

Self-Support Guide

X-Rite i1Pro 2 / iO 2 with i1Profiler



LMay, Revision 1, 03/2025

Introduction

As announced in April 2024, **the service and support for i1Pro 2 and iO2 has end on January 31st, 2025.** For details, please review the attached announcement letter in the appendix of this document.

As a conclusion, from this date onwards it will no longer be possible to request service (repair, maintenance) or technical support for the i1Pro 2 / iO2 family. Also, drivers and software for i1Pro 2 / iO2 will no further be maintained, which means, that their usage might stop to work, when currently existing drivers and software would no longer be compatible with future Mac or Windows systems.

This guide provides self-help information to troubleshoot issues with the devices as well as for migration to new i1Pro 3 / iO3 solutions.

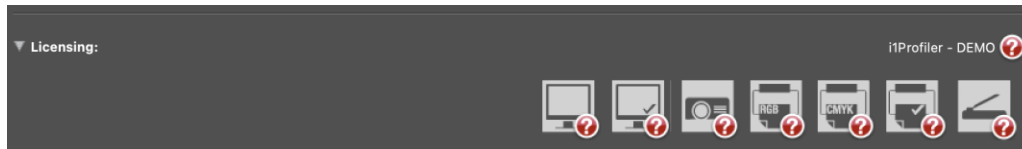
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Licensing issues – i1Profiler stays in DEMO mode

Symptom:

When I launch i1Profiler with my i1Pro 2 connected, it stays in DEMO mode. Partial or all functions are marked with a red icon. How can I get my i1Pro 2 recognized or how can I activate the i1Profiler software? I registered my i1Pro 2 but this did not provide an activation key.



Quick Advice:

There can be several reasons, why i1Profiler launches in DEMO mode, but a common reason is, that an i1Pro 2 may not carry licenses for i1Profiler. You can check this with the free tool i1Diagnostics:

<https://www.xrite.com/service-support/product-support/formulation-and-qc-software/i1profiler>

Run a test, then locate the licensing information in the resulting test report. If your i1Pro 2 does not carry full licenses for i1Profiler, an upgrade would need to be purchased (a registration of your i1Pro 2 will NOT provide a license for i1Profiler), however, this is not recommended anymore due to end of service for this device! We recommend moving to i1Publish Pro 3.

Detailed Advice:

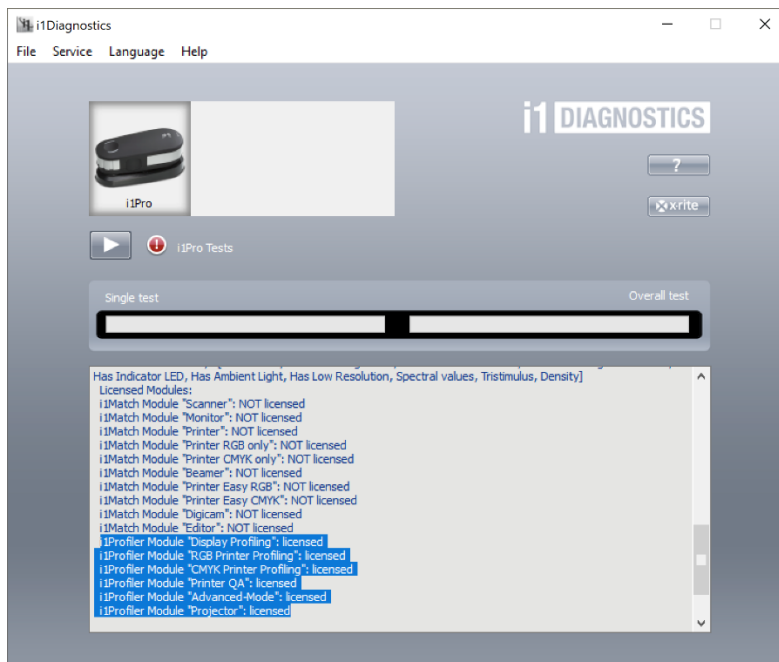
X-Rite i1Profiler requires a license, either stored on an i1Pro 2 device or on a HASP4 USB dongle (separate software purchase). i1Pro 2 products sold via the X-Rite sales channel have stored the licenses permanently on the i1Pro 2 device. Depending on the type of product configuration, an i1Pro 2 can carry different license levels for i1Profiler (see table below).

i1Pro 2 is also widely sold in bundles with products from other vendors (OEM partners like RIP, printing system or display manufacturers). In these bundles, i1Pro 2 does usually not carry any license or only a license for Monitor profiling for the X-Rite i1Profiler software.

Product Configuration	i1Profiler License Level
i1Basic Pro 2	Monitor, Projector, PrinterQA
i1Photo Pro 2	Monitor, Projector, PrinterQA, RGB Printer
i1Publish Pro 2	Fully licensed; Monitor, Projector, PrinterQA, RGB Printer, CMYK+X Printer
i1Pro 2 OEM	No licenses, or only Monitor
i1iSis family	Not shipped with/cannot carry licenses, i1Publish software with USB dongle needed
i1iO 2	Cannot carry licenses, i1Publish Pro 2 or i1Publish software with USB dongle needed

To check the i1Profiler license level on an i1Pro 2, use the free i1Diagnostics tool (available for Mac and Windows) and follow these steps:

- Disconnect i1Pro 2 from computer and close all applications, including i1Profiler
- Download and install i1Diagnostics from the following link. Click on 'Show more' underneath the 'Downloads' list and locate i1Diagnostics v4.2.5 for Windows or i1Diagnostics v4.2.7 for Mac:
- <https://www.xrite.com/service-support/product-support/formulation-and-qc-software/i1profiler>
- Connect i1Pro 2, then launch i1Diagnostics. If i1Diagnostics does not show your i1Pro 2, please refer to section [Device connection issues - i1Pro 2 / iO2 not found](#).
- Start a test... have the white tile, monitor holder and aluminum ruler for the i1Pro 2 present and follow the instructions to complete the test (you may want to save the test results via menu 'File > Save Log As...', which includes detailed test results and can be opened with a Text Editor).
- In the report section in the i1Diagnostics window (or in the saved Log file) locate the information about licenses for i1Profiler:



- If no modules are licensed, your i1Pro 2 is an OEM version and was sold with a product from another vendor. It will not unlock i1Profiler
- If the modules 'Display', 'PrinterQA', 'Advanced' and 'Projector' appear as 'licensed', you have an 'i1Basic Pro 2' which unlocks Monitor Profiling, Printer Profiling and PrinterQA (proof-print verification)
- If all modules except 'CMYK Printer' are licensed, you have an 'i1Photo Pro 2' which unlocks all functions except CMYK Printer Profiling
- If all modules are licensed, you have an 'i1Publish Pro 2' which unlocks full functionality

- If a 'Monitor' module for the discontinued i1Match software appears as 'licensed', this will also unlock the Monitor Profiling module in i1Profiler. All other i1Match modules will NOT unlock any appropriate module in i1Profiler.

If your i1Pro 2 does not carry any licenses for i1Profiler, it is not recommended to purchase an upgrade for it anymore, because of the EOS for i1Pro 2 end of January 2025. You may want to contact an X-Rite sales partner and move to a new i1Publish Pro 3.

Notes:

! A registration of your i1Pro 2 will not provide a license for i1Profiler!

! An i1Pro 2 cannot lose licenses! They are stored permanently. If you used to have i1Profiler licensed in the past, you may have used another i1Pro x or a USB dongle with licenses on it!

If your i1Pro 2 carries a partial or full license for i1Profiler, but it launches unlicensed, i1Profiler does not find your i1Pro 2 or fails to read the licenses. To troubleshoot this, please continue with next chapter [Device Connection Issues - i1Pro 2 / iO2 Not Found](#).

Device connection issues - i1Pro 2 / iO2 not found

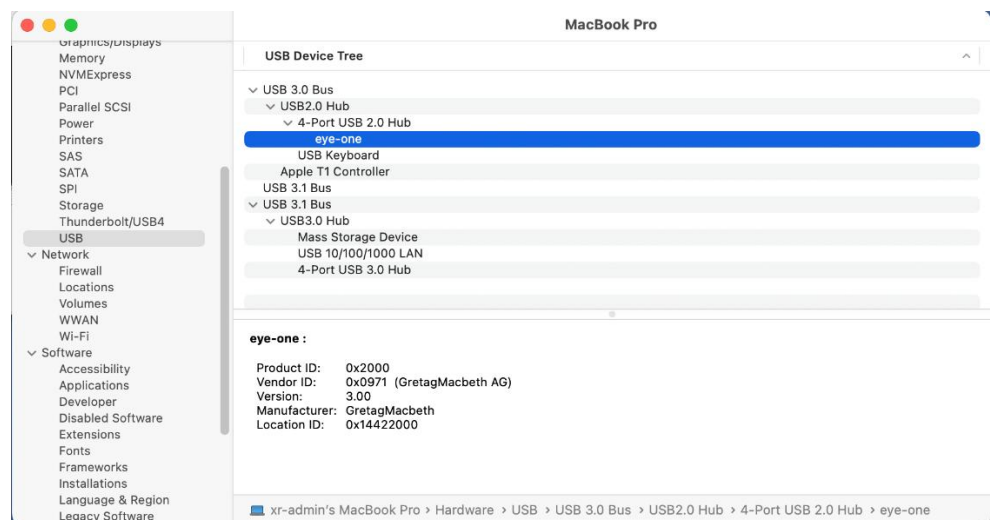
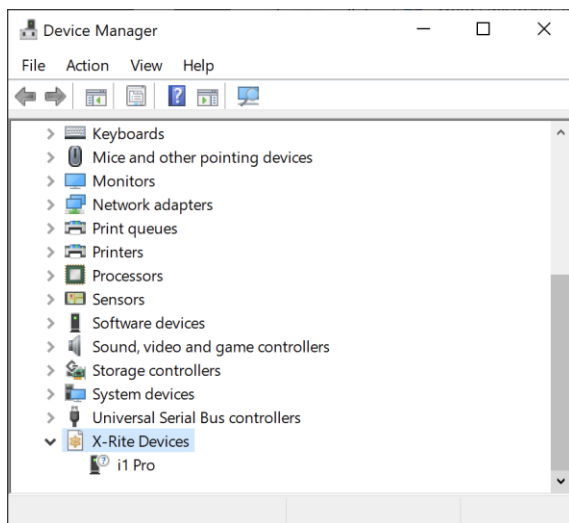
Symptom:

i1Profiler does not find my connected i1Pro 2 / iO2. It carries licenses for i1Profiler, but it stays in Demo mode. And when I want to perform measurements in any instance of the software, a message 'device not found' is shown.

Quick Advice:

If a connected device with i1Profiler licenses on it is not found, it could be related to a non-working USB connection or USB cable, missing driver or to a faulty i1Pro 2 or iO2 device.

Please make sure, a most recent i1Profiler software supporting your i1Pro 2 / iO2 device and your used operating system is installed (refer to [i1Profiler OS Support Matrix](#)), make sure, your connected device is recognized correctly by your OS and make sure, your used USB port, USB adapter (extra-powered) and USB cable is working. Run an i1Diagnostics test (refer to [Usage of i1Diagnostics](#)) to check if your device is found and working fine.



Detailed Advice:

Mac

- Ensure, the most recent i1Profiler software for your i1Pro 2 / iO2 and for your used MacOS is installed. Refer to [i1Profiler OS Support Matrix](#) and download the proper version here: <https://www.xrite.com/service-support/product-support/formulation-and-qc-software/i1profiler>

Disconnect i1Pro 2 / iO2 from computer, close all running applications, install i1Profiler (refer to [Re-Install i1Profiler - Mac](#)), restart your computer, connect i1Pro 2 / iO2, launch i1Profiler...

- If still not recognized, check if i1Pro 2 / iO2 is recognized by your MacOS... go to menu Apple > About this Mac > More Info > System report > Hardware > USB...
 - If i1Pro 2 / iO2 is not shown, it points to a hardware issue (USB port, USB Hub, USB cable, i1Pro 2 / iO2 device). Try using another USB port or an extra-powered USB hub. Ideally use the original cable, if already used, try another high-end USB cable, e.g. from a printer....
 - If i1Pro 2 / iO2 is found by Mac but not by i1Profiler, download, install and run an i1Diagnostics test (refer to [Usage of i1Diagnostics](#)).

Note: if you are using an iO2, perform an i1Diagnostics test for each device separately (i1Pro 2 only, then iO2 with inserted i1Pro 2).

If i1Pro 2 / iO2 is recognized by i1Diagnostics and passes the test and carries licenses for i1Profiler, but i1Profiler still refuses to find the i1Pro 2, please follow the steps in chapter [Device communication issues - X-Rite Device Services Manager, permission rights](#).

If i1Pro 2 / iO2 does not pass the test, it is malfunctioning. Because of that service/repair is not possible anymore, we recommend moving to a new i1Pro 3 / iO3 solution (refer to [Migrate to i1Pro 3 / iO3 solution](#)).

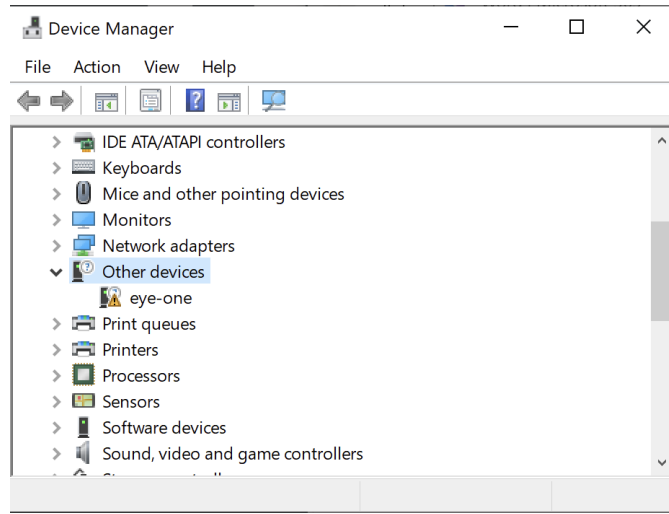
Windows

- Ensure, the most recent i1Profiler software for your used Windows OS is installed. Refer to [i1Profiler OS Support Matrix](#) and download the proper version here: <https://www.xrite.com/service-support/product-support/formulation-and-qc-software/i1profiler>

Disconnect i1Pro 2 / iO2 from computer, close all running applications, install i1Profiler (refer to [Re-Install i1Profiler - Windows](#)), restart your computer, connect i1Pro 2 / iO2, launch i1Profiler...

- If still not recognized, check if i1Pro 2 / iO2 is recognized by Windows... right-click to Windows Start icon, select 'Device Manager'. In Device Manager look under the 'USB Bus Controller' and check, if the i1Pro 2 / iO2 is listed. Note: when an iO2 with inserted i1Pro 2 is connected, both instruments should be shown....

- If i1Pro 2 / iO2 is not shown, it points to a hardware issue (USB port, USB Hub, USB cable, i1Pro 2 / iO2 device). Try using another USB port or an extra-powered USB hub. Ideally use the original cable, if already used, try another high-end USB cable, e.g. from a printer....
- If not listed as 'X-Rite devices', but appearing as 'Other devices' and marked with a yellow question mark or exclamation mark, the driver is not installed properly. To fix it, right-click to the i1Pro / iO entries, select 'Update driver', choose to manually select a driver, navigate to directory C:\Program Files (x86)\X-Rite\Devices\i1Pro (resp. iO)\DriversW, then confirm the selection.



- If i1Pro 2 / iO2 is shown correctly, but not found by i1Profiler, download, install and run an i1Diagnostics test (refer to [Usage of i1Diagnostics](#)).

Note: if you are using an iO2, perform an i1Diagnostics test for each device separately (i1Pro 2 only, then iO2 with inserted i1Pro 2).

If i1Pro 2 / iO2 is recognized by i1Diagnostics and passes the test and carries licenses for i1Profiler, but i1Profiler still refuses to find the i1Pro 2 / iO2, please follow the steps in chapter [Device communication issues - X-Rite Device Services Manager, permission rights](#).

If i1Pro 2 / iO2 does not pass the test, it is malfunctioning. Because of that service/repair is not possible anymore, we recommend moving to a new i1Pro 3 / iO3 solution (refer to [Migrate to i1Pro 3 / iO3 solution](#)).

Device communication issues - X-Rite Device Services Manager, permission rights

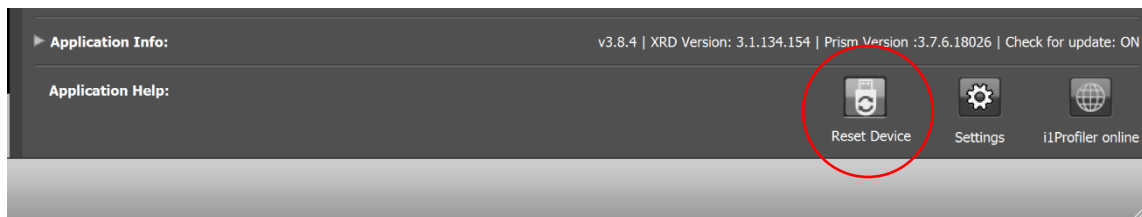
Symptom:

i1Profiler does not find my connected i1Pro 2 / iO2. It carries licenses for i1Profiler, my computer system sees the connected device, the device is recognized by i1Diagnostics and passes the test, but i1Profiler still stays in Demo mode. And when I want to perform measurements in any instance of the software, a message 'device not found' is shown.

Quick Advice:

If it is assured, that your Mac or Windows system recognizes your i1Pro 2 iO2, that it is also recognized by i1Diagnostics and carries licenses for i1Profiler, but i1Profiler still launches in DEMO mode, the 'X-Rite Device Services Manager (XRD)' installed with i1Profiler and responsible for communication to i1 devices might be blocked by system or third-party security tools or by limited permission rights.

The XRD service can be re-started via i1Profiler: have your i1Pro 2 / iO2 connected, launch i1Profiler, then click on the 'Reset Device' icon bottom right in i1Profiler's HOME wizard. If this does not solve the problem, follow the 'Detailed Advice' section...

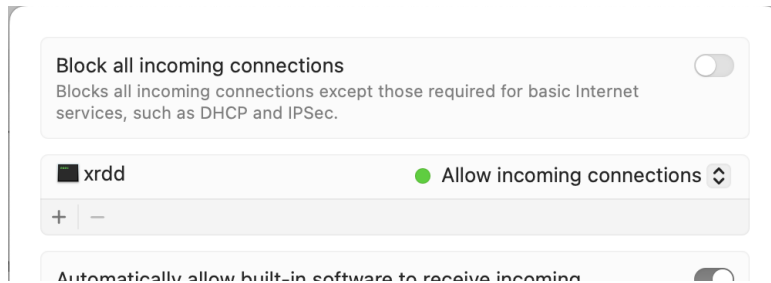


Detailed Advice:

Mac

- Have i1Pro 2 / iO2 connected and launch i1Profiler, wait a few seconds to let i1Profiler gather licenses from your i1Pro 2. If it stays in DEMO mode, click on the 'Reset Device' icon bottom right in i1Profiler's HOME wizard. This will restart XRD in the background and should enable communication to i1Pro 2 / iO2...
- If still not working (and if your recent i1Profiler was installed as an auto-update from a previous version), easiest next step is to run a clean un- and re-installation of i1Profiler. Please refer to [Re-Install i1Profiler - Mac](#).
- If re-install did not fix the issue, verify that i1Profiler has full permission rights. Recent versions of i1Profiler set full permissions automatically during install. To check it, please refer to [Assign Full Permissions To i1Profiler On Mac](#).
- If still not fixed, verify that your Mac's firewall (if enabled) is allowing incoming connections for XRD. Usually, this is automatically configured by i1Profiler installation. To check it, go to your Mac's system settings > Network > Firewall and click on 'Options'. Ensure, the xrdd process is listed and

set to 'Allow incoming connections'. If XRD is not listed at all, click on the + item and navigate to MacHD > Library > Application Support > X-Rite > Frameworks > XriteDevice.framework > Versions > B > Resources and select xrdd to add it.

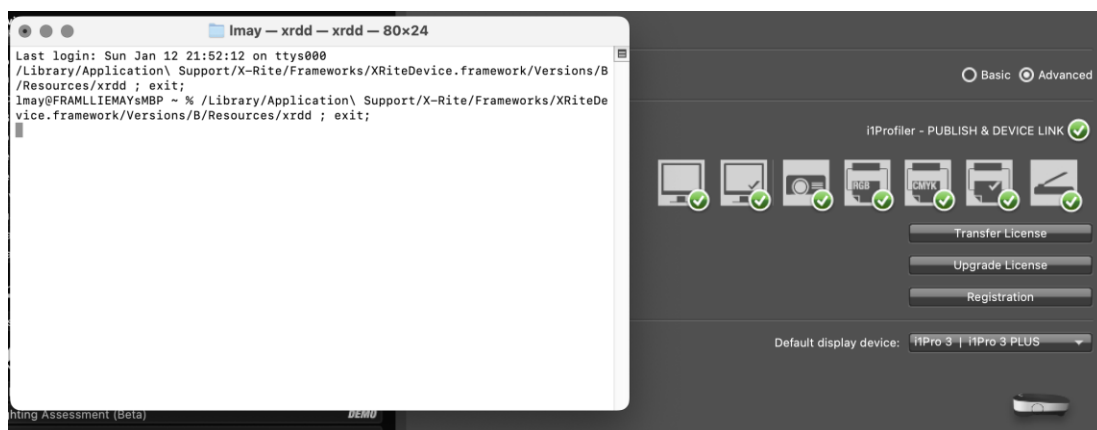
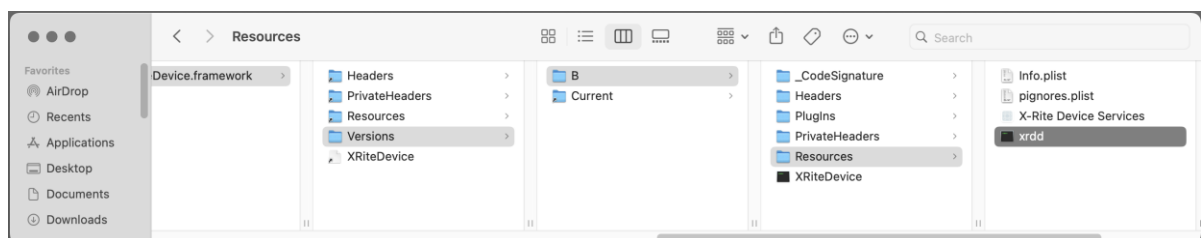


Note: if you are running private third-party firewalls or other system security tools, you may want to add the xrdd process from above path manually to the whitelist in your security tools.

- If xrdd is allowed and full permissions are granted, but i1Profiler still refuses to communicate with your i1Pro 2, try to manually open the xrdd process. Navigate to

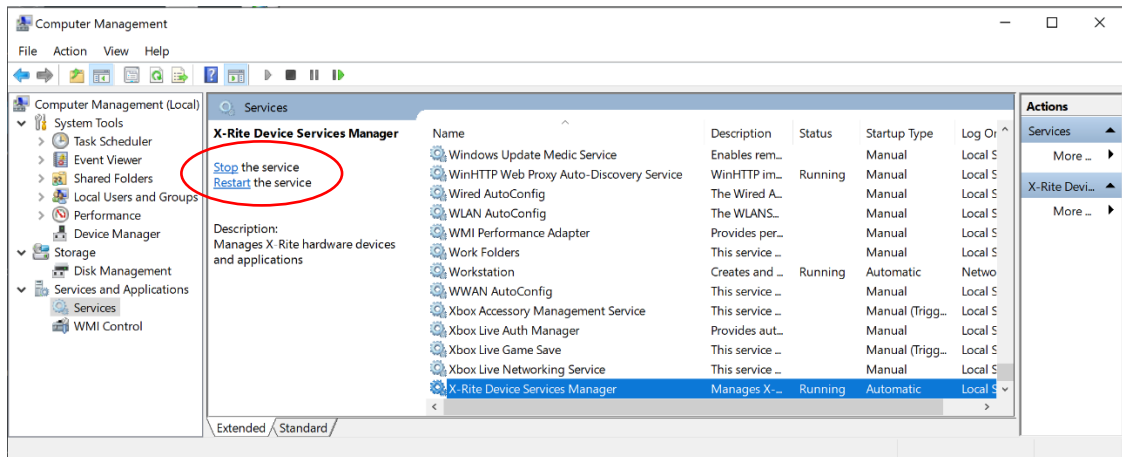
MacHD > Library > Application Support > X-Rite > Frameworks > XriteDevice.framework > Versions > B > Resources.

Double-click on xrdd. A Terminal window opens. Leave it open, re-connect i1Pro 2, then launch i1Profiler. If i1Pro 2 is now recognized and previous steps did not help to get xrdd working permanently, you may want to create a shortcut of xrdd and put it to your desktop. When intending to use i1Profiler, just double-click to the xrdd shortcut before launching i1Profiler.



Windows

- Have i1Pro 2 / iO2 connected and launch i1Profiler, wait a few seconds to let i1Profiler gather licenses from your i1Pro 2. If it stays in DEMO mode, click on the 'Reset Device' icon bottom right in i1Profiler's HOME wizard. This will restart XRD in the background and should enable communication to i1Pro 2 / iO2...
- If still not working (and if your recent i1Profiler was installed as an auto-update from a previous version), easiest next step is to run a clean un- and re-installation of i1Profiler with full permission rights. Please refer to [Re-Install i1Profiler - Windows](#).
- If still not working, check if the XRD service is running:
 - Disconnect i1Pro 2 and close i1Profiler
 - Right-click to Windows START icon and select 'Computer Management'
 - Go to 'Services and Applications' and further to 'Services'
 - In the list of services scroll down to 'X-Rite Device Services'. Make sure, the service is set to 'Running' and set to startup type 'Automatic'. If already running, please stop it, wait a few seconds then start it again
 - Connect i1Pro 2 / iO2 and launch i1Profiler...



- If i1Profiler is now recognizing i1Pro 2 / iO2, but not anymore after a computer restart, the XRD service could be blocked at startup by security tools. Windows Firewall is configured upon installation of i1Profiler to allow XRD, but if you are using third-party security tools, please add XRD to their whitelist. XRD can be found here:

C:\Program Files (x86)\X-Rite\Devices\Services

Add at minimum the xrdd.exe process or better add the whole 'Devices' folder.

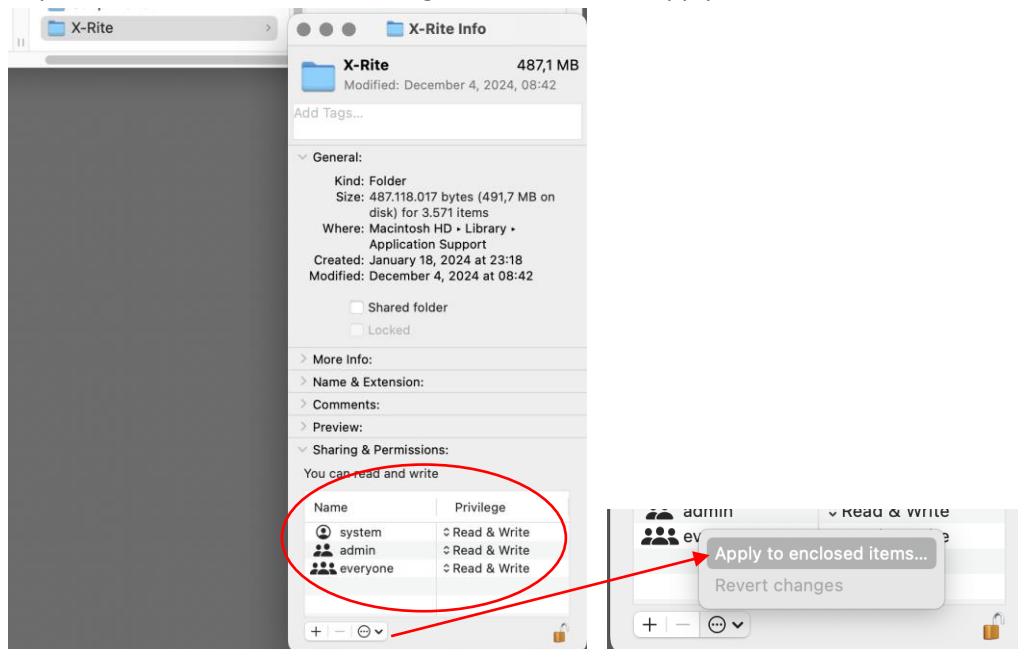
- If i1Profiler is still not recognizing i1Pro 2, try to disable 'Windows Defender' and set Windows 'User Account Control' to lowest level (type 'UAC' in Windows search, in appearing window move slider down to lowest position), then restart computer and try again.

Assign Full Permissions To i1Profiler On Mac

Please follow these steps to set up full permission rights to i1Profiler:

- Go to MacHD > Library > Application Support
- Locate the folder 'X-Rite' and ctrl+click on it
- Select 'Get Info'
- In appearing window go to section 'Sharing & Permissions'
- Click on the little 'Lock' icon and log-in with your username and password (eventually your administrator needs to log in)
- Assign 'Read & Write' permissions for all listed users!

Important: click on the little 'Settings' icon and select 'Apply to enclosed items'



- Now go further to the 'X-Rite > i1Profiler' folder and select the file 'XRI1G2WorkflowSettings.ini'
- Assign 'Read & Write' permissions for all listed users! as described above
- Ahead of this go to System Settings > Security and Privacy and make sure that i1Profiler is added/enabled in the sections 'Accessibility', 'Full Disk Access' and 'Files and Folders'

Please follow these steps to set up full permission rights to MacOS system's 'profiles' folder:

- Hold the 'alt/opt' key pressed, go to the Mac's menu 'Go' and select 'Library' (links to the user-specific directory MacHD > Users > your username > Library)
- In the 'Library' go further to 'ColorSync'
- Locate the folder 'Profiles' and ctrl+click on it
- Select 'Get Info'
- In appearing window go to section 'Sharing & Permissions'
- Click on the little 'Lock' icon and log-in with your username and password (eventually your administrator needs to log in)
- Assign 'Read & Write' permissions for all listed users!

Important: click on the little 'Settings' icon and select 'Apply to enclosed items'

Install i1Profiler

A clean un- and re-installation of i1Profiler is always a good first step to troubleshoot issues with device connectivity, device communication or i1Profiler software crashes.

Also, if you used earlier versions of i1Profiler on your system, updated to new versions on-the-fly, while an i1 instrument was connected, and now facing issues with i1 device connections, please perform a clean manual un- and re-installation of a most recent version of i1Profiler for your i1Pro 2 / iO2 and your particular operating system version (refer to [i1Profiler OS Support Matrix](#)).

Re-install i1Profiler – Mac

Follow these steps (delete what you can find):

- Disconnect i1Pro 2 / iO2
- Quit i1Profiler Tray, if running (click on 'i1P' icon top right in Mac's menu bar, select 'Exit')
- Go to 'MacHD > Applications' and move the 'i1Profiler' program folder to the trash
- Go to 'MacHD > Library > Application Support' and move the folder 'X-Rite' to the trash
- Go to 'MacHD > Library > Application Support > Frameworks' and move 'X-Rite' frameworks to trash
- Go to 'MacHD > Library > LaunchAgents' and delete all com.xrite... files
- Go to 'MacHD > Library > LaunchDaemons' and delete all com.xrite... files
- Go to 'MacHD > Users > username > Library** > Preferences' and delete all com.xrite... (.plist) items
- Go to 'MacHD > Users > username > Library** > Logs' and delete eventually stored log files like 'i1Profiler', 'DisplayLogger', 'SumoTray',...

***to access user-specific Library folder, press the alt/opt key, go to menu 'Go...' and select option 'Library'*

- Restart computer
- Re-install current i1Profiler (resp. suitable for your OS [i1Profiler OS Support Matrix](#)) from here: <https://www.xrite.com/service-support/product-support/formulation-and-qc-software/i1profiler>
- Restart computer, connect i1Pro 2 / iO2, launch i1Profiler...

Note: If you experience other issues with i1Profiler like crashes at launch or during usage, which are independent from the used i1 equipment, please open a technical support ticket via your My X-Rite account at <https://my.xrite.com>. Please include information about the symptom, computer hardware, operating system version, graphic card, connected monitor(s) and monitor connection type.

Re-install i1Profiler – Windows

Follow these steps (delete what you can find):

- Disconnect i1Pro 2 /iO2
- Close i1Profiler (if running)
- Close i1Profiler Tray, if running (right-click to 'i1P' icon bottom right in the task bar and select 'Quit')
- Go to Windows' control panel 'Apps & Features', locate i1Profiler in the list of installed programs and uninstall it
- Also, in 'Apps & Features' locate 'X-Rite Device Services Manager' and uninstall it
- Go to C:\Program Files (x86)\X-Rite and check if a folder 'Devices' is present. If yes, delete it
- Go to C:\Windows\SysWOW64 and check if a file 'XRiteDevice.dll' is present. If yes, delete it
- If you are comfortable navigating and working in Windows 'Registry', use these instructions to remove registry entries:
 - In Windows Search type 'regedit', right-click on the listed 'Registry Editor' and choose 'Run as administrator'
 - Navigate to HKEY_CURRENT_USER > SOFTWARE, delete all 'X-Rite' and 'Xrite' entries
 - Navigate to HKEY_LOCAL_MACHINE > SOFTWARE, delete all 'XRITE' and 'X-Rite' entries
 - Close the Registry Editor
- Download current i1Profiler (resp. suitable for your OS [i1Profiler OS Support Matrix](#)) from here: <https://www.xrite.com/service-support/product-support/formulation-and-qc-software/i1profiler>
- Right-click to the 'i1ProfilerSetup.exe' file and select 'Run as administrator'
- Restart computer, connect i1Pro 2 / iO2, launch i1Profiler...

Note: If you experience other issues with i1Profiler like crashes at launch or during usage, which are independent from the used i1 equipment, please open a technical support ticket via your My X-Rite account at <https://my.xrite.com>. Please include information about the symptom, computer hardware, operating system version, graphic card, connected monitor(s) and monitor connection type.

Calibration failure with i1Pro 2 / iO2

Symptom:

When trying to calibrate my i1Pro 2 or iO2 to its white tile in a measurement task in i1Profiler or a third-party application, a 'Calibration Error' is appearing. The white tile of the i1Pro 2 is opened and clean, resp. the white tile on the iO2 table is clean. How can I solve the problem?

Advice:

Assuming, that the white calibration tile of the i1Pro 2 or iO2 table is in a good condition (open, not lost, clean and free of scratches), a calibration failure can usually have two reasons:

- The USB port or cable to which the i1Pro 2 / iO2 is connected, does not deliver enough or stable power. The full 500 mA is needed, when the lamp in the i1Pro 2 turns on for calibration. In this case a different USB port/card or USB hub with extra wall-power supply can help.

Note: the i1Pro 2 inserted in an iO2 still takes the power via the USB cable/port. The extra power supply of the iO2 is only serving the iO2 arm and the electrostatic suction on the table plate.

- The lamp inside the i1Pro 2 is aged or died. In this case, the i1Pro 2 would need a repair, which is not possible anymore.

To investigate the calibration failure, run an i1Diagnostics test for your i1Pro 2 or iO2 (refer to [Usage of i1Diagnostics](#)).

When using an iO2, run a separate test for i1Pro 2 only and iO2 with inserted i1Pro 2 to isolate, which device is malfunctioning (usually, it is i1Pro 2). Repeat all tests by using different USB ports or different computers.

If the calibration failure can be reproduced on several USB ports or computers, it points to a malfunctioning i1Pro 2. Because of end of service, i1Pro 2 / iO2 cannot get repaired anymore, so it is recommended to move to a new i1Pro 3 / iO3 table.

Note for iO2 table: Usually, the calibration failure is caused by the i1Pro 2. However, if the test for the i1Pro 2 would pass and for the iO2 would fail, please check, if the white tile on the iO2 table is not lost, clean and free of scratches.

Measurement failures with i1Pro 2

Symptom:

When I try to measure a test chart with i1Pro 2 row by row in scanning mode, I am getting measurement errors like '...wrong number of patches detected...' or the preview of the measured color row(s) show significantly wrong colors.

Advise:

In most cases, the errors are caused by wrongly designed or printed test charts, but in rare cases the i1Pro 2 equipment might be the cause. Please check the following:

- Run an i1Diagnostics test to verify, that the i1Pro 2 is working properly (zebra sensor, zebra strip ruler, lamp drift). You may also check the zebra strip on the aluminum ruler also visually, that it is not scratched or destroyed. During chart scanning, the zebra strip is 'measured' by the zebra sensor (located on the bottom of the i1Pro 2 body) and is crucial for the correct color patch detection.
- Make sure the printed test chart is compliant to the chart design guidelines for i1Pro 2. The test chart generator in i1Profiler will automatically layout the test chart correctly, when the i1Pro 2 is selected as measurement device. If you are measuring charts from other vendors, verify the following aspects:
 - Minimum patch size 7 x 8 mm (w x h)
 - Recommended patch size 8 x 8 mm (w x h) -> e.g. for structured printing substrates
 - Minimum color distance (dE) of 20 between neighbor patches in scanning direction or alternatively 1mm separation lines between patches
- Make sure, the printed test chart correlates to the test chart template selected in your application for measuring
- Make sure the color chart is not scaled during printing (compare digital test chart file with printed dimensions)
- Make sure, the color chart is printed with disabled color conversions
- Make sure, the print process is in a good condition (digital printing: print heads clean, correct paper type selected, high print quality selected,...)

Measurement failures with iO2

Symptoms:

When I try to measure a test chart with iO2, the iO arm shows erratic movements or it stops measuring after a few rows or the measurement values are extremely off from expected values.

Advise:

This kind of errors can be caused by issues with the setup of the iO2 table or by wrongly designed or printed test charts. Please check the following:

iO2 hardware setup:

- Make sure the iO tower is mounted correctly to the table (the lever on the tower must fully be locked).
- Make sure the table is standing evenly and leveled (to ensure, that when the i1Pro2 is sliding over the test chart, that the distance to the substrate is the same on any position over the measurement area).
- Make sure the tower is screwed to lowest position (use the screw on top of the tower), which is recommended to be done for common proofing paper types.
- Make sure, that the aperture of the i1Pro 2 fits correctly into the hole of the slider, when it is inserted. To check this, move the iO2 arm and slider to a position that overlaps on the desk, so that you can look under the slider.
- Make sure, that the slider (with the inserted i1Pro 2) is behaving parallel (not canted, tilted) to the substrate.
- Run an i1Diagnostics test to verify, that the iO2 is working properly.

Test chart measurement process:

- Make sure the printed test chart is compliant to the chart design guidelines for iO2. The test chart generator in i1Profiler will automatically layout the test chart correctly, when the iO2 is selected as measurement device. If you are measuring charts from other vendors, verify the following aspects:
 - M0 (single scan mode): minimum 6 x 7 mm, recommended 7 x 7 mm (w x h)
 - M0, M1, M2 (dual scan mode): minimum and recommended 8 x 7.5 mm (w x h)
 - 1 mm separation lines between the patches
- Make sure the color chart is not scaled during printing (compare digital test chart file with printed dimensions)
- Cut the printed chart along the black dotted lines, before placing it on the iO2 table. Make sure, that the black borders on the measurement table are NOT overlapped by the print. This helps getting the chart positioned correctly inside the maximum allowed measurement area of 32 x 23 cm.

Note: the larger the test chart, the more the iO arm needs to move to maximum borders, so the more exactly the chart dimensions and positioning on the table need to be. Otherwise, errors in the chart dimensions will lead to exponential errors in iO arm positioning.

- Be precise in positioning the i1Pro 2 slide to the three anchor points of the chart (top left, bottom left and bottom right). The larger a chart and the smaller the patch sizes, the more important a correct anchor point initialization will become.

Usage of i1Pro 2 /iO2 with third-party software

If you are using i1Pro 2 or iO2 with software from other vendors and facing device connectivity- or calibration- or measurement issues, please install and run an i1Diagnostics test for your device(s), ideally on the same computer, where the other vendor software is used. Refer to [Usage of i1Diagnostics](#).

- If the devices are not recognized...
- If the device(s) are recognized successfully by i1Diagnostics and pass all tests, the drivers are installed correctly, and the devices are working properly. The device connection and communication issues may be related to the used third-party software. You should please contact the support line from the vendor of the software for help.

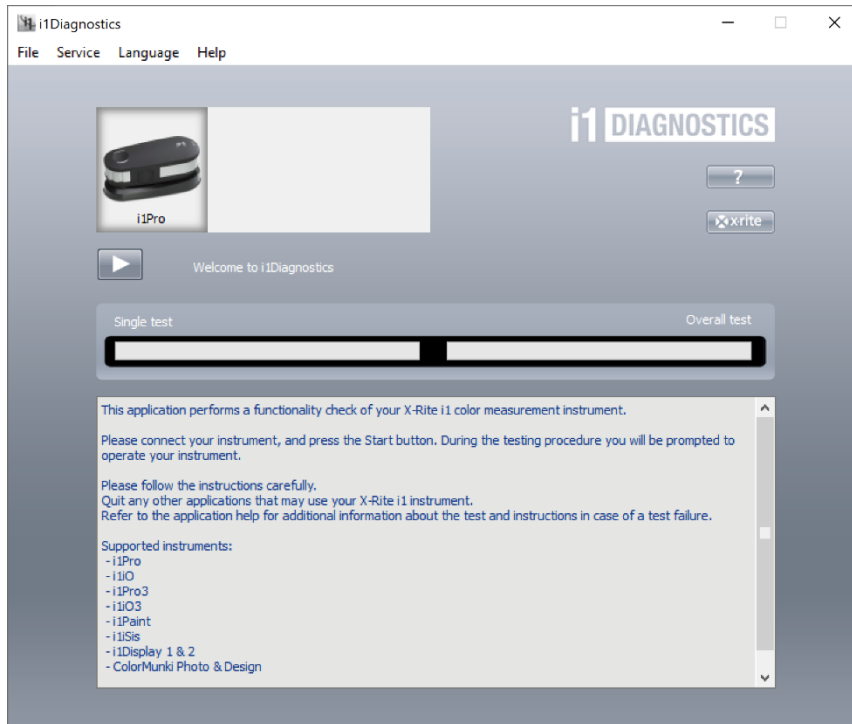
Note: software from other vendors do NOT use the 'X-Rite Device Services Manager (XRD)' for communication with i1 devices. The device connection is established via an SDK and through the device drivers. Also, if you have installed i1Profiler (which installs and uses XRD), XRD is usually not conflicting. It stays in inactive mode, if i1Profiler is not in use, so connected i1 devices are free to use with other applications. If you have doubts and want to uninstall i1profiler and XRD, please refer to [Install i1Profiler – Mac, Windows](#) and follow the partial steps of clean uninstallation.

- If the devices do not pass the tests, moving to a new i1Pro 3 / iO3 equipment is recommended. Please contact the vendor of the software, if i1Pro 3 / iO3 is supported. Many vendors do also sell i1Pro 3 / iO3 or alternatively contact an X-Rite sales representative for an offer.

Usage of i1Diagnostics

i1Diagnostics is a free utility to check the general functionality of i1 family instruments. It is available for Mac and Windows and current versions can be downloaded here (click on 'Show More' under the 'Software Downloads' section):

<https://www.xrite.com/service-support/product-support/formulation-and-qc-software/i1profiler>



i1Diagnostics is typically used to...

- Install drivers for i1 instruments
- Test general functionality of i1 instruments
- Investigate causes for calibration or measurement errors with i1 instruments
- Check licenses for i1Profiler software on i1Pro 2 and i1Pro 3 instruments
-

In conjunction with this self-service guide, please find below instructions on how to run an i1Diagnostics test for i1Pro 2 / iO2 instruments.

Notes: Especially when investigating calibration or measurement failures with an iO2 table it is important to run a separate i1Diagnostics test for the i1Pro 2 and the iO2 with inserted i1Pro 2. The iO2 adds measurement automation to the i1Pro 2 (usually root cause for mechanical measurement issues). The i1Pro 2 is the measurement eye (usually root cause for white calibration errors).

i1Diagnostics Test for i1Pro 2

- Disconnect i1Pro 2
- Download and install i1Diagnostics from link above
- Connect i1Pro 2, have the white tile, aluminum ruler, monitor holder and ambient light measurement head present
- Launch i1Diagnostics... your i1Pro 2 should be shown. If not, refer to [Device Connection Issues - i1Pro 2 / iO2 Not Found](#).
- Start a test and follow the instructions in the software. It will guide you to perform several tests like the measurement button, calibration to its white tile, measurement drifts, emissive-, reflective- and ambient light measurement modes, zebra sensor/aluminum ruler.
- When completed, and i1Pro 2 would not pass the test, you may want to go to menu 'File > Save Log as...' and save a report. The <filename>.log file can be opened with any Text Editor app. The saved report includes more detailed information than displayed in the i1Diagnostics logging window.

Note: if i1Pro 2 continues to fail on calibration or lamp drift test, it would need to be repaired, which is no longer offered anymore. It is recommended to move to a new i1Pro 3 solution (refer to [Migrate to i1Pro 3 / iO3 solution](#)).

i1Diagnostics Test for iO2

- Disconnect iO2
- Download and install i1Diagnostics from link above
- Connect iO2
- Launch i1Diagnostics... your iO2 should be shown. If not, refer to [Device Connection Issues - i1Pro 2 / iO2 Not Found](#).
- Start a test and follow the instructions in the software. It will gather some information on the inserted i1Pro 2 and the iO2 table and then perform several mechanical tests like arm movements and positioning, calibration to white tile.
- When completed, and iO2 would not pass the test, you may want to go to menu 'File > Save Log as...' and save a report. The <filename>.log file can be opened with any Text Editor app. The saved report includes more detailed information than displayed in the i1Diagnostics logging window.

Notes: if an i1O2 table fails with a calibration error, check, if the white tile on the iO2 is clean and in good condition. If it continues to fail, run a separate test for the i1Pro 2 only (will probably be the cause).

If the iO2 table fails with movement errors like '...Position not reached...', it would need to be repaired, which is no longer offered anymore. It is recommended to move to an i1Pro 3 / iO3 solution (refer to [Migrate to i1Pro 3 / iO3 solution](#)).

Migrate to i1Pro 3 / iO3 solution

Due to end of service and support for i1Pro 2 and iO2 it is recommended to move to a new i1Pro 3 / iO3 solution. Please find below a table with an overview of available i1Pro 3 configurations. For more information as well as a decision help, please visit this link:

<https://www.xrite.com/categories/calibration-profiling/i1-solutions>

If you are interested in an offer, please contact X-Rite Sales at <https://www.xrite.com/contact-us/contact-us-form>. You may also check our trade-in program for special discounts, when purchasing a new i1Pro 3 product: <https://www.xritepromos.com/> (only available for certain regions).

Note: The current version of i1Profiler - v3.8.4, when this document has been published – still allows to transfer i1Profiler licenses from i1Pro 2 to i1Pro 3 devices. If you have an i1Pro 2 with printer profiling licenses ('i1Photo Pro 2' or 'i1Publish Pro 2') you could buy a new 'i1Basic Pro 3' or 'i1Basic Pro 3 PLUS' and use i1Profiler's 'Transfer License' function to move the licenses to the new i1Pro 3 (refer to [i1Profiler License Transfer](#)). This license transfer function may be removed in future versions of i1Profiler, when the support for i1Pro 2 will be removed. An 'i1Publish Pro 3' or 'i1Publish Pro 3 PLUS' will then need to be purchased, when printer profiling capabilities are needed.

	i1Basic Pro 3	i1Basic Pro 3 PLUS	i1Publish Pro 3	i1Publish Pro 3 Plus
i1Pro 3 Apertures				
Aperture size	4.5 mm	8 mm	4.5 mm	8 mm
Polarization filter included	no	yes	no	yes
i1Profiler Licenses				
Display Profiling and QA	✓	✓	✓	✓
Projector Profiling	✓	✓	✓	✓
Printer QA (Proof Print Verification)	✓	✓	✓	✓
Scanner Profiling			✓	✓
RGB, CMYK, CMYK+ Printer Profiling			✓	✓
Transmissive Printer Profiling				✓
Recommended Use Cases				
Use with third-party RIPS or software (printer color management with third-party, monitor profiling with i1Profiler)	✓	✓		
Smooth papers , measures smaller patch sizes for less material waste	✓		✓	
Textured substrates like art papers, textiles, canvas, glass, ceramic, films , measures larger patch sizes for accurate results on textured substrates, includes		✓		✓

polarization filter to achieve better highlights, shadows on shiny substrates				
Add iO3 Table for chart measurement automation	✓	✓	✓	✓

i1Profiler License Transfer

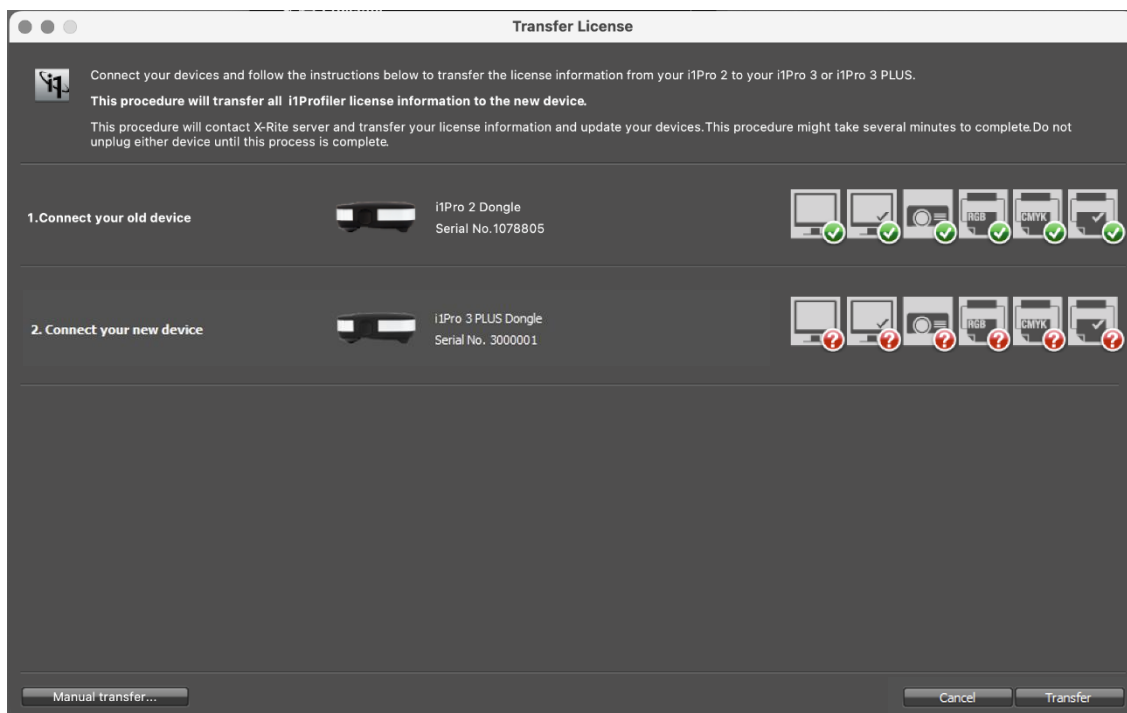
The transfer of licenses for i1Profiler is only possible from i1Pro 2 to i1Pro 3 / i1Pro 3 PLUS (not possible between devices of a same generation; not possible from i1Pro 3 to i1Pro 3 PLUS, not possible from i1Pro 3 to i1Pro 2, also not possible from or to a HASP4 USB dongle).

A license transfer exchanges the licenses between an i1Pro 2 and i1Pro 3 (i1Pro 3 gets the licenses from i1Pro 2 and vice versa).

Follow these steps to transfer e.g. your 'Publish' licenses from an i1Publish Pro 2 to an i1Basic Pro 3 or i1Basic Pro 3 PLUS:

- Connect i1Pro 2 and i1Pro 3 simultaneously to your computer
- Launch i1Profiler software
- Click on button 'Transfer License', in appearing window your two devices should be shown with their serial number and i1Profiler license level
- Click on 'Transfer', wait a couple of seconds, licenses will now be switched (new license levels will also be synchronized with X-Rite license server... Internet Connection and open port 443 needed)

If automatic license transfer will not work, please send a support ticket to X-Rite Application Support team via your My X-Rite account <https://my.xrite.com>. Include serial numbers of both i1Pro devices.



Appendix

'End Of Service' announcement – i1Pro 2 / iO2



April 16, 2024

Dear Customers and Partners,

As part of our ongoing commitment to providing you with the best service and support, we wanted to inform you that the service for the i1Pro 2 family of spectrophotometers, i1iO, and i1iO2 Series will be concluding effective January 31, 2025, due to the obsolescence of critical components. We understand that this change may present challenges, and we want to assure you that we are here to support you throughout this transition period.

This impacts the following SKUs: EO2BAS, EO2PHO, EO2PUB, EO2HW, EO2HWUV, EO2HWABL, EO2HWDISP, EOAST (i1iO) and EO2AST (i1iO2).

This end of service is the conclusion of the following services and activities:

- Certification & preventative maintenance / repair services
- Technical support (phone and email)
- Sales of spare parts and accessories
- Driver support for future software releases

Please note that all repair and certification requests submitted on or before January 31, 2025, will be honored (subject to spare parts availability) if the product is received at an X-Rite Depot Service Center before February 28, 2025.

We understand that change can be challenging, and we are committed to assisting you in transitioning your i1Pro 2 family of spectrophotometers, i1iO, and i1iO2 products to current solutions. For devices under a Service Care Plan, X-Rite will make every effort to reserve parts and exchange pool devices throughout the term of existing service agreements. However, please note that we will no longer be renewing Service Care Plans for these devices effective immediately. Product upgrades will include the transfer of any existing Service Care Plan to the new product.

We are here to support you during this transition period. Please don't hesitate to reach out to your local sales representative to discuss your upgrade options and any other concerns you may have.

Thank you for your continued partnership and understanding.

[See our Latest Solutions](#)

Thank you,

Damian Kuhn
Product Manager, Global Services

Global Headquarters ▶ 4300 44th Street SE ▶ Grand Rapids Michigan 49512 ▶ 800 248 9748 ▶ xrite.com

i1Profiler OS support matrix

The following versions of i1Profiler are still available for download at <https://www.xrite.com/service-support/product-support/formulation-and-qc-software/i1profiler>

i1Profiler Version	Mac OS	Win OS	Instruments	XRD Version
3.7.1	11.x – 13.x Intel, M1 – M3 (Rosetta Mode)	8.1, 10; 32/64 bit 11; 64 bit Intel	i1Pro 2, iO2, i1Pro 3, i1Pro 3 PLUS, iO3, iSis 1, iSis 2, i1Display Pro	macOS - 3.0.152, Windows – 3.1.134
3.8.0	12.x – 14.x Intel, M1 – M3 (Rosetta Mode)	8.1, 10; 32/64 bit 11; 64 bit Intel	i1Pro 2, iO2, i1Pro 3, i1Pro 3 PLUS, iO3, iSis 1, iSis 2	macOS - 3.0.152, Windows – 3.1.134
3.8.1	12.x – 14.x Intel, M1 – M3 (Rosetta Mode)	8.1, 10; 32/64 bit 11; 64 bit Intel	i1Pro 2, iO2, i1Pro 3, i1Pro 3 PLUS, iO3, iSis 1, iSis 2	macOS - 3.0.152, Windows – 3.1.134
3.8.2	12.x – 14.x Intel, M1 – M3 (Rosetta Mode)	8.1, 10; 32/64 bit 11; 64 bit Intel	i1Pro 2, iO2, i1Pro 3, i1Pro 3 PLUS, iO3, iSis 1, iSis 2	macOS - 3.0.152, Windows – 3.1.134
3.8.4	13.x – 15.x Intel, M1 – M3 (Rosetta Mode)	10; 32/64 bit 11; 64 bit Intel	i1Pro 2, iO2, i1Pro 3, i1Pro 3 PLUS, iO3, iSis 1, iSis 2	macOS - 3.0.152, Windows – 3.1.134
...				