ELVE FLOW
an **ELVESYS** brand

ESI Elveflow Smart Interface

TECHNICAL NOTE

Symbols used in this document

Important information. Disregarding this information could increase the risk of damage to the equipment, or the risk of personal injuries.

Helpful information. This information will facilitate the use of the instrument and/or contribute to its optimal performance.

Additional information available on the internet or from your Elveflow representative.

Please read carefully this document before doing any experiment.

Additional information about the OB1 is available in the OB1 User Guide. Please contact customer@elveflow.com if you would like a copy of this document.

Important information.
We advise reading this document and the OB1 user guide carefully, and in full, before starting any experiment.

Elveflow Technical Note

How to fix issues with sensors or instrument addition in ESI?

Deleting all instruments at once from the ESI.

In case you run into bad behaviour with addition of instruments or sensors, or if you just upgraded your Elveflow device you can perform the following procedure to reset the ESI startup file.

To proceed, follow these steps :
1. Access the following computer folder C:\Users\Public\Documents\Elvesys\ESI\data\
2. Delete either "ESI.ini"(ESI V3.02.05 and below) file or "ConfigESI.ini" (starting from ESI V3.03.00) file, depending on your version used.
3. Launch the ESI software
4. No instruments and no sensors are no longer in the list
5. Add again the instruments and sensors

Deleting a specific Instrument or Sensor from the ESI.

You can also delete a specific instrument pr sensor if you prefer.
Indeed, using an OB1 channel or sensor in ESI that does not reflect your actual equipment (e.g. 0-200 mbar, instead of a 0-2000 mbar channel) will not allow you to effectively use your device. To fix this, you will have to delete your device from the interface (click "delete" red button in the device settings tabs in ESI) and then re-add it later in ESI. See these two steps in the figure below.
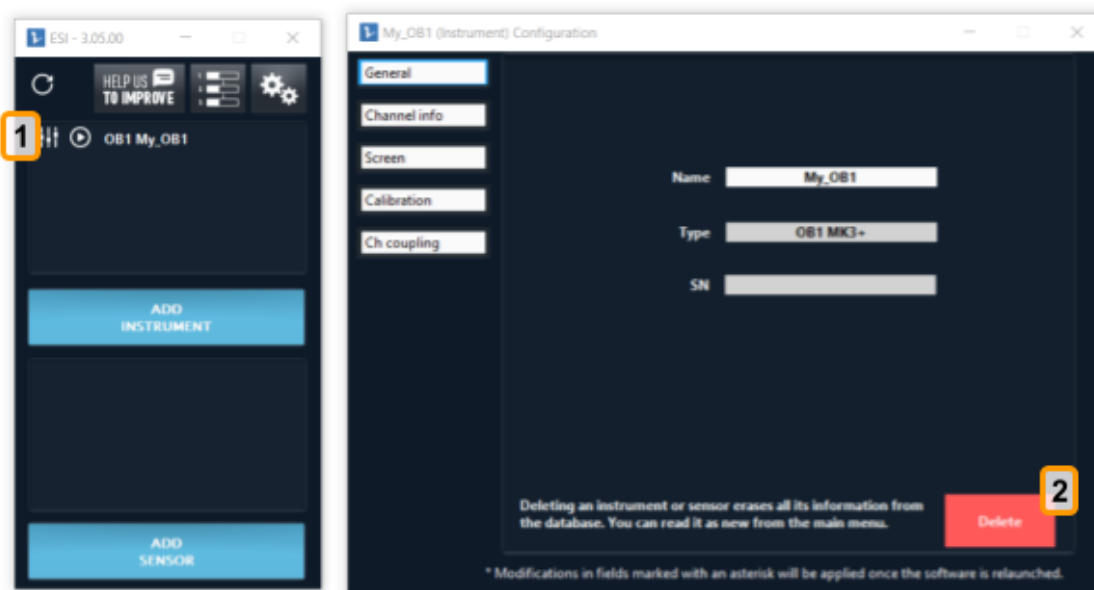

Fig 1. Removing a device from the list.

Important Information

Selecting an wrong OB1 channel type will prevent you from using the device correctly. Luckily, there's an easy fix: Reach the instruments settings tab to delete your current instrument, and re-add it later to update its configuration in the ESI software.

Refreshing your OB1 configuration in ESI is required once your upgraded equipment is received.

Following the receipt of your modified instrument, it is important that the ESI software is aware of this configuration change.

Indeed you may have declared your OB1 as e.g. a 4x 200 mbar channel in the past, but you need ESI to reflect your upgraded OB1 configuration, e.g. 3x 200 mbar channel + 1x 2000 mbar channel.

- **If you selected the wrong device type when adding a new instrument or sensor, you won't be able to use it as expected.**
- **If you do not refresh your device configuration in ESI, you won't be able to use your new configuration.**

Detection is not automatic, and new channel installation needs to be set in the software by the end user. You can just delete used this procedure to correct or update your equipment configuration in ESI.

Customer Support

You are welcome to browse through the Elveflow Support Portal accessible online anytime (https://support.elveflow.com/support/solutions). You can find lots of guidance on how to use our product line. It is most likely that the answers you're looking for are already here. In case there are still some questions and you'd like further clarification, please don't hesitate to let us know by email at customer@elveflow.com.

With critical context information readily at hand, Elveflow Support employees will be better prepared to help you.

The elements usually required are:

- the serial number of the Elveflow device(s) used (Sensors, Instrument)

- the ESI software initialisation file located in C:\Users\Public\Documents\Elvesys\ESI\data. It is called either "ConfigESI.ini" or "ESI.ini", depending on your ESI version.

- the screenshots of the error messages received, if applicable.

- Some pictures, or movies of your setup and your issue. WeTransfer is perfect for easily sending us large files.

We are always happy to help ❤️