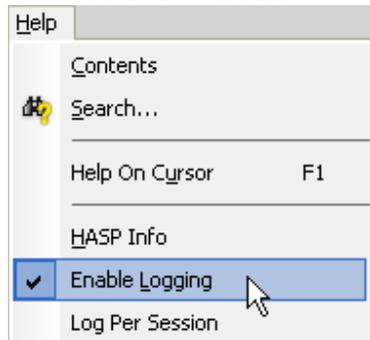
- To retrieve the log files, go to the 'Help' menu and select 'Open Log Folder'.


    - In NIS-Elements version 3.1 and earlier, you will find files with names similar to "lxapp_yyyy-mm-dd.log' where 'yyyy-mm-dd' is the date of the start of the NIS-Elements session.
    - In NIS-Elements version 3.20 and newer, you will also find '.bin' files. These are the setting saved at the close of a session.
        - If 'Log Per Session' is enabled, the file names will look like this, "lxapp_yyyy-mm-dd_(xxxx).log", where "xxxx" is the session for that day.
        - Note: A single session is from the startup of NIS-Elements to exiting NIS-Elements.

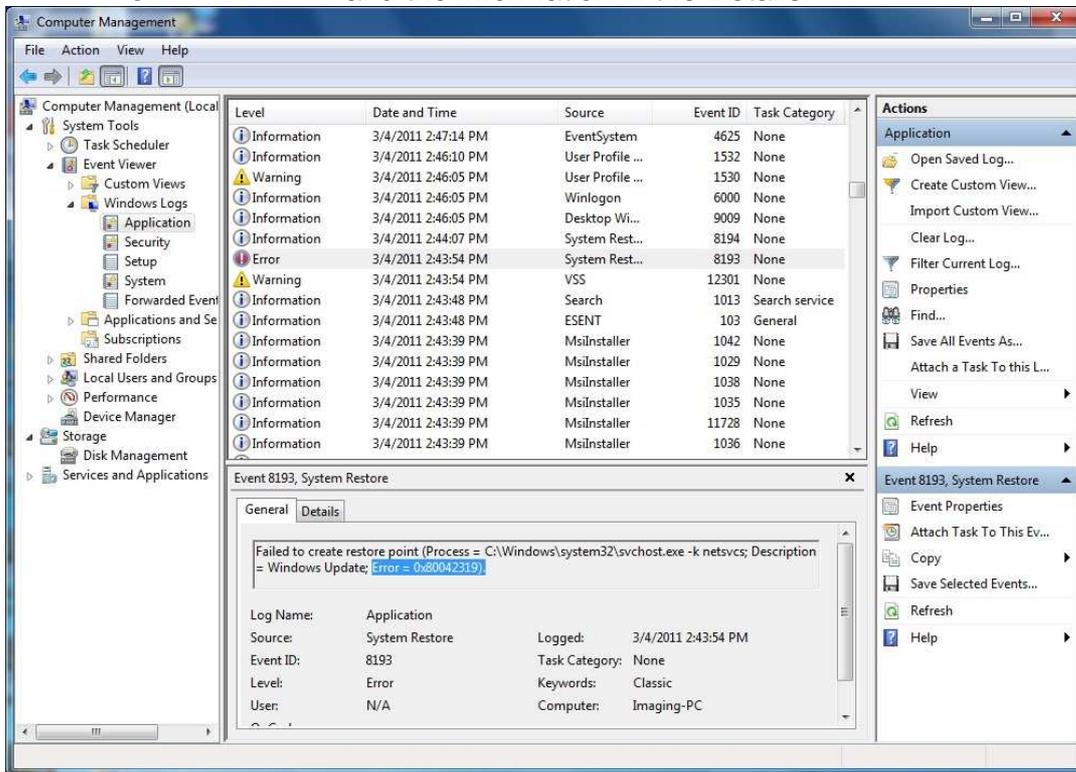## How to find Windows System Error log/ information

Right-click on Computer in the Start menu and select 'Manage:'
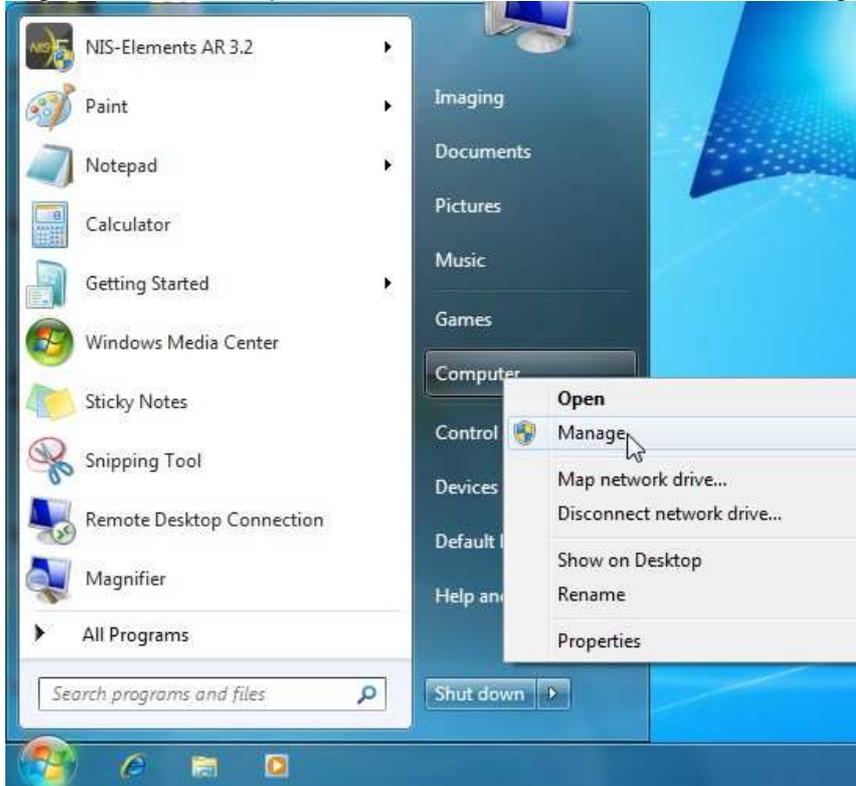
Expand the view for 'Computer Management →System Tools→Event Viewer→Windows Logs→Application' and 'System'
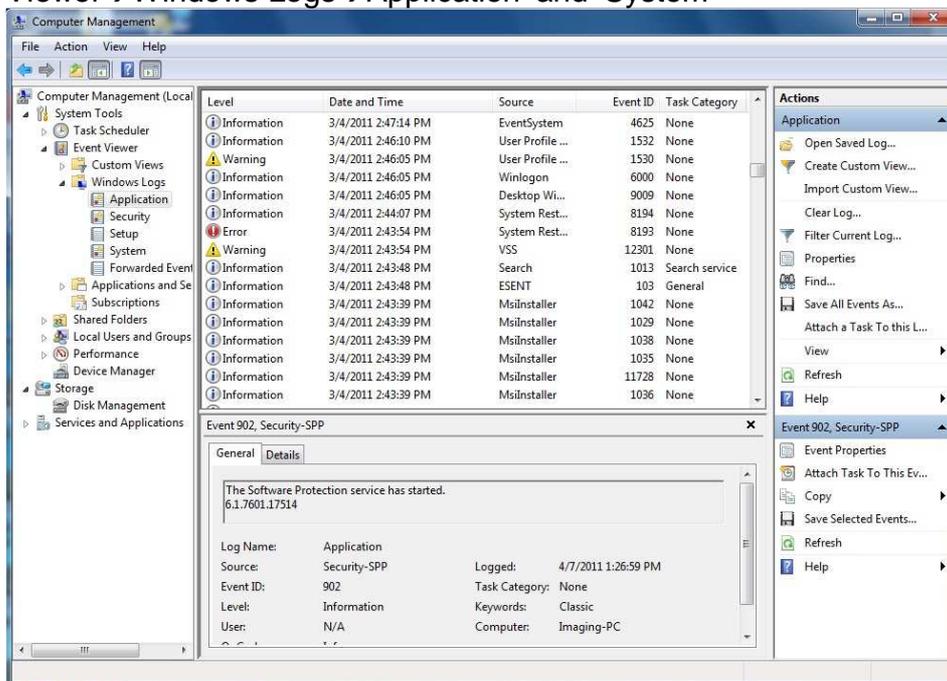
If you are looking for specific reason or code, it is possible to locate any for '⊗Error ' or '⚠Warning ' and the information in the Details.
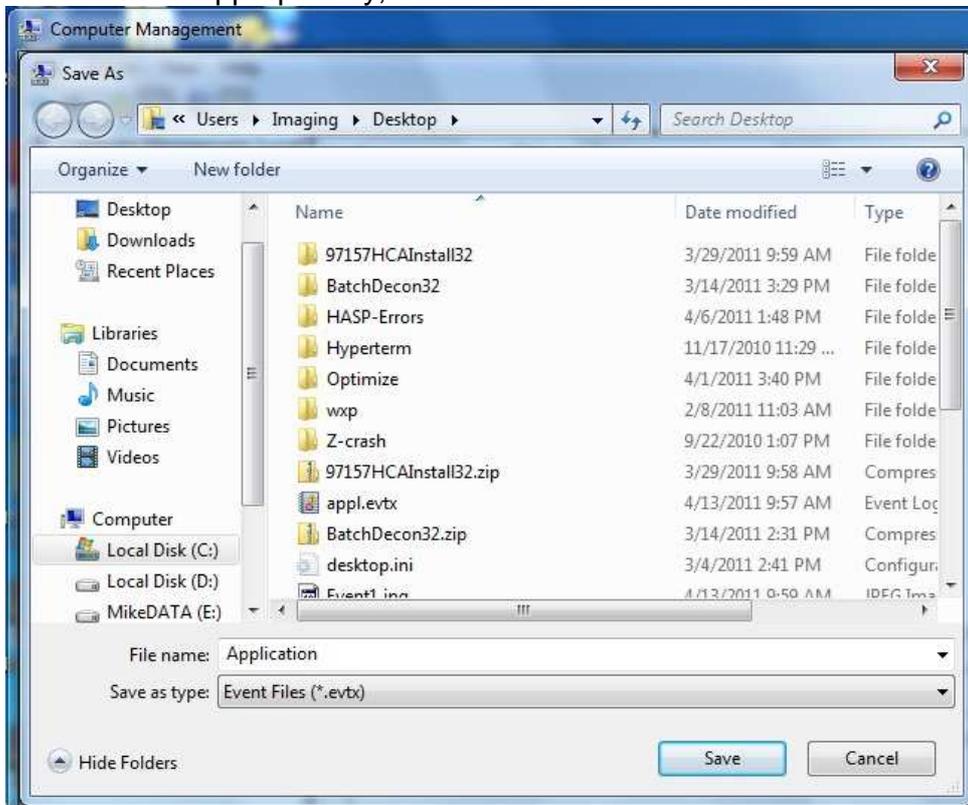

However, if you are unsure of what the Windows error codes, please just send the entire log. These steps are details in the following pages of this document.
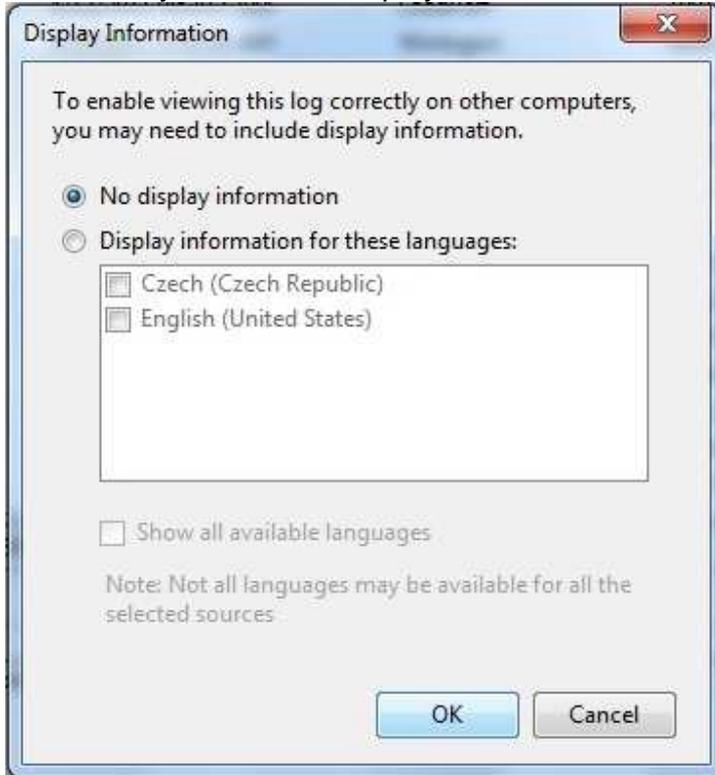
To Save these logs in Windows 7:
Right-click on the Log Folder to be saved, usually 'Application' and/or 'System,'
and select "Save All Events As…"
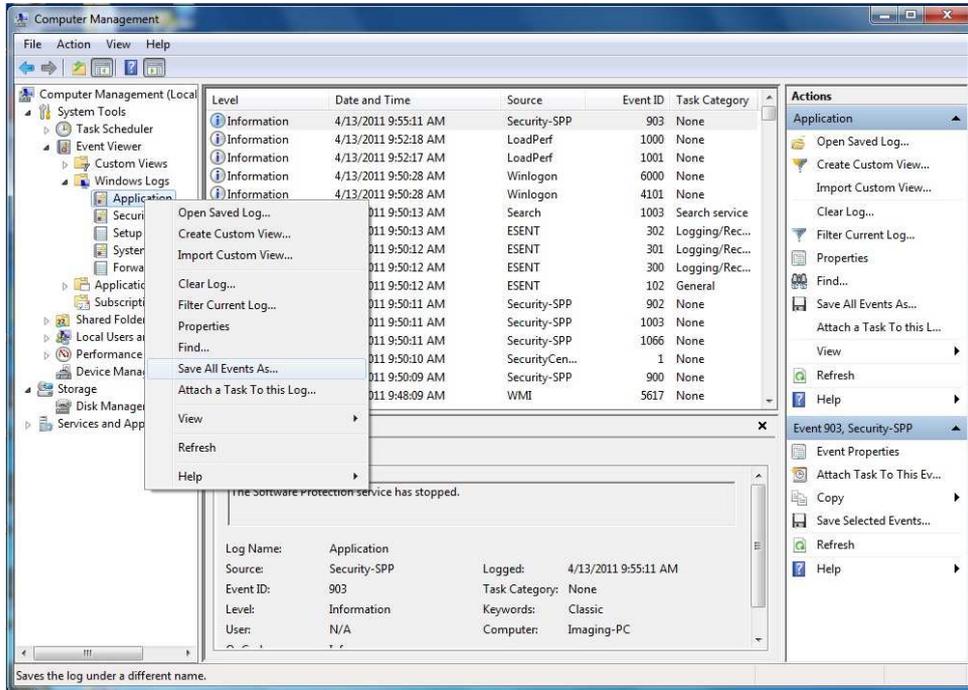
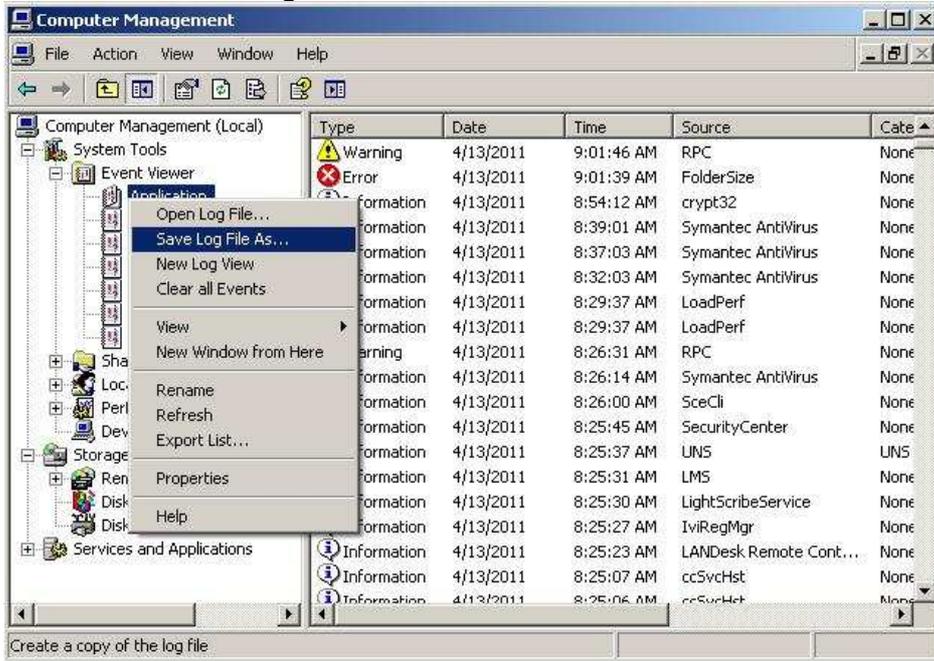
Then name it appropriately, the extension will be '.evtx.'

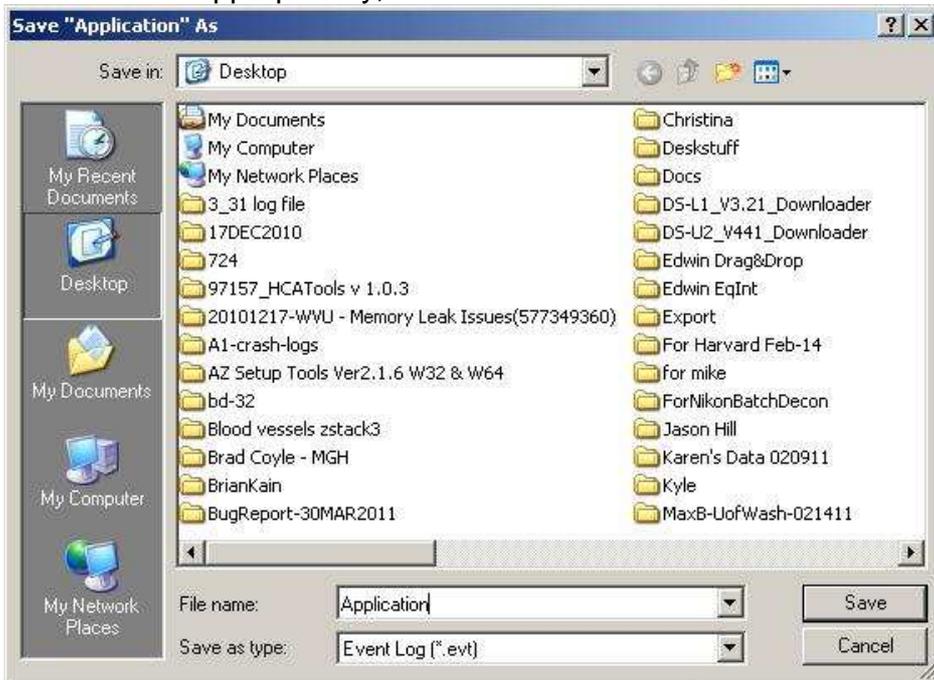Then, finally, select "No display information" and click "OK."

To Save these logs in Windows XP:
Right-click on the Log Folder to be saved, usually 'Application' and/or 'System,'
and select "Save Log File As…"

Then name it appropriately, the extension will be '.evt.'

In comparison to the steps described for Windows7, in XP, the workflow will not
ask for display information.

How to capture Ti Debug Log

The debug logs for the Ti, the U2, U3 and L2 are all in the same location.
If the customer has an L2, it will shows as a U2.

The location and file name of the log is in this format:
- %APPDATA%\nikon\shared\data\debug??*.txt
  - ?? = Ti, U2, U3

For example on Windows XP PC:
The location of these logs and files is:
C:\Documents and Settings\%user%\Application Data\Nikon\Shared\Data
  - %user%= specific user name on PC

For example on Windows7 PC:
C:\Users\%user%\Application Data\Nikon\Shared\Data
  - %user%= specific user name on PC

These files are text files and are cumulative based on total use of NIS-Elements and the device. Therefore, the log files can be large. The files can be compressed by right clicking on the file and selecting 'Send To,' and selecting compressed folder.