Clearing Error 1010

Windows 7 Operating Systems

Error 1010 will appear upon software start up if there is a communication issue between the software and the instrument or if there is an incomplete or unsuccessful driver installation. When using a Windows 7 operating system, the version must be Professional or Enterprise; the software is not supported by Windows 7 Starter or Home Versions. Confirm the operating system version as follows:

- Locate the **Computer** icon on the desktop or access through the Windows Start menu.
- Right click on **Computer** to open.
- Highlight and select **Properties**
- Operating system properties are displayed under the **Genera**l tab.

Causes for this error may include:

- **Instrument not receiving power/faulty USB connection:** Exit the software and confirm that the USB and power cables are connected to the instrument and both are firmly seated in their connection sites. If problem persists, try a different USB port on the computer.

- **Drivers did not install correctly:**

  1. Locate the **Computer** icon on the desktop or access through the Windows Start menu.
  2. Right click on **Computer** to open.
  3. Highlight and select **Manage**.
  4. Click on **Device Manager** in the left pane to populate the right pane with the connected devices.
  5. Locate Thermo Scientific NanoDrop in the right pane and click on the **+ sign** to open.
     - A yellow exclamation point or question mark next to NanoDrop 2000 will indicate improper driver installation.
     - If a Thermo Scientific NanoDrop device is not listed in the Device Manager, search the entire device list for any device with a yellow flag. The device may be listed as an unknown device, a generic device or may be included in the Universal Serial Bus controllers listing.
  6. Highlight the yellow flagged device and right click to uninstall the device.
  7. Disconnect USB and power supply; wait 5 seconds and reconnect, starting with the power cord first.
  8. If the Device Manager continues to flag the device indicating that the drivers did not install properly, proceed to page 2 for instructions regarding manual installation of the drivers.

- **Instrument has lost USB connection since last use:** If the error 1010 occurs intermittently, it is most probably caused by the PC going into hibernation. Recommended solutions are:

  - Unplug and reconnect the USB cable prior to restarting the software.
  - Change computer power settings to remove hibernation settings.

- **Power supply failure:** Confirm power to the instrument by viewing the green light on the rear of the instrument where the power cord is inserted into the instrument. Note: This light is faint and difficult to see. If a green light is not detected in the rear of the instrument, try another wall socket and check power supply with voltmeter. If the power supply is defective, contact Technical Support for replacement.

- **Circuit board failure:** Perform an intensity check, included in the Diagnostics application. For the US and Canada, email the results to info@nanodrop.com and type *Attention: Technical Support* in the subject bar. Include in the email the instrument serial number (located on the bottom of the instrument), a phone number and convenient time to receive a call from our support team. International customers, please contact your local distributor.

Manual Driver Installation from CD:

If the Device Manager continues to flag an instrument with a yellow exclamation or question mark, highlight and delete the device before proceeding. Once the device has been uninstalled, unplug the USB cable connecting the instrument to the computer and disconnect the power supply from the instrument.

1. Insert disk into CD-ROM drive.
2. Locate the Thermo file on the CD-ROM drive on **Computer** and right click to highlight and open. Note: If the disk auto-starts, cancel out of the operation before continuing.
3. Double click on the Horus folder to open.
4. Double click on the NanoDrop 2000 Driver.msi to open the **NanoDrop 2000 Driver Installation Wizard**.
5. Follow the steps through the wizard, and, if given a choice, select **Repair** from the Program Maintenance options. Note: Some installations may bypass this screen.
6. Once the installation is complete, the new hardware confirmation message may or may not be displayed.
7. Reconnect the power supply first and then reconnect the USB cable to the computer.
8. Confirm installation in the **Device Manager** as described on page 1. Installation is complete if the NanoDrop 2000 in listed in the Device Manager and there is no yellow mark associated with it.

If the 1010 error cannot be cleared by manual installation of the drivers, an examination of the system log files may be necessary. Follow the instruction below for accessing and sending the log files to info@nanodrop.com *Attention: Technical Support*.

Submitting Log Files for Review:

1. Locate the **Computer** icon on the desktop or access through the Windows Start menu.
2. Right click on **Computer** to open.
3. Highlight and select **Manage**.
4. Under the **System Tools** in the left pane, click on the arrow adjacent to **Event Viewer** to expand.
5. Click arrow adjacent to **Windows Logs** to expand.
6. Right click on the **Application** file and select, "Save All Events As…
7. Name the file "Application Log" and save as a .evtx file in an easily retrievable location such as the desktop.
8. Repeat steps 6 & 7 for the **System** file.
9. Attach both log files to an email addressed to info@nanodrop.com *Attention: Technical Support*. Please include the serial number of the instrument and a phone number at which you can be reached.

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