

Install Track-It™ Drivers and Software

When downloading or installing Track-It DataLogger Software and the associated USB Drivers, most (if not all) issues that arise are Windows® related, company security policy, or computer hardware setup. Let's tackle these situations!



**Make sure you have the latest version of Track-It DataLogger Software!
Older versions cannot be installed on Windows 10 or 11.**

Downloading Track-It Software Files:

Monarch Instrument's Track-It DataLogger Software (and associated USB Drivers) is free to download from our website (www.monarchinstrument.com) for use on as many computers as desired. (Note that it will typically download to the Downloads folder as a ZIP file which will need to be unzipped. Download is available on all [Track-It product pages](#) except RFID – see tabs.)

Windows Defender or other antivirus programs may block the software download because it has executable files. See Track-It DataLogger Software tab on product pages for instructions.

Here's how to proceed:

Temporarily turn off Windows Defender (or other antivirus software) before downloading Track-It DataLogger Software.

Managing Windows® Security Measures:

There are a few things to understand when downloading and installing Track-It Data Logger USB Drivers and Track-It Software on PCs with Windows 7, 10, and 11.

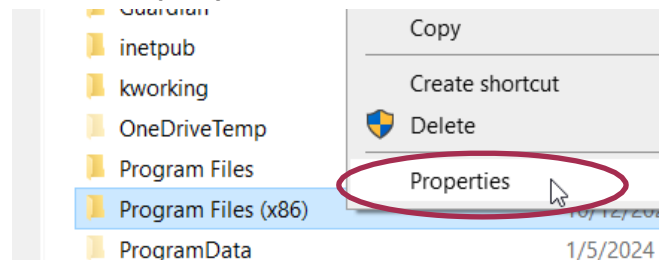
To provide “security and privacy measures”, Windows 10 and 11 restrict users in what they can install (software and drivers) and where they can install them.

Here's how to proceed:

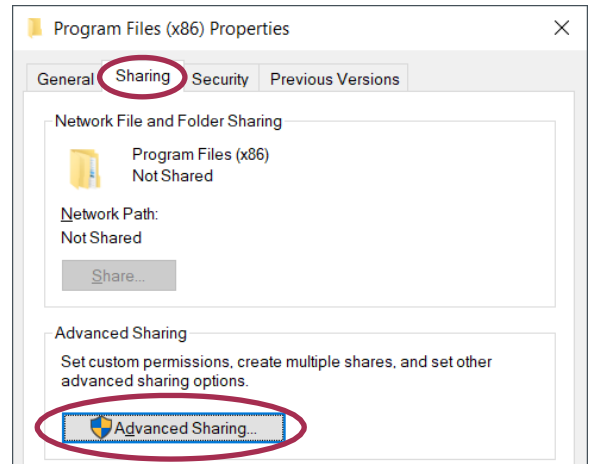
Track-It Software is a 32-bit application. Installing a 32-bit application on a computer with a 64-bit Windows operating system automatically sends the installation files to Program Files (x86). So, confirm the sharing and control settings in this subfolder.

How to check sharing and control over the Program Files (x86) folder:

- From File Explorer, select **This PC** or **Computer**.
- Open the Local Disk (C:) drive.
- Select the **Program Files (x86)** folder, right-click, and select **Properties**.



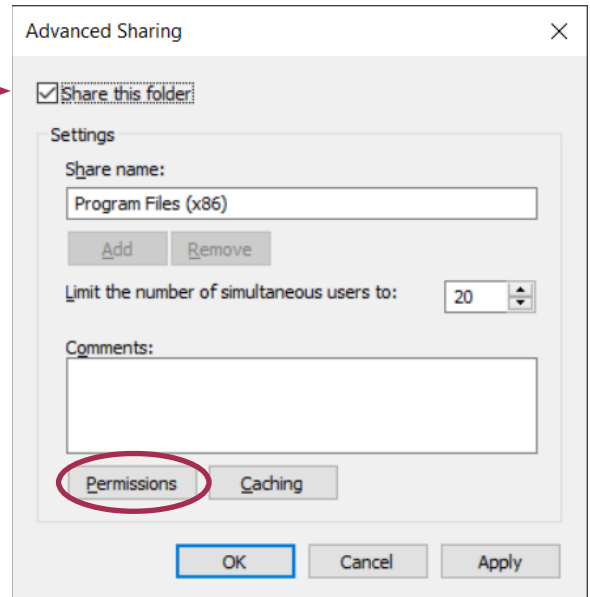
In the Program Files (x86) Properties folder, select the **Sharing** tab and click **Advanced Sharing...**



On the Advanced Sharing screen, be sure that **Share this folder** box is checked.



Then click the **Permissions** button.

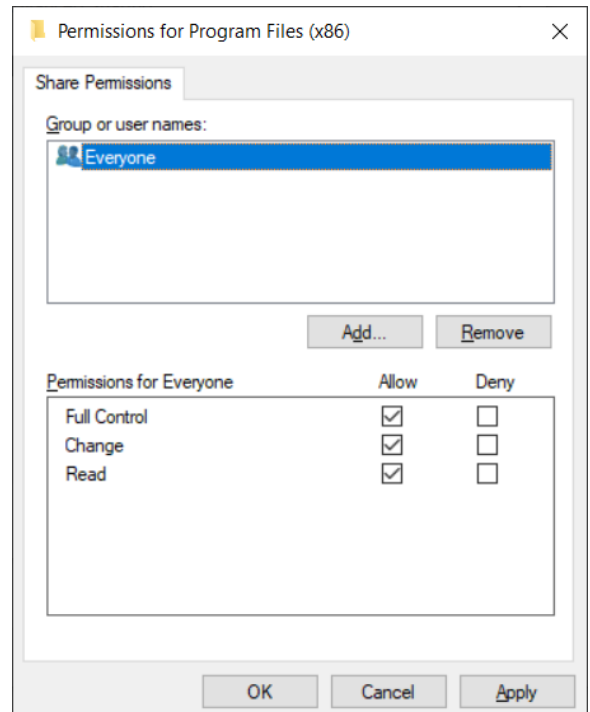


Choose desired **Group or user names**.

Select **Permissions for Everyone** as desired.

Click **OK**.

Click **OK** again and then **Close** to close the Program Files (x86) Properties screen.



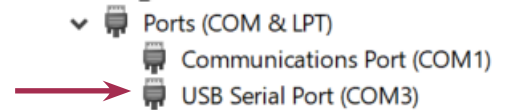
COM Port Verification:



Before installing the necessary USB Drivers for Track-It Software, confirm that your Windows® PC has Communications Ports activated.

Monarch Instrument's USB devices use virtual COM port drivers. This means that once the USB Drivers have been installed and the data logger is plugged in, the data logger will appear as a Communications Port titled **USB Serial Port (COMx)** (where x is the number assigned by the PC) listed under **Ports (COM & LPT)** in the Device Manager.

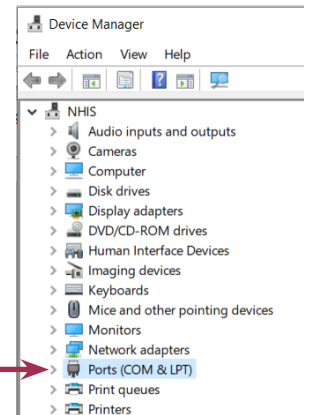
To demonstrate, the image to the right shows a data logger plugged in that was assigned COM3 (although it can be any number that your computer assigns to it.)



To verify Communications Ports are activated, open **Device Manager** and see if **Ports (COM & LPT)** is listed. (Note that installed devices are in alphabetical order.)

If **Ports (COM & LPT)** is listed, then it is OK to proceed to the installation of the Track-It Drivers and Software.

If it is NOT listed, then **Ports** must be manually added. See below for instructions on how to manually install Ports. Most users are able to do the installation, but in some very security-conscious companies, an IT representative may have to do these steps.



Manual Installation of Ports:

To install the necessary Ports, complete the following steps:

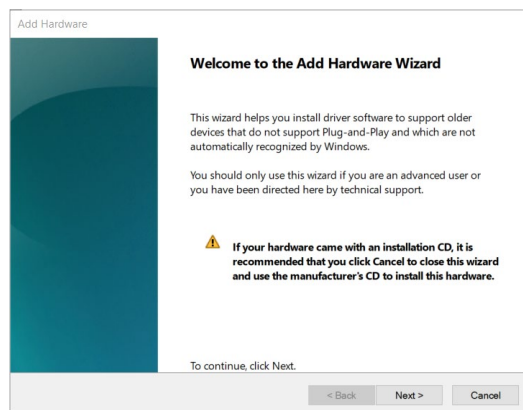
Important note before installing:



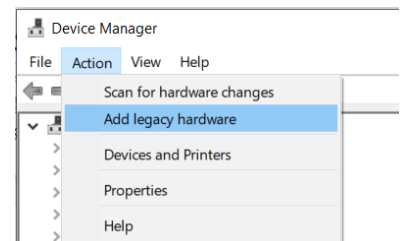
DO NOT have a data logger plugged into a USB port during installation of ports or drivers.

Open **Device Manager** and click on **Add legacy hardware** from the **Action** menu.

This will open the Add Hardware Wizard (see below).

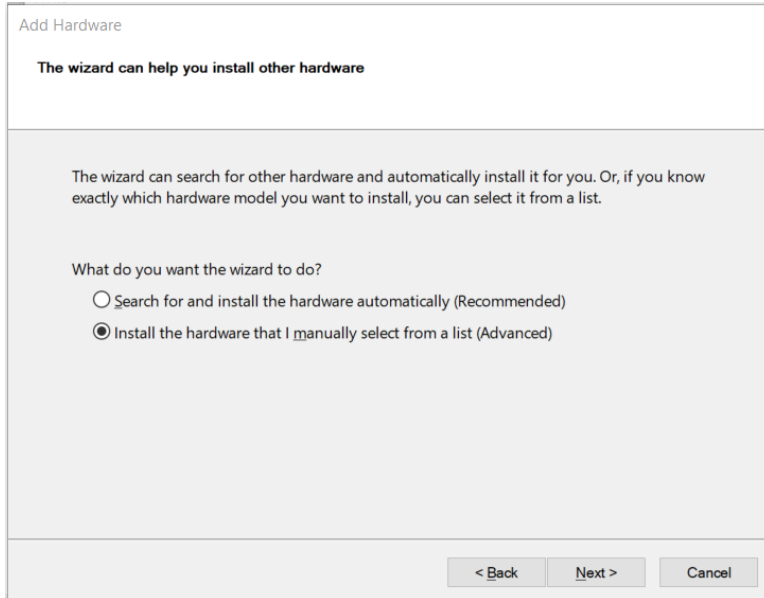


Click **Next**.



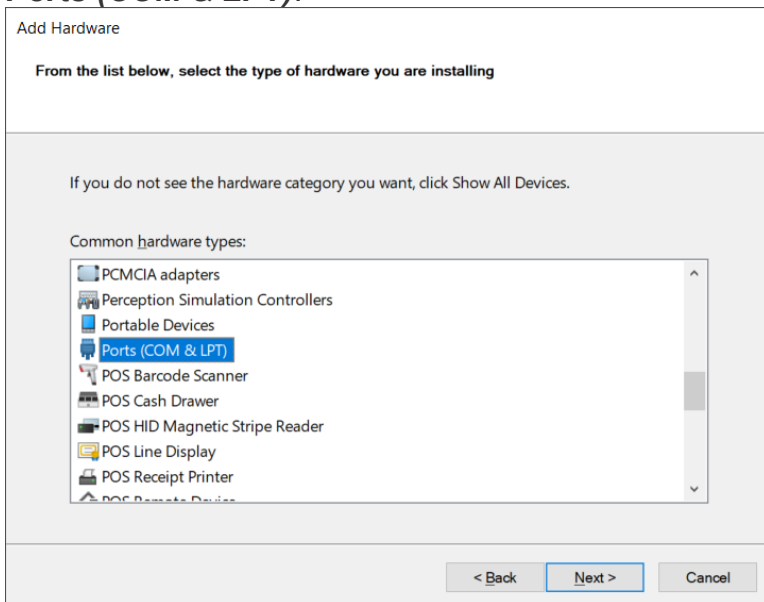
Note: You must click on any item in the list for the complete list of actions to be displayed under the Action menu.

On the next **Add Hardware** screen, select ***Install the hardware that I manually select from a list (Advanced)***.



Click ***Next***.

On the next screen (below), scroll down the list of Common hardware types and select ***Ports (COM & LPT)***.



Click ***Next***.

On the next screen (below), under **Manufacturer**, select **(Standard port types)**. Under Model, select **Communications Port**.

Add Hardware

Select the device driver you want to install for this hardware.

Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.

Manufacturer: (Standard port types), Hewlett Packard, Microsoft, Monarch Instrument, Quatech

Model: Communications Port, ECP Printer Port, Multiport Communications Port, Printer Port, Serial

This driver is digitally signed. [Tell me why driver signing is important](#)

Have Disk...

< Back Next > Cancel

NOTE: It is essential that **Standard port types** and **Communications Port** are listed and can be selected as shown above. If not, then the PC may not have the hardware necessary to support Monarch Data Loggers. This is very rare, but some Windows PCs do not have the full Microsoft feature set. In the event this happens, contact Monarch.

Click **Next**.

Add Hardware

The wizard is ready to install your hardware

Hardware to install:

Communications Port

To start installing your new hardware, click Next.

< Back Next > Cancel

Click **Next** again to install the Communications Port. Once complete, click **Finish** to close the Add Hardware Wizard.

Installing Track-It Data Logger USB Drivers and Software:

Important note before installing:



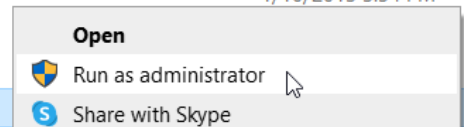
DO NOT have a data logger plugged into a USB port during installation of drivers or software.

Due to Windows's stringent safety protocols, it is required that the Track-It user be an administrator with full access. Note that in companies or organizations with strict IT protocols, IT specialists may have to do this installation.

The Track-It installation files will be downloaded to a compressed ZIP file, which will need to be unzipped/extracted. The unzipped file folder contains multiple subfolders and files.

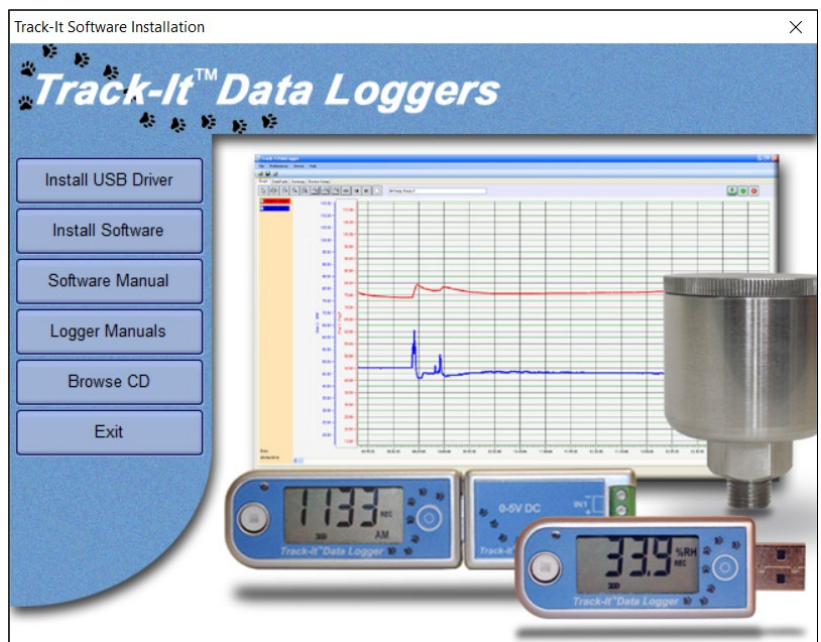
FTDI VCP Driver	11/9/2023 3:46 PM
manuals	11/9/2023 3:46 PM
SiliconLab VCP Driver	11/9/2023 3:46 PM
support	11/9/2023 3:46 PM
Autorun.inf	1/10/2013 5:00 PM
Button.bti	1/10/2013 3:54 PM
CD_Conf.bak	
CD_Conf.ini	
CD_Start.exe	

Double-click on the **Track-It_Software** folder and then right click on **CD_Start.exe** and select **Run as administrator**.



This will open the Track-It Software Installation menu as shown right.

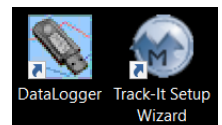
Click on **Install USB Driver** and follow the prompts. Accept any security measures and the License Agreement to continue installation.



Once the USB Drivers are installed, click on **Install Software** and follow the instructions to complete the installation.

For more detailed instructions on installation, click on **Software Manual** (which will open the Track-It DataLogger Software manual) and read through section 1.0.

If "Create shortcuts on Desktop" is selected during installation, you will see these two icons on your Desktop (see right).



You are now ready to plug in your data logger into a USB port on your computer, open Track-It™ DataLogger Software, and set up your logger to record data!

For a quick overview, refer to: https://www.monarchserver.com/Files/pdf/Quick_Start_Guide.pdf.

For Datalogging Made Easy, go to: <https://monarchserver.com/Files/KB/DataLoggingMadeEasy.pdf>