Diagnosing iButton Reader Connectivity

1. Ensure you have followed in installation instructions.
2. Verify the 1-Wire USB device is detected:  
     
   Graphical user interface, text, application

   Description automatically generated
3. We are going run Tag Assistant as a console application. But first we must stop the windows service to prevent any conflicts. Open Windows Services and stop the Logicality Tag Assistant windows service:  
     
   Table

   Description automatically generated with medium confidence
4. Open a command prompt:  
   A screenshot of a computer

   Description automatically generated with medium confidence  
   (It is **not** necessary to “Run as administrator”)
5. Navigate to the Tag Assistant installation directory, typically “c:\Program Files\Logicality\Tag Assistant”. Type `dir` and you should see files like below:  
     
   Text

   Description automatically generated
6. Run the program `Logicality.TagAssistant.exe`. The output should look similar to this:  
     
   Text

   Description automatically generated  
     
   Here you can see the supported USB device being detected.
7. Connect / disconnect an iButton from the reader and you should see output like this:  
     
   Text

   Description automatically generated

If this does **not** happen, it’s likely the reader is faulty and will need to try another reader device.

1. To wrap up, don’t forget to restart the `Logicality Tag Assistant` Windows service.
2. Connect / disconnect an iButton from the reader and you should see output like this:  
     
   Text

   Description automatically generated

If this does **not** happen, it’s likely the reader is faulty and will need to try another reader device,