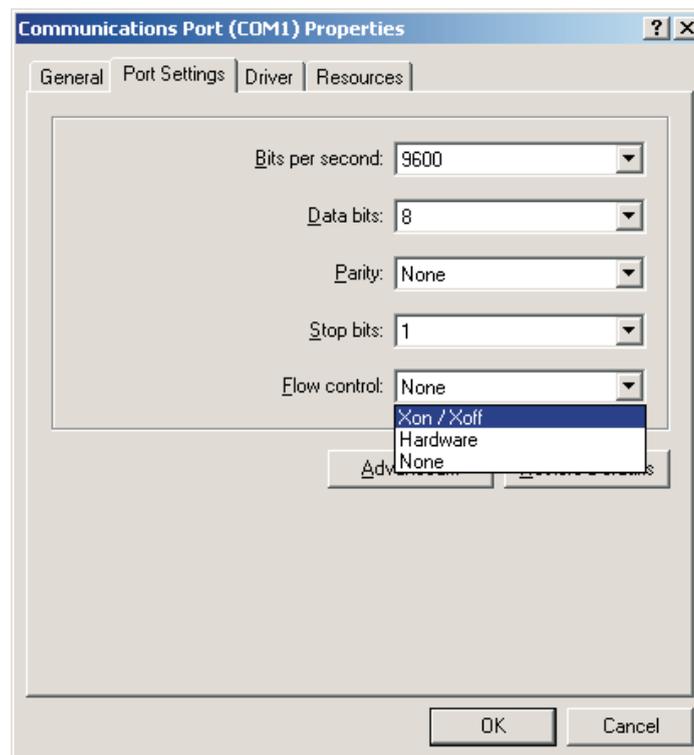# Problems downloading data in SkyeLynx Deluxe & Auto softwares

If you are having problems downloading data please check the settings for the communications port you are using as follows:

1. Open Control Panel and choose System
2. Choose the Hardware tab at the top of the window, and then click on the Device Manager button
3. Double click on Ports (COM & LPT) to open the tree.
4. Double click on the port to which the DataHog logger is connected. This could be a serial or USB port.
5. In the port's Properties window, choose the Port Settings tab at the top of the page.
6. The Flow Control setting should be set to Xon/Xoff as shown below.

7. Click OK to close all open windows.

Updated 08/10/07