



# Canlog Updater MANUAL

**SEO Electronics**

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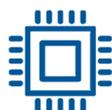
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CAN BUS devices



AVL and GPS/GSM systems



CAR security systems

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# 1. Introduction

## 1.1. Purpose of the software

The Canlog Updater program is a tool designed to update the software of SEO Electronics devices via the O351 programming interface and the appropriate cable dedicated to the device. The software enables safe and efficient updating of device software. This is essential and critical when the software date in the device is older than the minimum required software date on the connection diagram for a given vehicle.

Brand, Model	Device:	Year:	Rev.:
<b>TOYOTA CAMRY (Hybrid) (Keyless)</b>		<b>2025→</b>	<b>11</b>
Version: <b>with Keyless System</b>		program №: <b>15451</b> from: <b>2025-10-24</b>	

Figure 1. The oldest required software date for a given diagram.

## 1.2. Hardware and System Requirements

Operating system	Windows 7 or newer
Processor	Pentium 1 GHz processor or faster
RAM	at least 512 MB RAM
Free disk space	3 MB free space or more
Additional requirements	<ul style="list-style-type: none"><li>• Constant Internet access</li><li>• .net Framework version 4.8 or higher</li><li>• Vcredist 8.0 or higher</li><li>• FTDI VCP drivers</li></ul>

Appropriate driver software available for download here:

- <https://ftdichip.com/drivers/vcp-drivers/>
- <https://www.microsoft.com/pl-pl/download/details.aspx?id=17718>

## 2. Software Download

To download the UCanlogUpdater software, log in to the can24.pro portal. Then go to the "Downloads" tab. Find the "UPDATE\_SOFTWARE" entry in the table, then "UCanlogInstaller\_v.x.xx.zip". Save the file in any directory



Figure 2. „Downloads“ tab.



Search

Show 10 entries Previous 1 Next

Name
<a href="#">UPDATE_SOFTWARE</a>

Showing entries from 1 to 1 of 1 entries. Show 10 entries Previous 1 Next

Figure 3. Table where you need to find the "UPDATE SOFTWARE" entry.



Search

Show 10 entries Previous 1 Next

Name
<a href="#">UCanlogInstaller_5_72.zip</a>

Showing entries from 1 to 1 of 1 entries. Show 10 entries Previous 1 Next

Figure 4. Table where you need to find the "UCanlogInstaller\_v.x.xx.zip" entry.

### 3. Software Installation

#### 3.1. Archive Extraction

##### Option 1: Built-in Windows (File Explorer)

- Open File Explorer (Win + E) and navigate to the folder where "UCanlogInstaller\_v.x.xx.zip" is located (e.g., "Downloads").



Figure 5. Downloaded archive.

- Right-click the "UCanlogInstaller\_v.x.xx.zip" file and select Extract all....

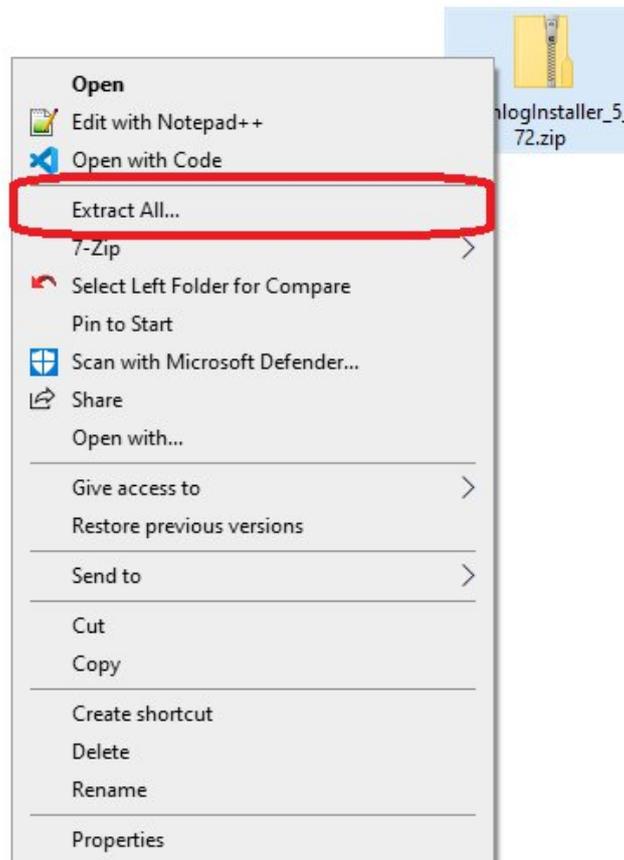


Figure 6. Archive extraction (Windows).

- In the extraction window, select the destination location (by default, it's the same folder as the ZIP file) and click Extract.

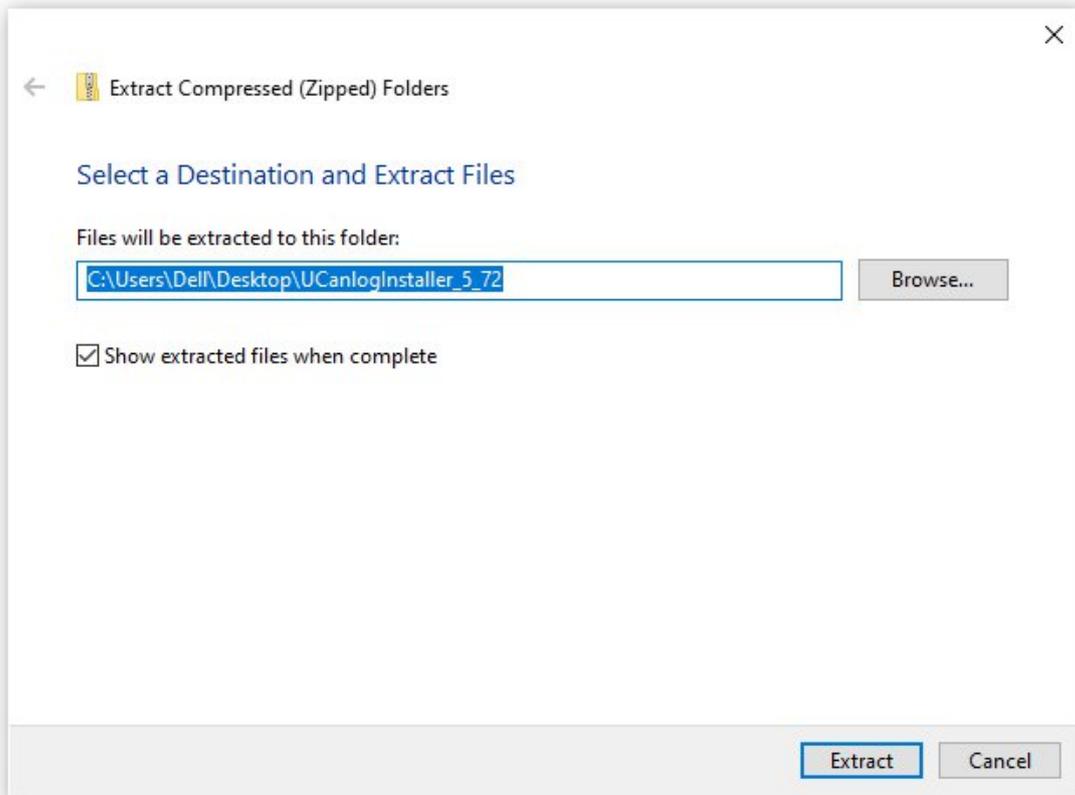


Figure 7. Archive extraction (Windows) continued.

- After completion, open the folder with the extracted files (Windows may also automatically display the files after extraction).

## Option 2: 7-Zip (if installed)

- Open File Explorer (Win + E) and navigate to the folder where "UCanlogInstaller\_v.x.xx.zip" is located (e.g., "Downloads").



Figure 8. Downloaded archive.

- Right-click the "UCanlogInstaller\_v.x.xx.zip" file and select 7-Zip → Extract here to extract to the current folder, or 7-Zip → Extract to "UCanlogInstaller\_v.x.xx\" to create a new folder and extract to it.

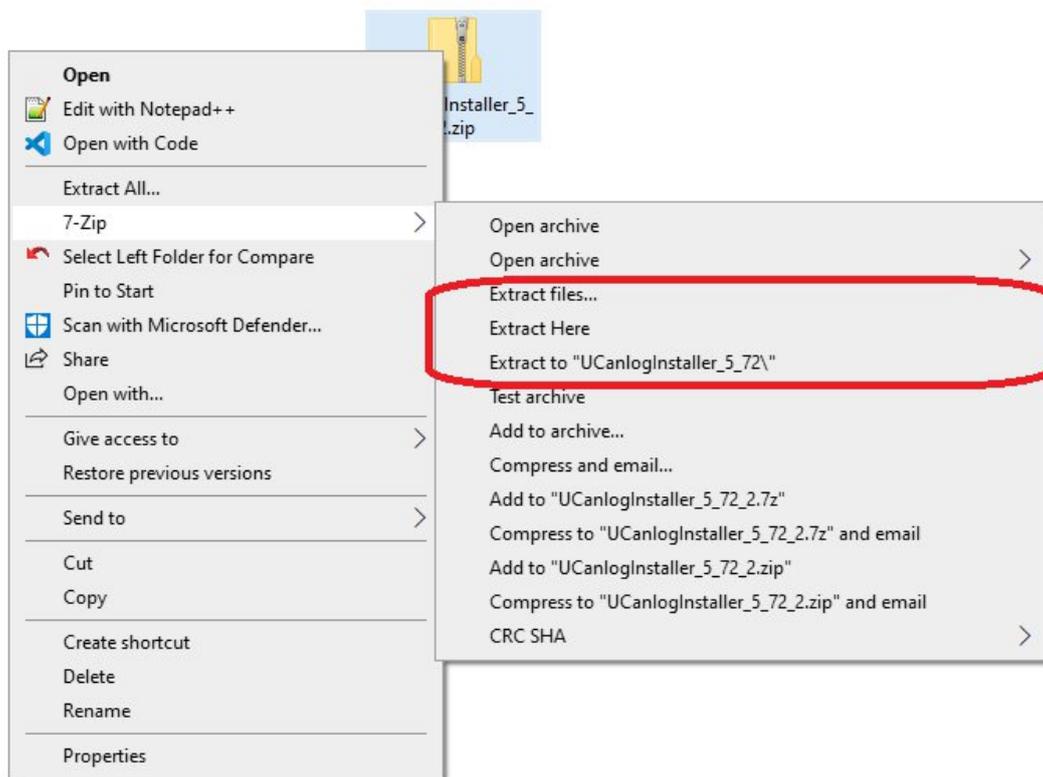


Figure 9. Archive extraction (7-Zip).

- In Windows 11, if you don't see the 7-Zip option in the menu, select Show more options, then select 7-Zip.

### 3.2. Software Installation

- Open the folder with the extracted files (e.g., Downloads) and run the installer file (usually .exe) by double-clicking.

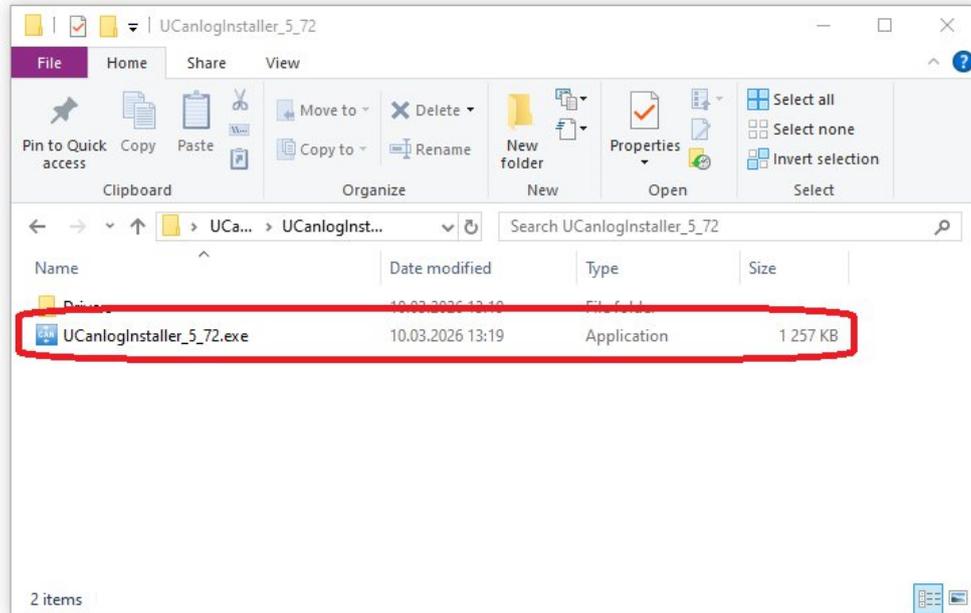


Figure 10. Installer executable file.

- If the User Account Control (UAC) window appears "Do you want to allow this app to make changes to your device?", select Yes.
- If a Windows SmartScreen message appears ("Windows protected your PC"): click More info, then click Run anyway.

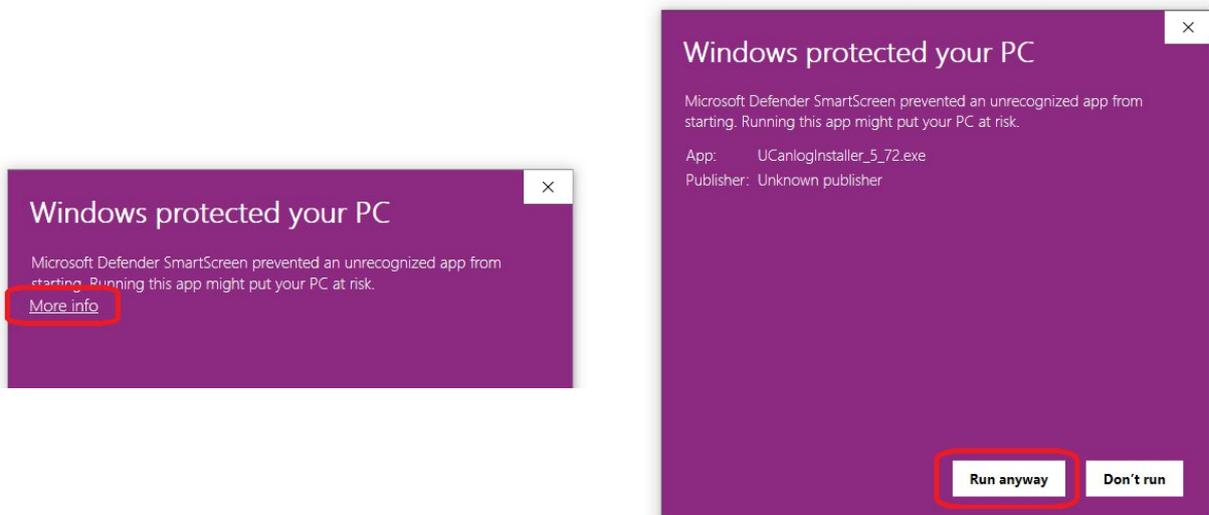


Figure 11. Windows Defender warning window.

- In the installer window, select the installation language and click OK.

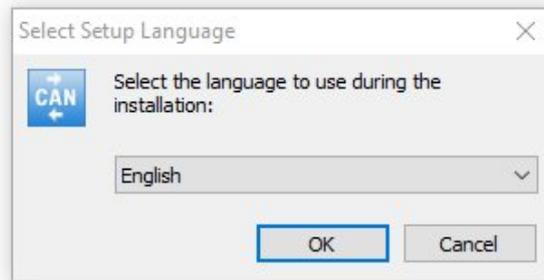


Figure 12. Installer language selection.

- Select the destination location (installation folder) and click Next.

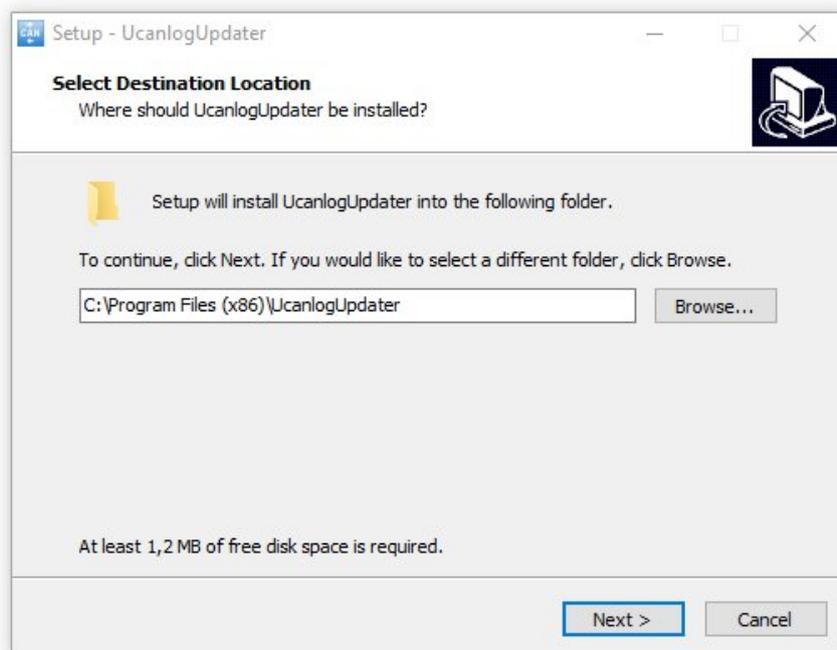


Figure 13. Installation location selection.

- Select the Start Menu folder (the name of the shortcuts folder in the Start Menu) and click Next.

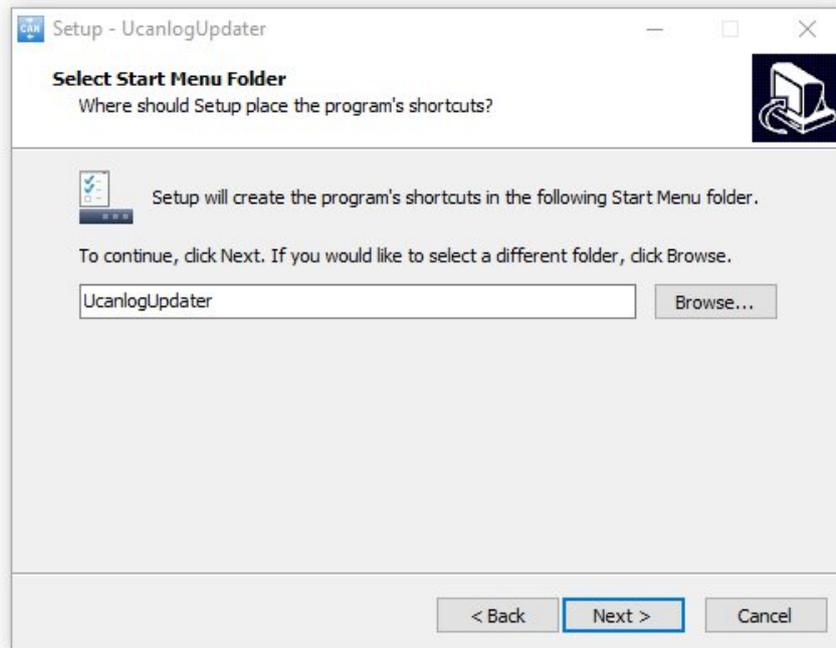


Figure 14. Start Menu folder name.

- Check *Create a desktop shortcut* if you want and click Next.

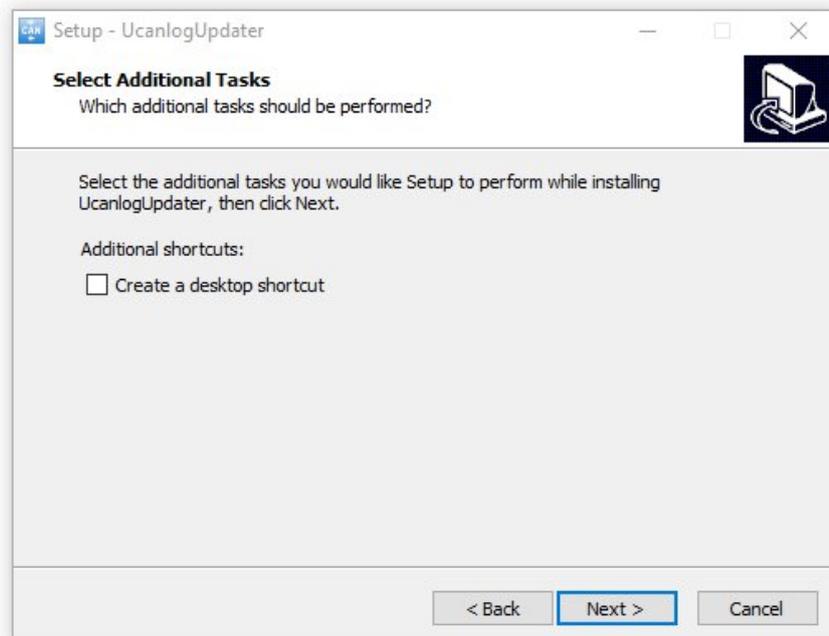


Figure 15. Creating a desktop shortcut.

- On the "Ready to Install" screen, click Install.

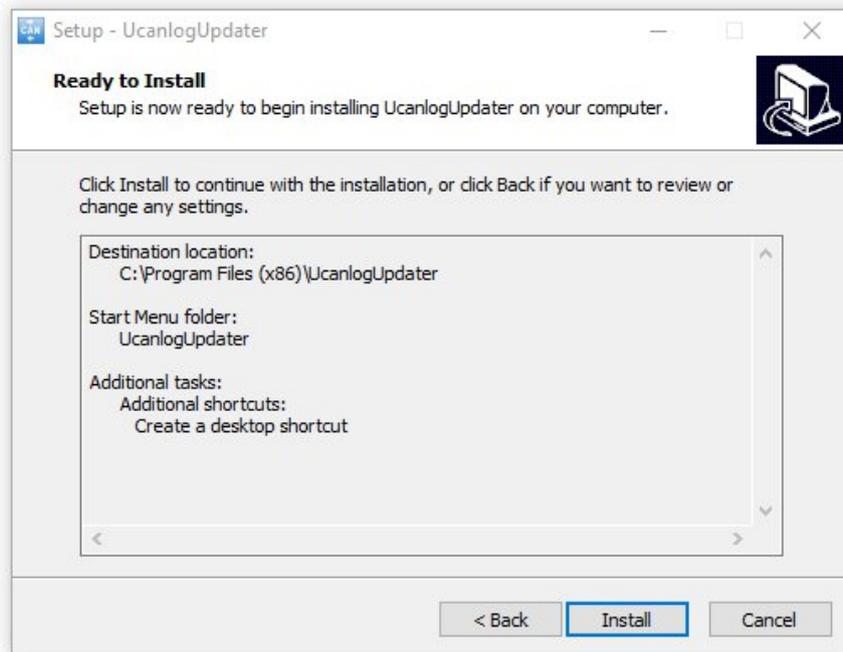


Figure 16. Ready to start installation.

- Wait for file copying and configuration to complete.
- Click Finish (optionally leave the option to run the program after installation checked, if available).

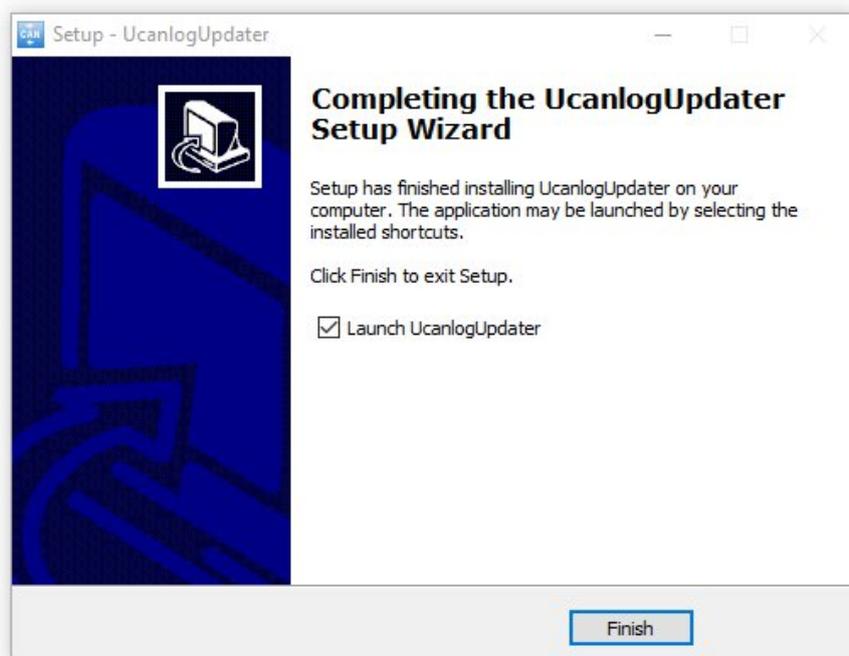


Figure 17. Installation summary.

### 3.3. Driver Installation

#### Option 1: Automatic Installation (Windows Update)

- Connect the O351 programming interface to the USB port on the computer.
- If the computer has Internet access, Windows may automatically download and install the driver via Windows Update.
- Open Device Manager ( (Win) + R → type devmgmt.msc → Enter).
- Check if "USB Serial Port (COMx)" has appeared in Ports (COM and LPT) (x = port number).

#### Option 2: Installation from FTDI Installer (recommended)

- Download the official FTDI driver installer for Windows (setup executable) from the manufacturer's website. Link: <https://ftdichip.com/drivers/vcp-drivers/>
- Run the downloaded installer file, then in the installer window, click Extract.
- Go through the installation wizard (Next), accept the license terms, and complete the installation (Finish).
- Disconnect and reconnect the device.
- Open Device Manager ( (Win) + R → devmgmt.msc → Enter) and make sure the device is visible as "USB Serial Port (COMx)" in Ports (COM and LPT).

#### Option 3: Manual Installation (when driver does not install automatically)

- Download the FTDI VCP driver package from the manufacturer's website and extract it to a selected folder. **Drivers are also included in the package downloaded from can24.pro (the "Drivers" directory in the archive).**
- Connect the O351 programming interface to the USB port on the computer.
- Open Device Manager ( (Win) + R → devmgmt.msc → Enter).
- Find the device (often in "Other devices" or with a yellow warning sign) and select: Right-click → Update driver.
- Select "*Browse my computer for drivers*" and point to the folder with the extracted driver files (with .inf files).
- Complete the installation and check if "USB Serial Port (COMx)" appears in Ports (COM and LPT).

## 4. Connecting the O351 programming interface to the PC

To connect the device to the PC, you need:

- O351 programming interface (1),
- USB-A ↔ USB-B cable (2),
- O351 ↔ device cable (3),
- device (4).

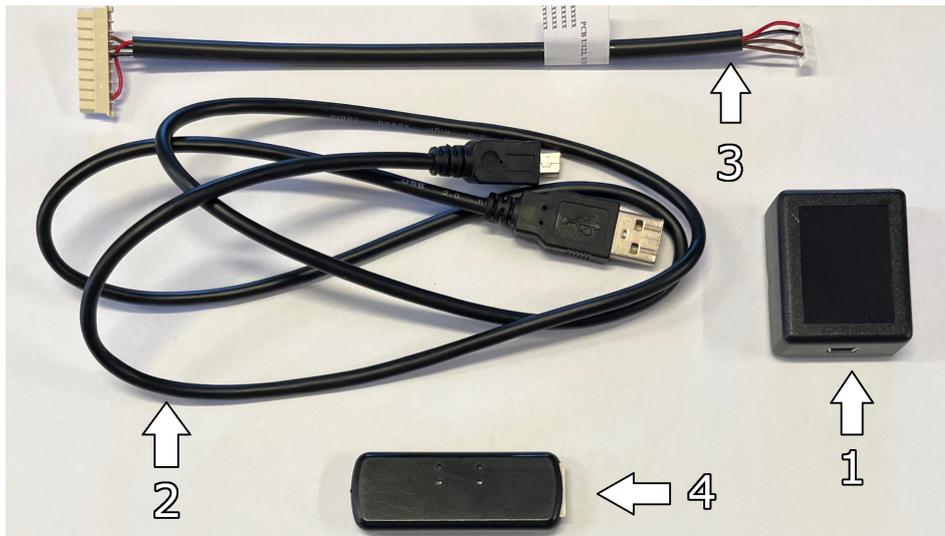


Figure 18. Set required to connect the O351 programming interface to the PC.

Connect everything as shown in the picture below and plug the USB cable into a free port on the computer.

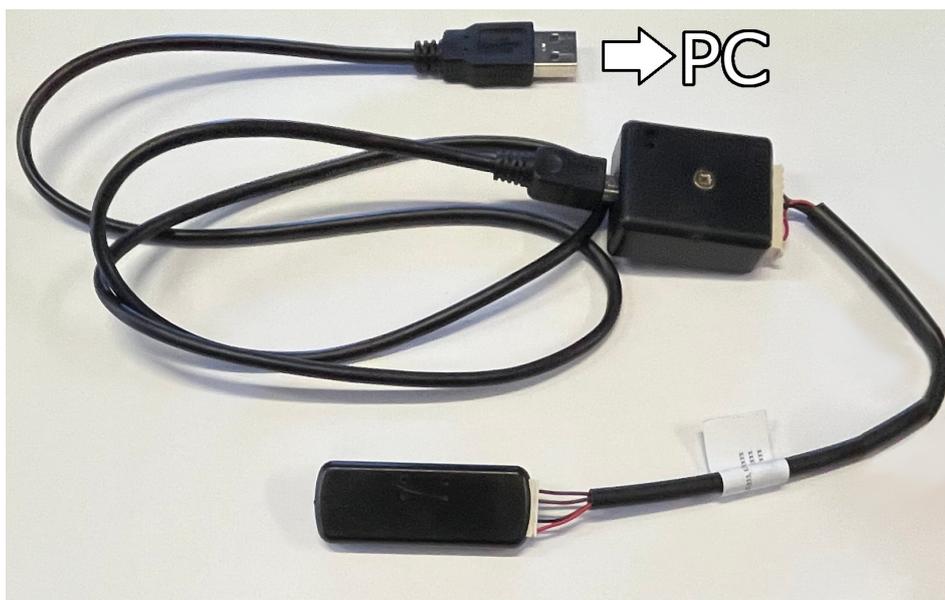


Figure 19. Connecting the set to the PC.

## 5. Canlog Updater Program Interface

To be able to log in, you need to connect the O351 programming interface and device to the PC.

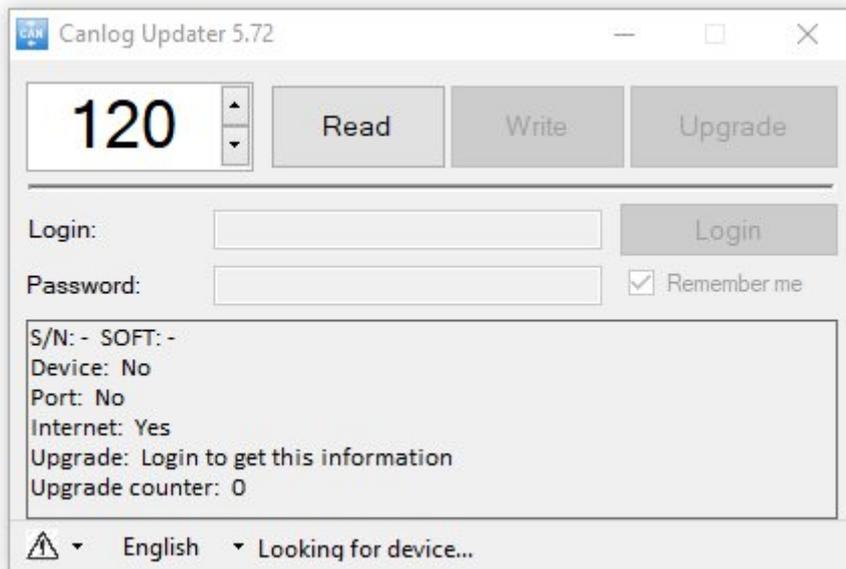


Figure 20. View as not logged in without a connected device.

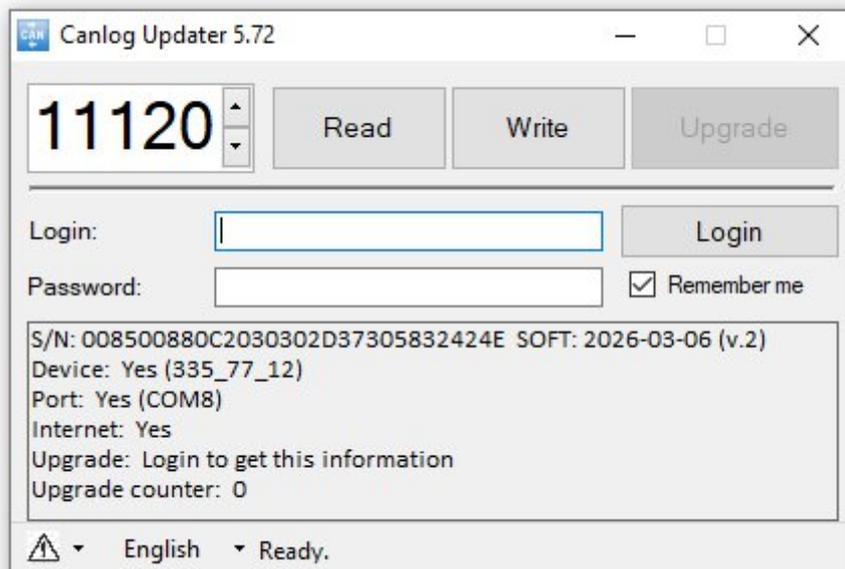


Figure 21. View as not logged in after connecting the device.

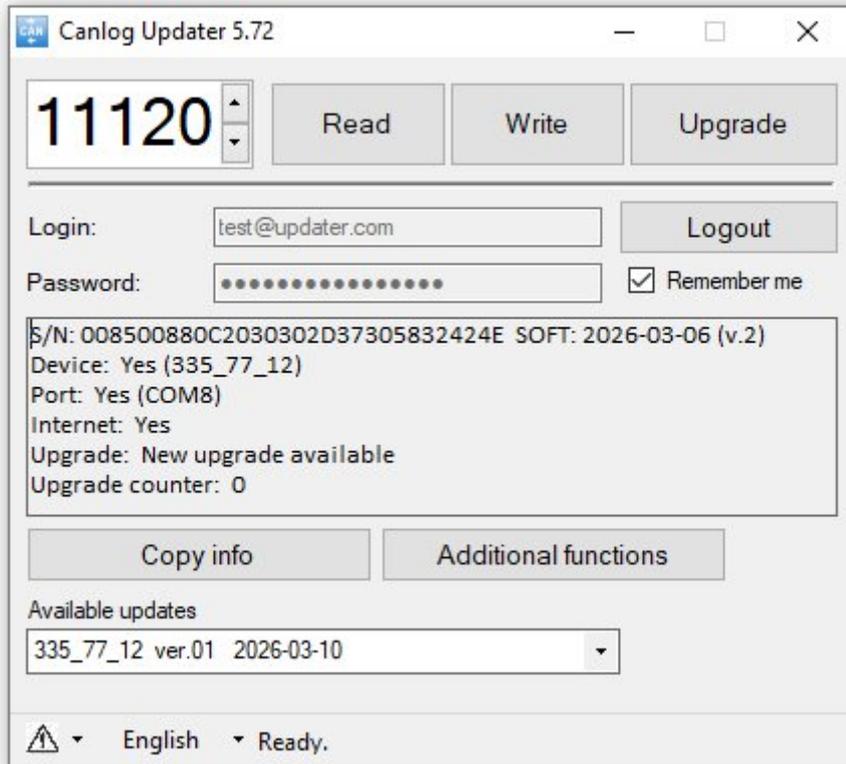


Figure 22. View after logging in and connecting the device.

Using the "Read" and "Write" buttons, you can read or write the currently set program number in the device. The program number is located in the window in the upper left corner of the application screen.

The "Additional functions" button. Clicking this button opens an additional window where you can enable or disable additional features. The button is not available for every device.

The "Copy info" button allows you to copy all information about the device (ID, software, device, software date). When maintaining documentation, such information is later useful for service or warranty purposes.

## 6. Device Update

After connecting the device to the computer and logging in, to update the device, press the "Upgrade" button.

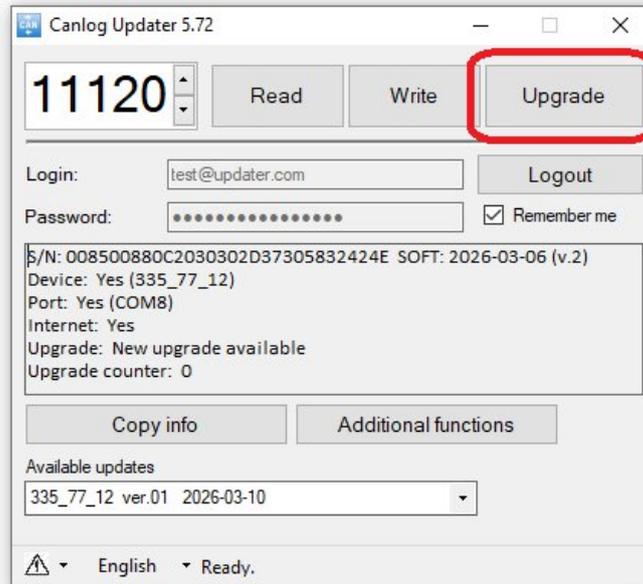


Figure 23. Upgrade.

Wait for the update process to complete.

After the update is complete, the screen should display the message "The device has the latest firmware".

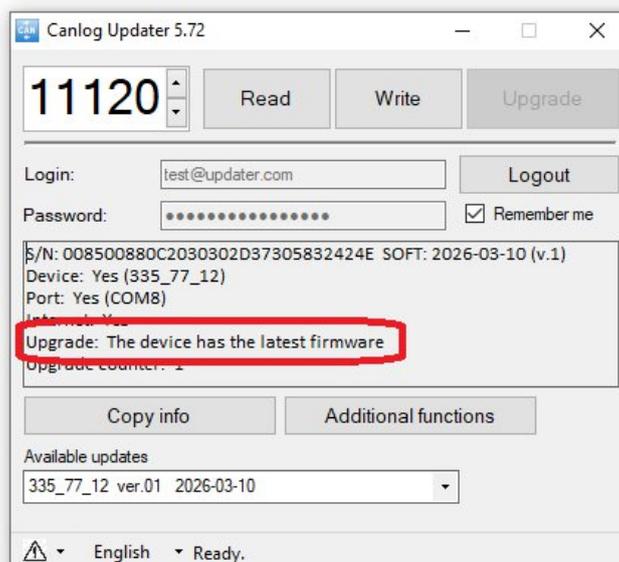


Figure 24. The device has the latest firmware.

## 7. Troubleshooting

### 7.1. Device is Not Detected by Canlog Updater

If the software does not find the device, check if the device is correctly detected by the operating system. To do this:

- Open Device Manager (**Win** + R → type devmgmt.msc → Enter).
- Expand the Ports (COM and LPT) section.
- Connect the O351 programming interface to the computer.
- Check if a new device "USB Serial Port (COMx)" has appeared.

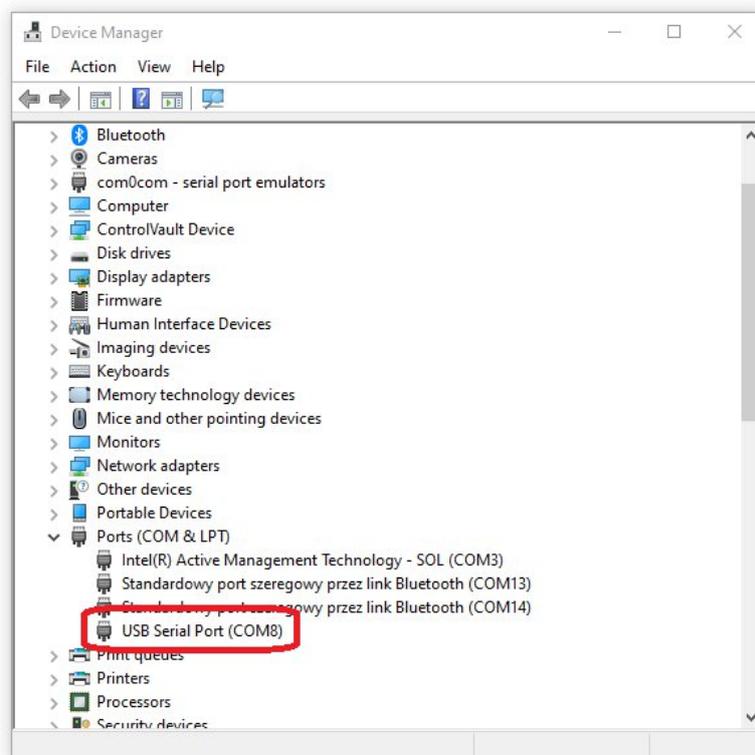
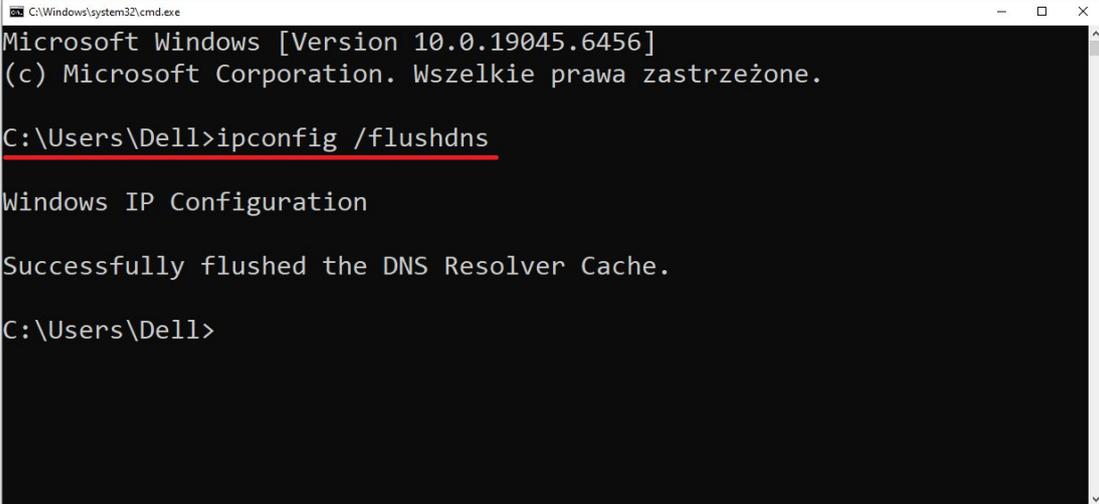


Figure 25. Device Manager

- If a new device doesn't appear, check the correctness of driver installation and connection.
  - Check if the LEDs on the O351 programming interface light up after connecting it.
  - Try a different USB port on the computer.
  - Try a different cable.
  - Restart the computer.
- If none of the above brings positive results, contact us.

## 7.2. No Internet Connection

- Make sure you have an Internet connection.
- Open Command Prompt (  (Win) + R → type cmd → Enter).
- Type the command "ipconfig /flushdns".



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 10.0.19045.6456]
(c) Microsoft Corporation. Wszelkie prawa zastrzeżone.

C:\Users\Dell>ipconfig /flushdns

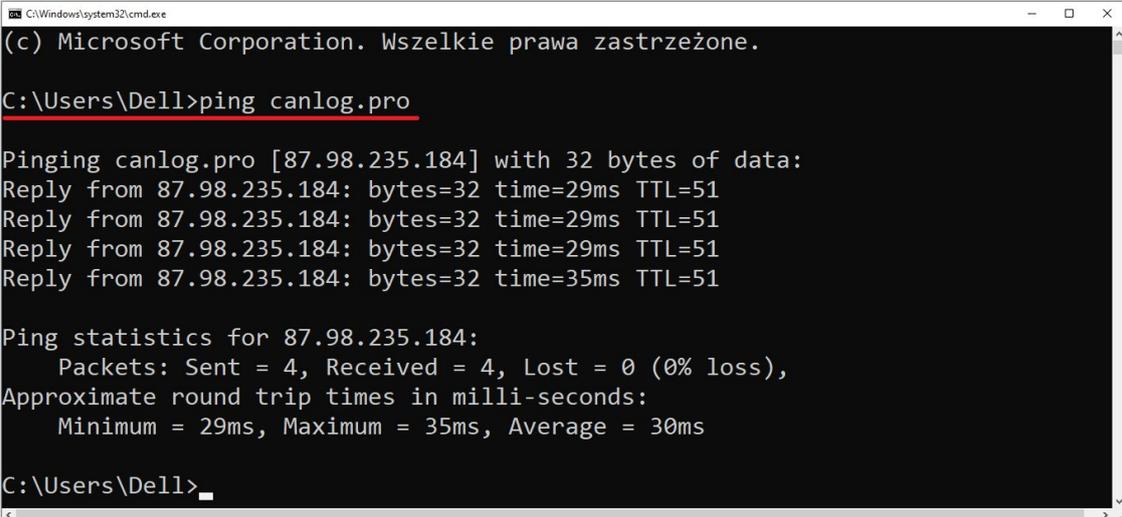
Windows IP Configuration

Successfully flushed the DNS Resolver Cache.

C:\Users\Dell>
```

Figure 26. ipconfig /flushdns

- Then type the command "ping canlog.pro".



```
C:\Windows\system32\cmd.exe
(c) Microsoft Corporation. Wszelkie prawa zastrzeżone.

C:\Users\Dell>ping canlog.pro

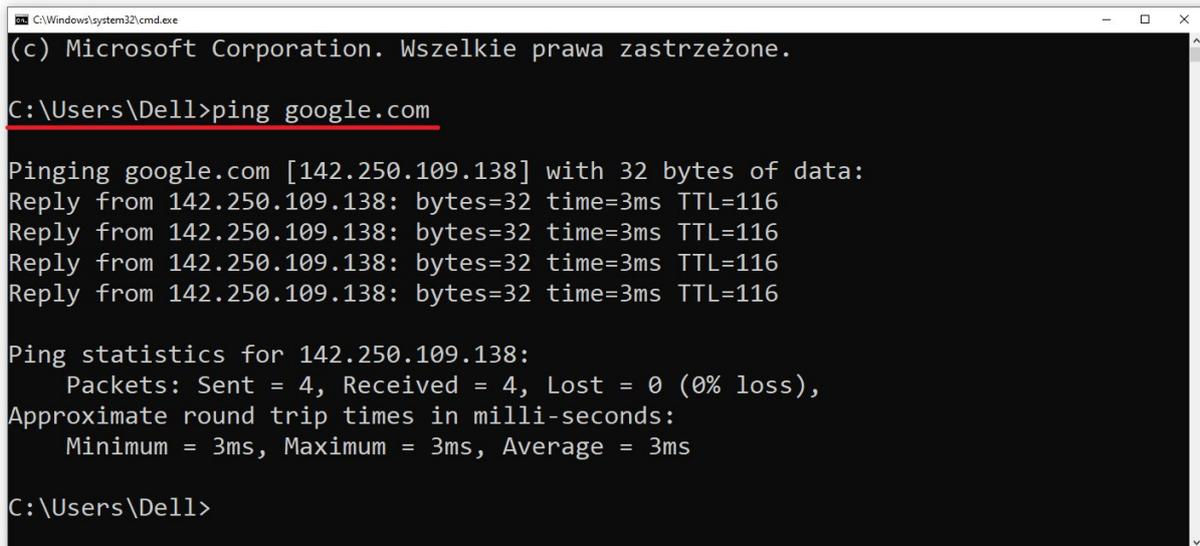
Pinging canlog.pro [87.98.235.184] with 32 bytes of data:
Reply from 87.98.235.184: bytes=32 time=29ms TTL=51
Reply from 87.98.235.184: bytes=32 time=29ms TTL=51
Reply from 87.98.235.184: bytes=32 time=29ms TTL=51
Reply from 87.98.235.184: bytes=32 time=35ms TTL=51

Ping statistics for 87.98.235.184:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 29ms, Maximum = 35ms, Average = 30ms

C:\Users\Dell>
```

Figure 27. ping canlog.pro

- If you get a positive response (as in the picture above):
  - Restart the program.
  - Restart the computer.
  - If unsuccessful, contact us.
- If the response is negative, check the Internet connection. Try using the ping command with a domain you know, e.g., google.com:



```
C:\Windows\system32\cmd.exe
(c) Microsoft Corporation. Wszelkie prawa zastrzeżone.
C:\Users\Dell>ping google.com
Pinging google.com [142.250.109.138] with 32 bytes of data:
Reply from 142.250.109.138: bytes=32 time=3ms TTL=116

Ping statistics for 142.250.109.138:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 3ms, Maximum = 3ms, Average = 3ms

C:\Users\Dell>
```

Figure 28. ping google.com

- If the response is positive (as in the picture above):
  - Check firewall settings.
  - Check antivirus software settings.
  - Check Internet connection.
- If the response is negative, check the Internet connection.
- If unsuccessful, contact us.

### 7.3. You are not authorized to update this device

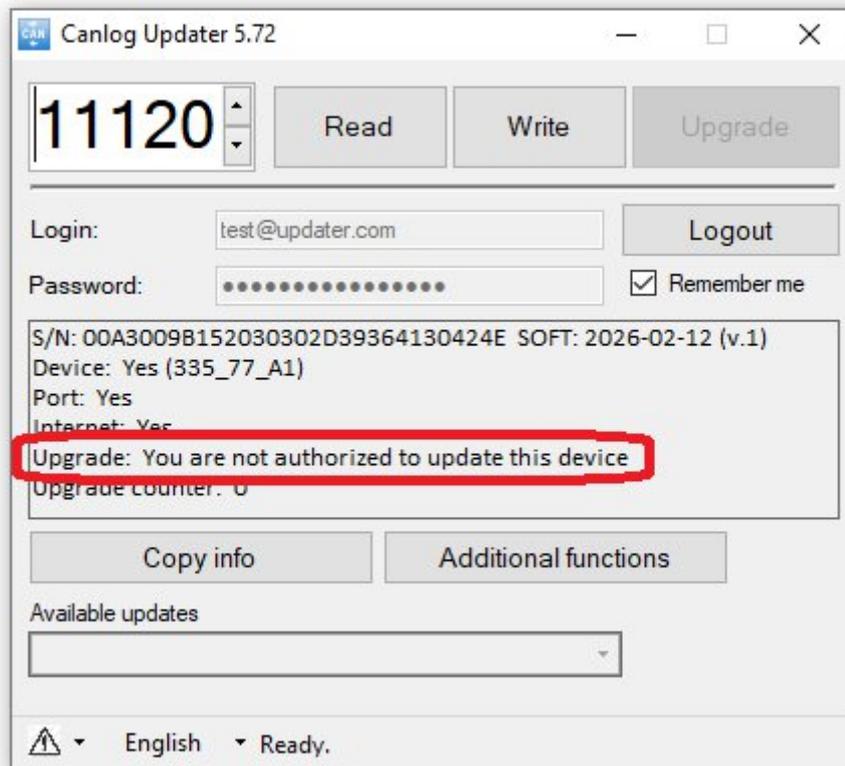


Figure 29. You are not authorized to update this device.

If this problem occurs, contact us.

## 7.4. Other Problems

If you experience problems that are not described in this document, we recommend performing the following actions:

- **Restart the computer.**
- **Restart the Internet connection.**
- **Disable Core Isolation**
  - Press the **Win** (Win) key, then in the search box type "Core isolation".

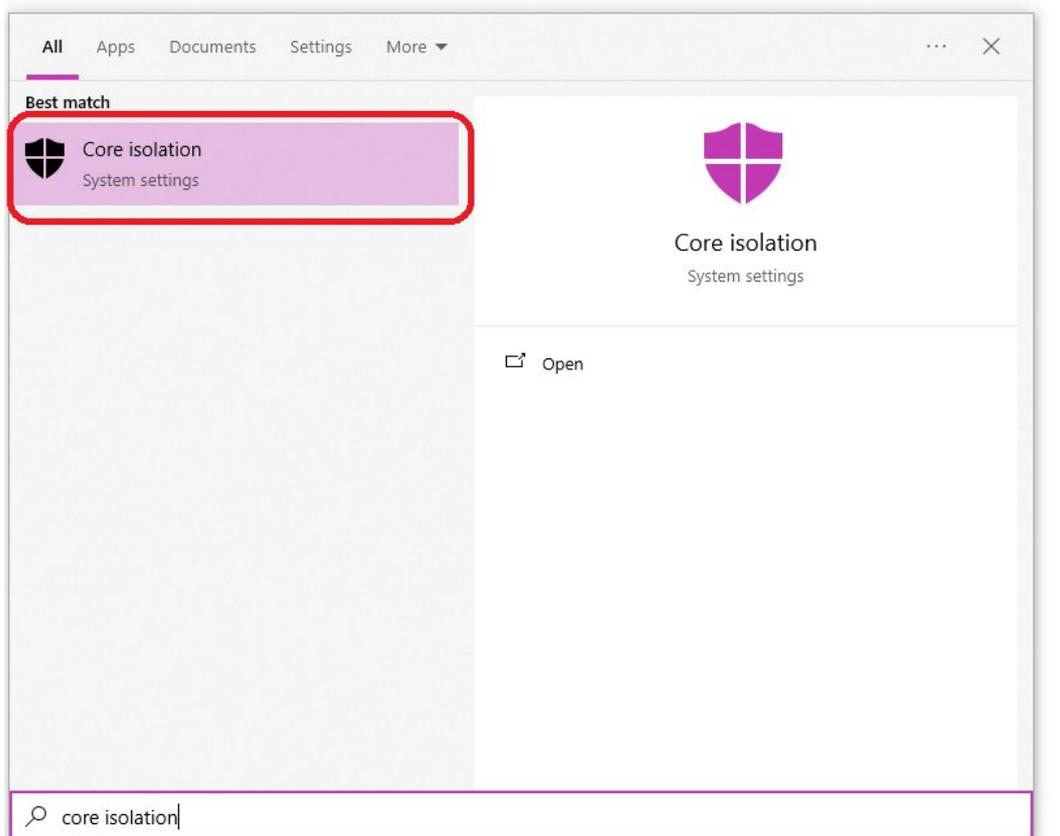


Figure 30. Core isolation

- In the settings window, set the "Memory integrity" slider to off.

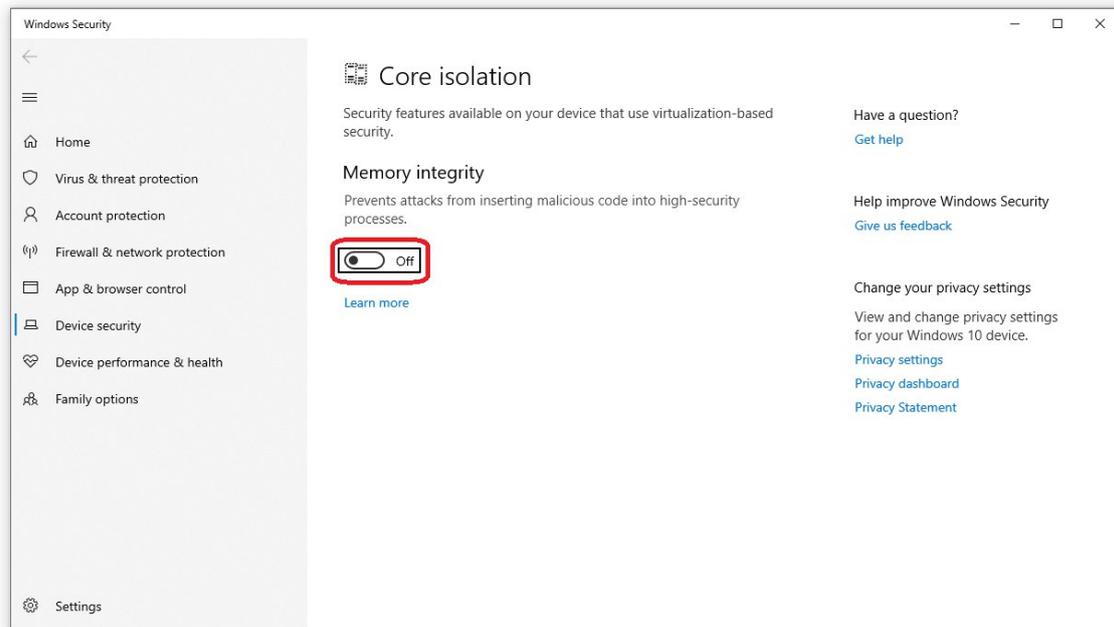


Figure 31. Memory integrity

- **Change device properties in Device Manager.**
  - Open Device Manager (**Win** + R → devmgmt.msc → Enter) and find the device visible as "USB Serial Port (COMx)" in Ports (COM and LPT).

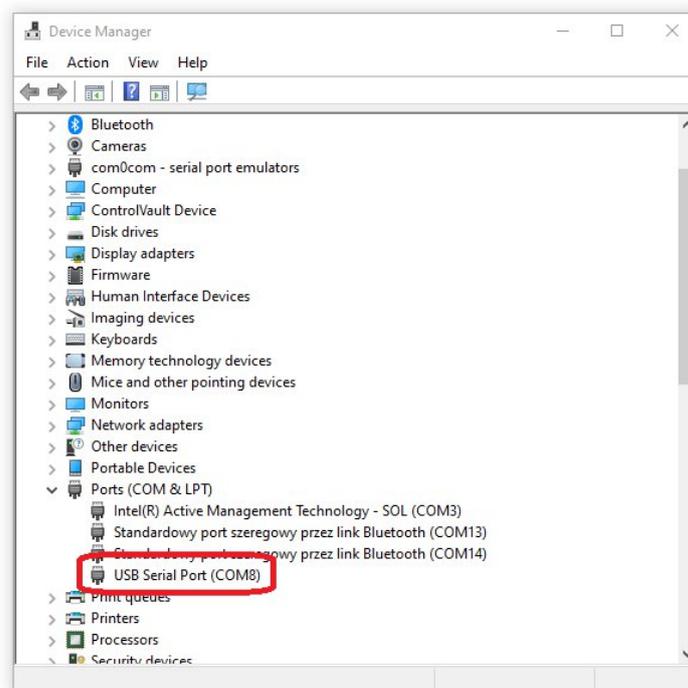


Figure 32. Device manager view

- Right-click on the device and then click "Properties".

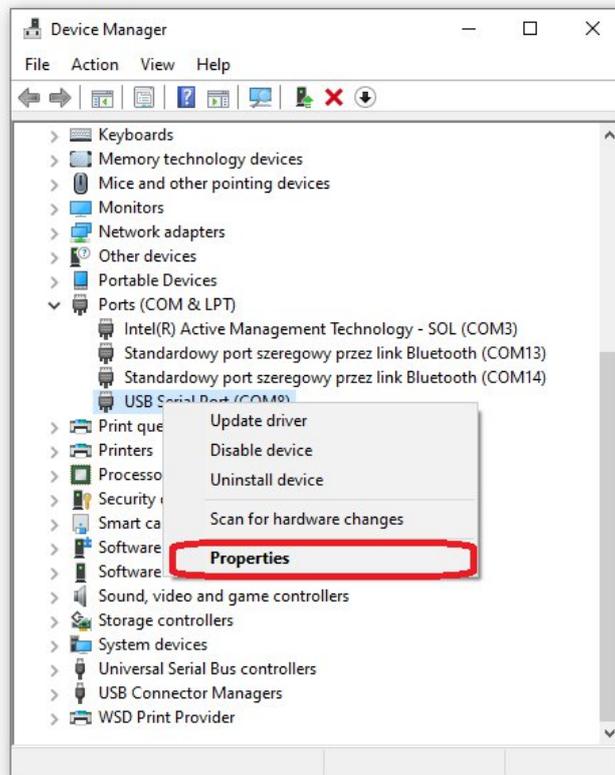


Figure 33. Device properties.

- Go to the "Port Settings" tab, then click "Advanced".

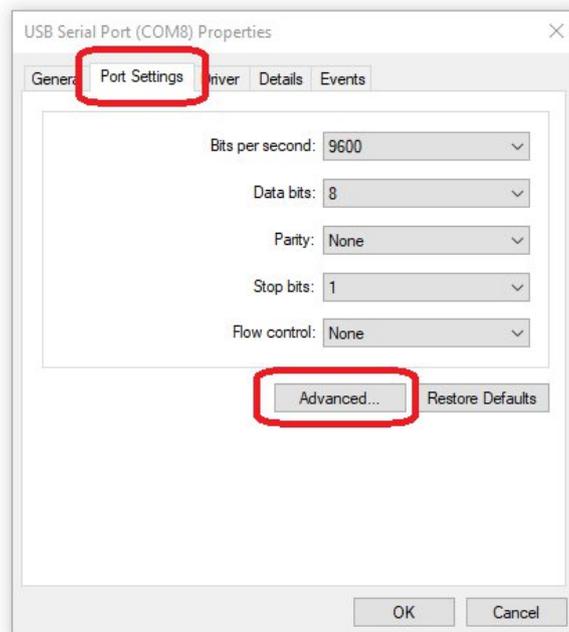


Figure 34. Port settings.

- Make sure the "Serial enumerator" option is unchecked and "Latency timer" is set to 1 msec (as in the screenshot below). Then confirm the changes with the "OK" button.

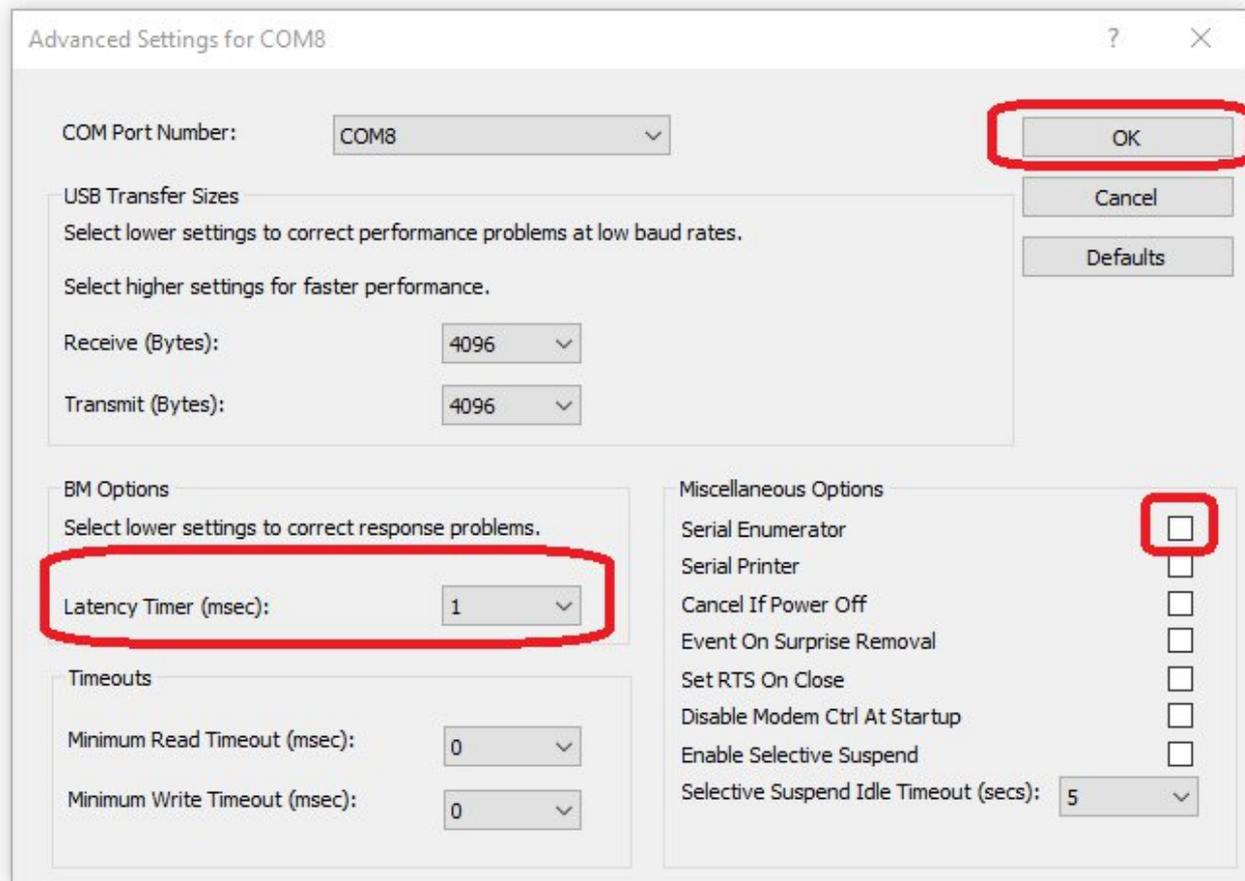


Figure 35. Advanced port settings.

- **If none of the above solves the problem, contact us.**

## 7.5. Sending a Report

In case of problems, it is worth sending a report of the application's operation. Our developers will receive information, a screenshot of the application, and a log of its operation.

- Click on the triangle icon in the lower left corner of the application.

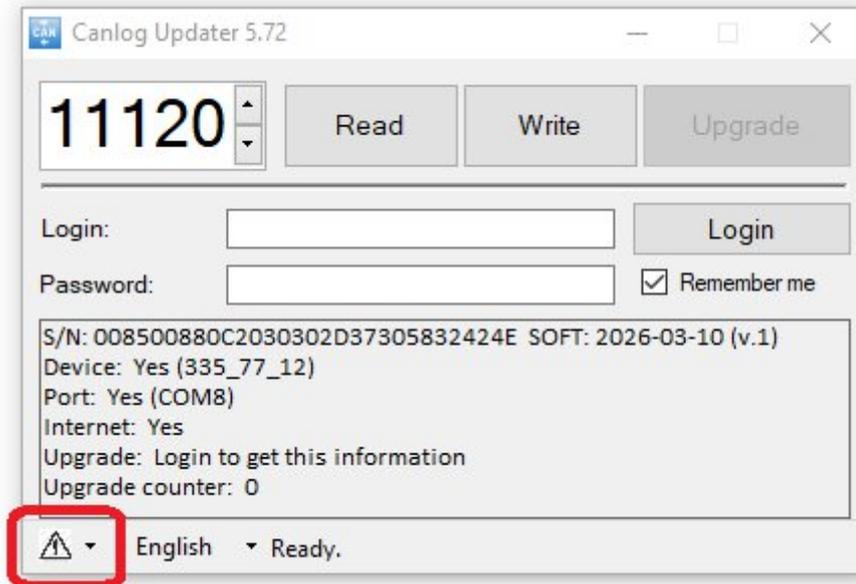


Figure 36. Triangle icon in the lower left corner.

- Click on "report a problem".

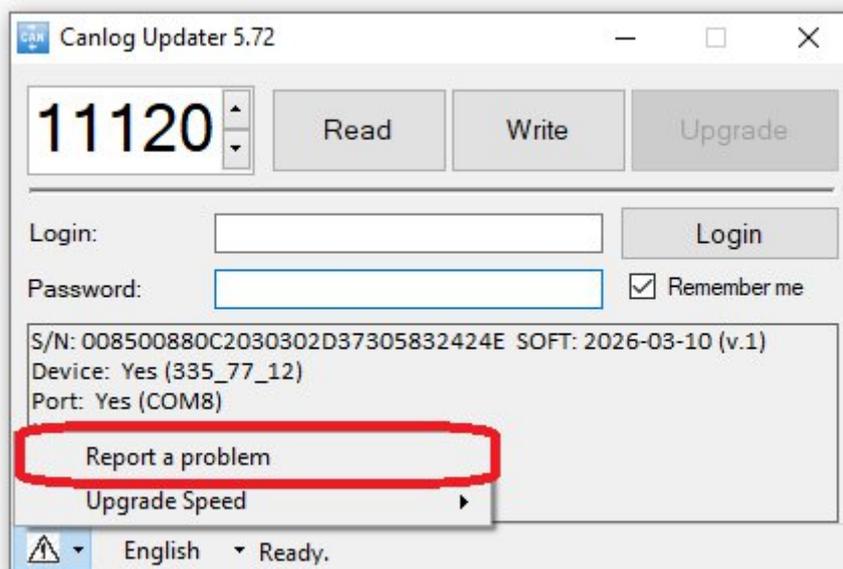


Figure 37. Report a problem.

- Fill in the title and description of the problem, then click the "REPORT A PROBLEM" button.

REPORTING PROBLEM SERVICE

**PROBLEM ID:** #542210  ADD LOG FILE  ADD SCREENSHOT OF APPLICATION

**SUBJECT:** Add subject of problem...

**PROBLEM DESCRIPTION:** Describe occurred problem and situation...

**REPORT A PROBLEM** CANCEL

Figure 38. Reporting a problem continued.

## 8. Additional Information

- Website URL: <https://can24.pro>
- Email address: [support@seoelectronics.pl](mailto:support@seoelectronics.pl)