Frequently Asked Questions

- +**Collect Windows log files**

Windows log files can be used to troubleshoot and diagnose issues you may encounter while playing games and watching videos. You may be asked by technical support to provide various log files so they can further help you to solve the problem. Here's how to obtain some of the most commonly used files:

- [DirectX Diagnostic files](#)
- [System Information files](#)
- [Windows System and Application Event log files](#)
- [Installation log files](#)

DirectX Diagnostic files
DirectX is a programming interface that handles Windows tasks related to multimedia, especially game programming and video. The DirectX Diagnostic file contains information about this interface and its current status. Here's how to generate a DirectX Diagnostic file:

1. Hold down the Windows key and press R.
2. In the Run dialog box, type DXDIAG and then click **OK**. This opens the DirectX diagnostic tool.
3. On the bottom of the DirectX Diagnostic Tool window, click **Save All Information**.
4. When prompted, save the file to your Desktop with the file name DXDIAG.
5. Click **Save**.
6. Attach the file when you reply to Support.

System Information files
The Microsoft System Information tool collects system information, such as devices installed on your computer and any associated device drivers. To generate a System Information file:

1. Hold down the Windows key and press R.
2. In the Run dialog box, type MSINFO32 and then click **OK**. This opens the System Information diagnostic panel.
3. In the menu bar on the left, click **File**, and then click **Save**. This will prompt you to choose a location to save the file.
4. When prompted, choose your Desktop as the location to save the file with the file name MSINFO32.
5. Click **Save**.
6. Attach the file when you reply to Support.

Microsoft Windows System and Application Event log files
The Microsoft Windows Event log is a centralized log service, where the operating system and

applications can report events that have taken place, such as when an action successfully completed or if there was a failure. The logs can indicate where and why an issue may be occurring.

Use the steps below to generate System and Application Event log files for your specific version of Windows:

- [Windows XP](#)
- [Windows Vista](#)
- [Windows 7, Windows 8, and Windows 10](#)

Windows XP

1. Hold down the Windows key and press R.
2. In the Run dialog box, type EVENTVWR.MSC and click **OK**. This will open the Event Viewer.
3. In the left pane, under Event Viewer (Local), right-click on **Application** and select **Save Log File As...** from the menu.
4. When prompted, type Application Event Log for the file name and save the file to your Desktop.
5. Next, right-click on **System** and select Save **Log File As...** from the menu.
6. When prompted, type System Event Log for the file name and save the file to your Desktop.
7. Attach the file when you reply to Support.

Windows Vista

1. Hold down the Windows key and press R.
2. In the Run dialog box, type EVENTVWR.MSC and click **OK**. This will open the Event Viewer.
3. In the left pane, under Event Viewer (Local), expand the Windows Logs folder by double-clicking on it or clicking the arrow next to the folder.
4. Under Windows Logs, right-click on **Application** and select **Save Events As...** from the menu.
5. When prompted, type Application Event Log for the file name and save the file to your Desktop.
6. Under Windows Logs, right-click on **System** and select **Save All Events As...** from the menu.
7. When prompted, type System Event Log for the file name and save the file to your Desktop.
8. Attach the file when you reply to Support.

Windows 7, Windows 8, and Windows 10

1. Hold down the Windows key and press R.
2. In the Run dialog box, type EVENTVWR.MSC and click **OK**. This will open the Event Viewer.
3. In the left pane, under Event Viewer (Local), expand the Windows Logs folder by double-clicking on it or clicking on the arrow next to the folder.
4. Under Windows Logs, right-click on **Application** and select **Save All Events As...** from the menu.
5. When prompted, type Application Event Log for the file name and then save the file to your Desktop.
6. Under Windows Logs, right-click on **System** and select **Save All Events As...** from the menu.
7. When prompted, type System Event Log for the file name and then save the file to your Desktop.
8. Attach the file when you reply to Support.

Installation log files

When Logitech software is installed, it uses several key log files in Windows to store installation information. These log files can indicate where a potential issue may lie. Support can use that information to help provide a resolution. To locate the installation log files:

1. Hold down the Windows key and press R.
2. In the Run dialog box, type %WINDIR%\INF and click **OK**. This will open Windows Explorer in the Windows\INF folder.
3. In the Windows\INF folder, scroll down until you find the following files:
     o setupapi.dev.log
     o setupapi.app.log

   Copy the files to your Desktop.

4. Attach the files when you reply to Support.

- +**Logitech Gaming Software does not detect the G402 gaming mouse**

If you're getting the message "No devices detected" when you launch the Logitech Gaming Software (LGS), try this:

1. With the gaming mouse still connected to your computer, uninstall LGS.
2. After you've uninstalled the software, restart your computer.

   IMPORTANT: Do not skip this step.

3. Re-install LGS. Make sure you're using the latest version of LGS available for your mouse. You can get the latest version from the G402 Downloads page.
4. Reboot your computer when prompted.

- +**Supported software for the G402 Hyperion Fury Gaming Mouse**

The G402 gaming mouse uses Logitech Gaming Software version 8.55.137 and later. See the G402 [Downloads](#) page for the latest software support.

- +**Enable and disable illumination on the G402 gaming mouse**

You can enable and disable the illumination on your G402 gaming mouse. Here's how:

1. Open the Logitech Gaming Software:

   Start > All Programs >Logitech >Logitech Gaming Software 8.55

2. Click the Lighting Settings light-bulb icon.

3. In the Lighting Settings window, you can:
   o Turn the "G" logo and DPI lighting on and off.
   o Select the Lighting Sleep Timer box and specify the number of minutes of inactivity after which your mouse's lighting will automatically turn off.

- +**Supported operating systems for the G402 Hyperion Fury Gaming Mouse**

At the time of release, this product is supported on:

  - Windows Vista
  - Windows 7
  - Windows 8

See this product's <u>Downloads</u> page for the latest software support.

- +**Application-specific profiles do not work with the G402 gaming mouse**

Application-specific profiles won't work if the mouse is in On-Board Memory mode.

In the Logitech Gaming Software window, click the blue marker next to the icon on the right for Automatic Game Detection.

If your mouse is set to Automatic Game Detection and the profiles still aren't working, see 360023261874 for help with selecting the correct .exe to associate with the profile.

- +**Manage profiles for the G402 gaming mouse using Logitech Gaming Software**

You can manage your gaming mouse profiles using either Automatic Game Detection or On-Board Memory. For help with choosing between them, see 360023422113.

To learn about Automatic Game Detection:

- Configuring pointer settings using Automatic Game Detection (see 360023422113)
- Importing pre-made profiles (see 360023422113)
- Creating new profiles (see 360023422113)
- Viewing current profiles (see 360023422113)
- Modifying button assignments for existing profiles (see 360023422113)
- Setting different DPI settings for profiles (see 360023422113)
- Setting Default and Persistent profiles (see 360023422113)
- Linking profiles between your G-series keyboard and mouse (see 360023422113)

To learn about On-Board Memory:

- Configuring On-Board Memory (see 360023422113)

For help with:

- Application-specific profiles not working with the G502 Proteus Core gaming mouse (see 360023422113)
- Troubleshooting profile detection (see 360023422113)
- Troubleshooting button assignments and macros (see 360023422113)
- Enabling the "Lock profile while game is running" option (see 360023422113)
- Making sure both single and multiplayer games have profiles (see 360023422113)
- Profiles not working after a game update (see 360023422113)
- Profiles stop working in the middle of the game (see 360023422113)

- +**Choose between G402 gaming mouse on-board memory and automatic detection**

The G402 gaming mouse offers two different ways to manage button assignments:

On-Board Memory - The button assignments and DPI levels are written to the memory of the mouse. This allows you to configure the mouse on one computer, and then use your mouse on a different computer with no additional software or configuration. This setting is also useful if you want to only use one set of button configurations for all applications/games on your computer. Please see answer 360023261754 for more tips.

Automatic Game Detection - The button assignments and DPI levels are individually configured for every application and game on your computer. This setting is recommended for advanced users and for when you want to assign specific keystrokes for each application on the computer. Please see answer 360023261754 for more tips.

- +**Configure G402 gaming mouse on-board memory**

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Enabling On-Board Memory

- Configuring On-Board Memory

NOTE: To learn more about On-Board Memory, see answer 360023421593.

Enabling On-Board Memory

To enable On-Board Memory:

1. Open the Logitech Gaming Software:

   Start > All Programs > Logitech > Logitech Gaming Software 8.55

2. Make sure the blue marker next to the icon is to the left.

The mouse will now be in On-Board Memory mode and all of the customizations you make will be written directly to the mouse.

Configuring On-Board Memory

To configure On-Board Memory:

1. Open the Logitech Gaming Software:

   Start > All Programs > Logitech > Logitech Gaming Software 8.55

2. Click the glowing pointer-gear icon.

The screen will now change to show the configuration view.

3. Under **DPI Sensitivity Levels**, drag the tick mark along the graph. For each DPI level you set, you'll see a tick mark. You can set up to five.

   NOTE: If you prefer, you can edit the list of DPI values to the left of the graph from 240-4000. For each DPI level you set, you'll see a tick mark rounded to the nearest 50. For example, if you type in "632", the software will round to 650 DPI.

   o **Assign Default** - (Required) One DPI level must always be the default. To change the default, click a DPI level that doesn't have a blue diamond above it, and then click **Assign Default**. This is the DPI level the mouse will return to when you:
      ▪ Press the default DPI button
      ▪ Switch between profiles
      ▪ Power up the computer
      ▪ Wake the computer from sleep mode
4. Change the **Report Rate**, if you prefer something other than the default of 1000 reports/second (2ms response time). The Report Rate controls how often your mouse updates its position to the computer.
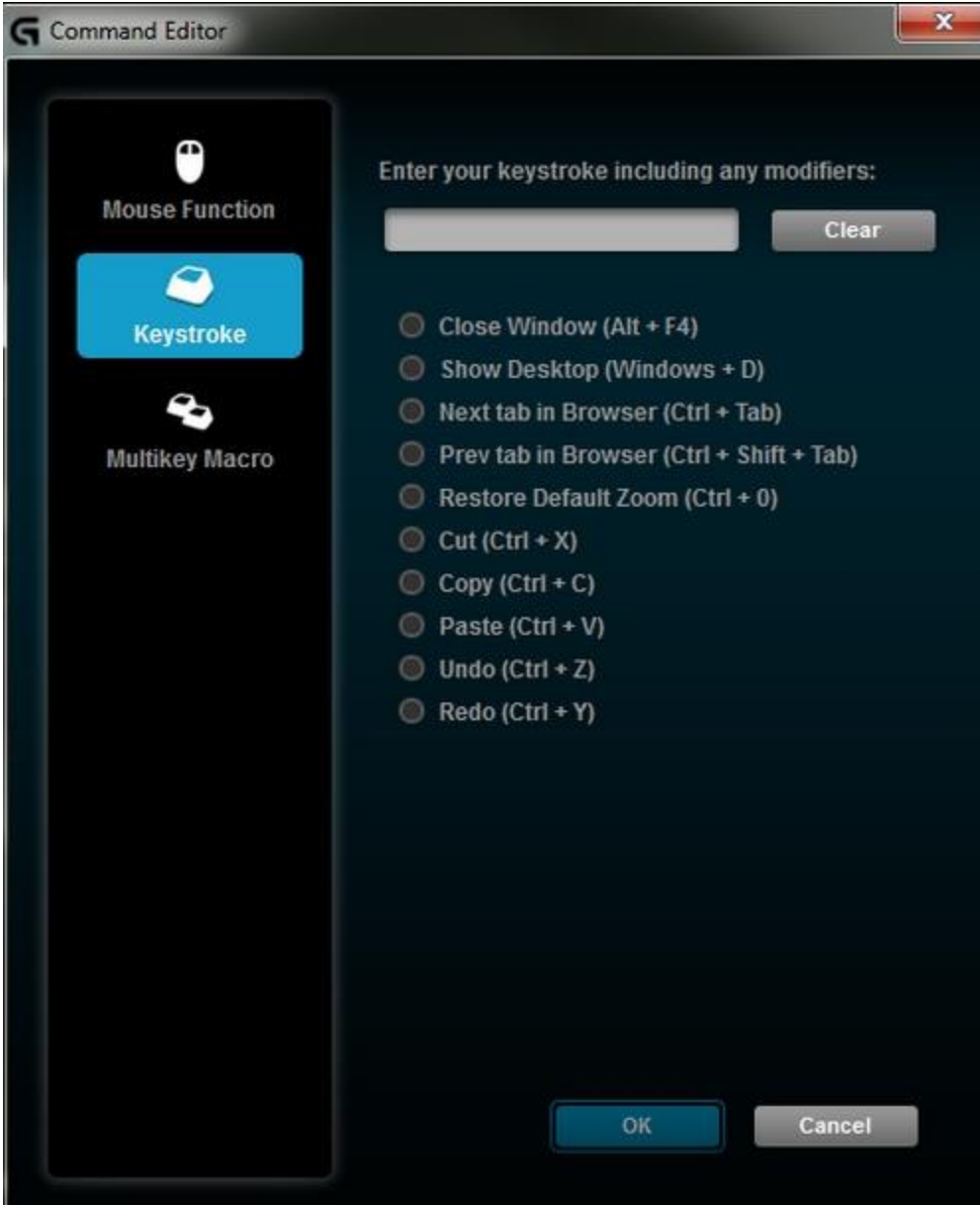
   You can:

   o Decrease processor use by reducing the report rate.
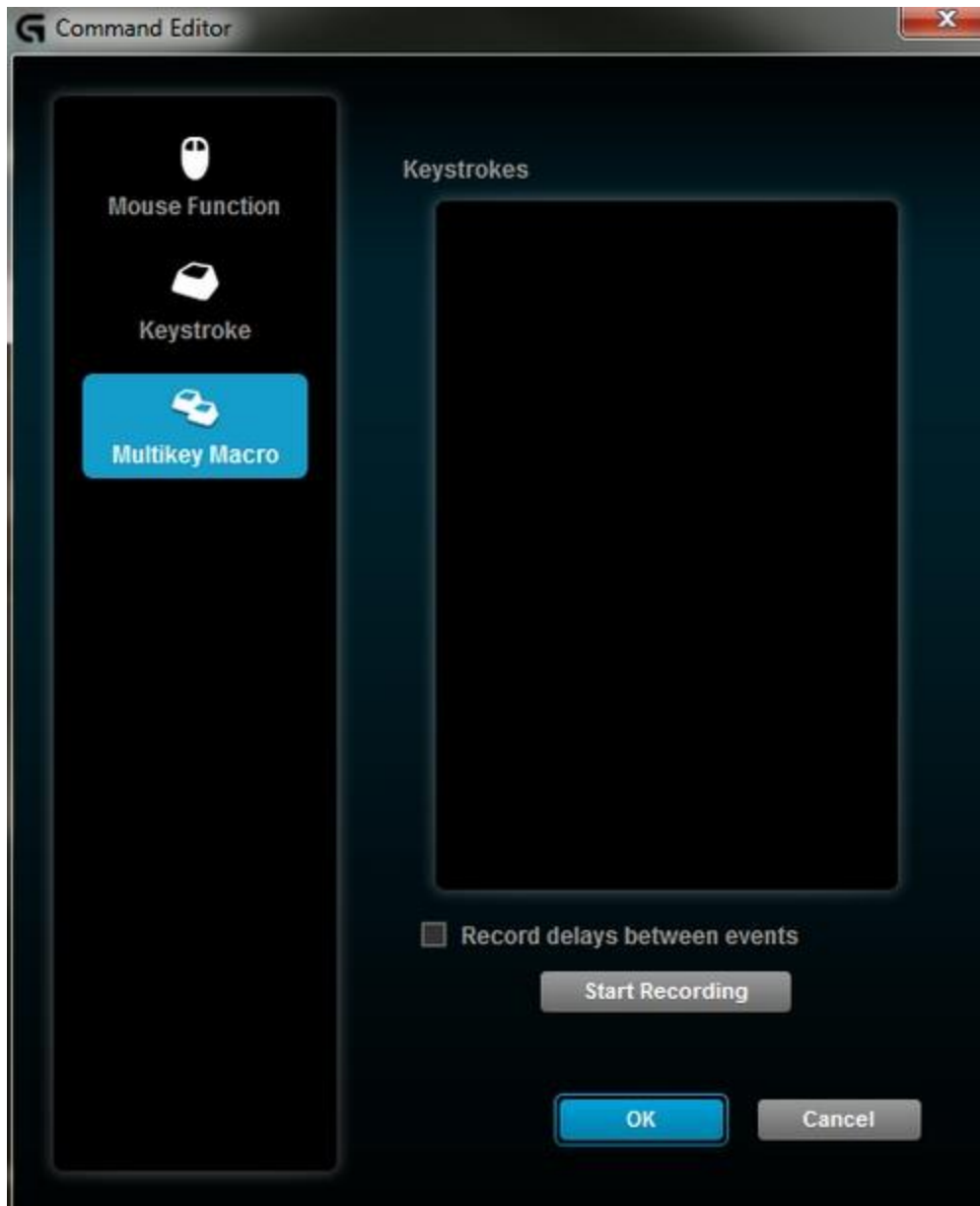   o Increase the mouse response by raising the report rate.

      TIP: For most PCs, a report rate of 500 is recommended.

5. To change a button assignment, right click on a button and select **Edit**.
6. You can have the button perform either a Mouse Function, a Keystroke or a Multikey Macro.
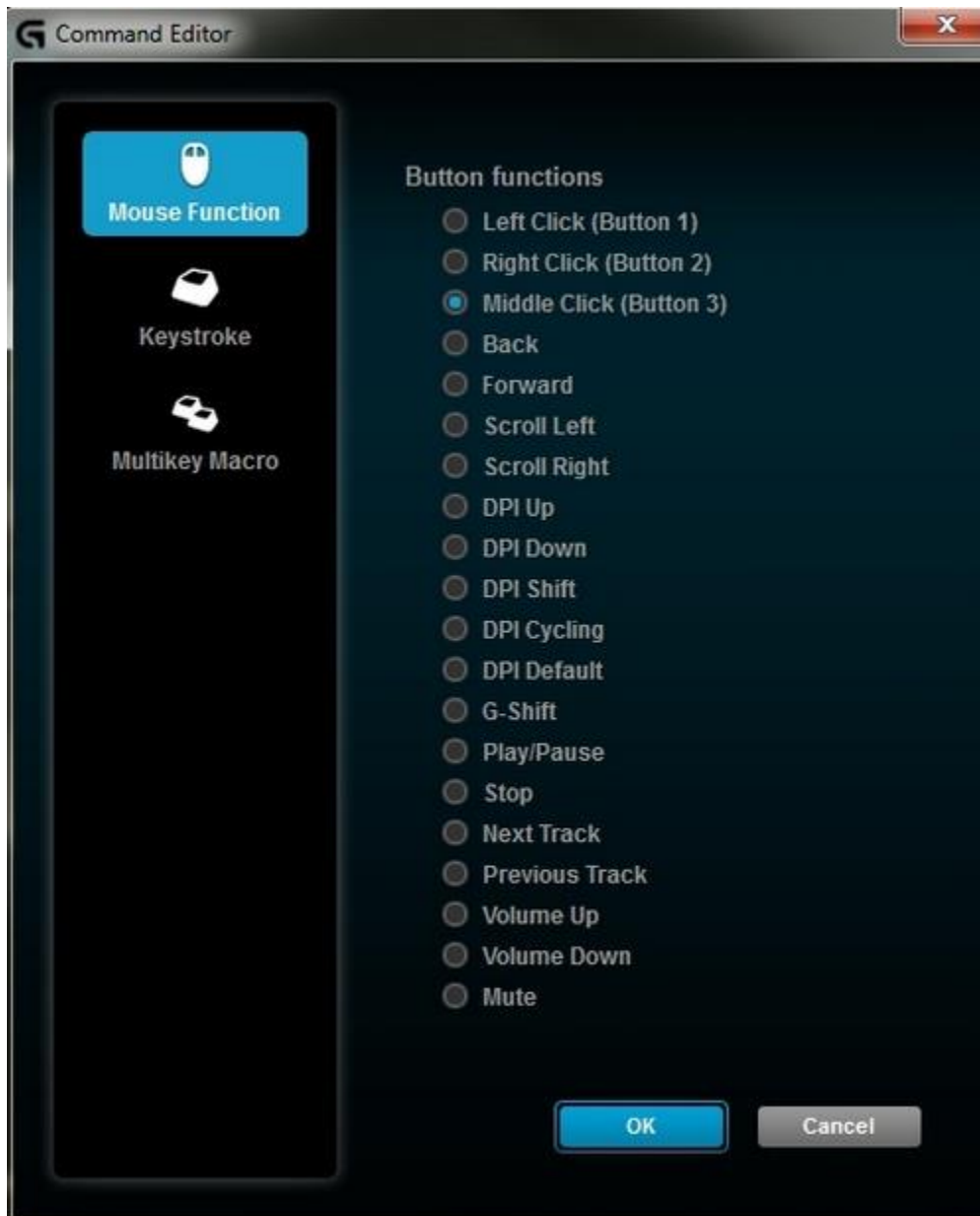
When you assign a keystroke to the button, note that the software retains the modifier presses. For example, to assign Ctrl+Alt+3, press and release Ctrl, then Alt, then 3. To remove modifier keys, press the **Clear** button.

Command Editor

Mouse Function

Keystroke

Multikey Macro

Enter your keystroke including any modifiers:

[   ]   Clear

○ Close Window (Alt + F4)
○ Show Desktop (Windows + D)
○ Next tab in Browser (Ctrl + Tab)
○ Prev tab in Browser (Ctrl + Shift + Tab)
○ Restore Default Zoom (Ctrl + 0)
○ Cut (Ctrl + X)
○ Copy (Ctrl + C)
○ Paste (Ctrl + V)
○ Undo (Ctrl + Z)
○ Redo (Ctrl + Y)

OK   Cancel

7. Click **OK** to save your function to the button.

- +**Configure G402 pointer settings with Logitech Gaming Software**

The G402 gaming mouse lets you customize pointer settings in two different modes:

- Automatic Game Detection mode
- On-Board Memory mode

NOTE: For help with choosing between these two modes, see answer 360023260794.

Automatic Game Detection mode

The G402 gaming mouse supports these pointer customizations in Automatic Game Detection mode:

- **DPI levels** - Configure up to five levels, from 240-4000 in 80 DPI increments.
- **Report rate** - Update from 125/sec (8ms response time) to 1000/sec (1ms response time).
- **Per profile pointer settings** - Enable different pointer behavior for each profile.
- **Acceleration** - Enhance pointer precision.

To configure your pointer settings:

1. Open the Logitech Gaming Software:

   Start > All Programs > Logitech > Logitech Gaming Software

2. Click the glowing pointer - gear icon. Make sure the blue marker next to the icon is to the right.

The Pointer Settings window will appear.

3. Under **DPI Sensitivity Levels**, drag the tick mark along the graph. For each DPI level you set, you'll see a tick mark. You can set up to five.

   NOTE: If you prefer, you can edit the list of DPI values to the left of the graph from 240-4000. For each DPI level you set, you'll see a tick mark rounded to the nearest 80. For example, if you type in "632", the software will round to 640 DPI.

   o **Assign Default** - (Required) One DPI level must always be the default. To change the default, click a DPI level that doesn't have a blue diamond above it, and then click **Assign Default**. This is the DPI level the mouse will return to when you:
      ▪ Press the default DPI button
      ▪ Switch between profiles
      ▪ Power up the computer
      ▪ Wake the computer from sleep mode
   o **Assign Shift** - (Optional) A Shift DPI is a DPI level you can temporarily activate by pressing the DPI Shift button. To set the Shift DPI, select a DPI level that isn't highlighted in orange, and then click **Assign Shift**. This enables extreme precision or mouse speed when needed. The mouse will revert back to the current DPI level when the button is released.

   TIP: Buttons you assign as DPI Up, DPI Down and DPI Cycle will enable you to change between DPI levels rapidly.

   NOTE: LEDs on the G402 mouse will change while cycling through DPI levels using assigned mouse buttons.

4. Change the **Report Rate**, if you prefer something other than the default of 1000 reports/second (1ms response time). The Report Rate controls how often your mouse updates its position to the computer.

   NOTE: The possible range is from 125/sec (8ms response time) to 1000/sec (1ms response time).

   You can:

   o Decrease processor use by reducing the report rate.
   o Increase the mouse response by raising the report rate.

   TIP: For most PCs, a report rate of 500 is recommended.

5. Make your preferred selections under **Advanced**. The options are:
   o **Enable per profile pointer settings** - Select this option to enable each profile to have different pointer behavior (see answer 360023260794 for help).

      TIP: We recommend leaving this unchecked for the initial setup.

   o **Acceleration (Enhance Pointer Precision)** - Select this option to use Window's "Enhance Pointer Precision" acceleration.

      TIP: For gaming accuracy, we recommend leaving this unchecked, but you can enable it if you prefer the feel of default Windows acceleration.

On-Board Memory mode

The G402 gaming mouse supports these pointer customizations in On-Board Memory mode:

- **DPI levels** - Configure up to five levels, from 240-4000 in 80 DPI increments.

   NOTE: DPI Shift setting isn't available in On-Board Memory mode.

- **Report rate** - Update from 125/sec (8ms response time) to 1000/sec (1ms response time).

For details on configuring your gaming mouse in On-Board Memory mode, see answer 360023260794.

- +**Finding the correct .exe file for a gaming-mouse profile**

If you're having trouble with profile detection, you may not have the profile associated with the correct or active game .exe file.

To find the active .exe for a game, you can either:

- Associate automatically using a G-Series keyboard with an LCD screen (see 360023243694).
  OR
- Find the .exe through Windows Task Manager (see 360023243694).

NOTE: You only need to do one of the above if the profile is not associated correctly. If you can point to the correct .exe when creating a profile, you don't need to do either one.

- **+Troubleshooting gaming mouse profile detection using Logitech Gaming Software**

You can configure your gaming mouse separately for each game or application on your computer (see 360023406553 for instructions). When a game is launched, the profile associated with it should activate. Sometimes, the profile doesn't activate properly, which can prevent game-specific settings from being applied.

When a game profile isn't activating properly:

- Try using a Persistent Profile (see answer 360023406553 for instructions).

  NOTE: Using a persistent profile will help you determine if the Logitech Gaming Software is working properly.

- Make sure the correct .exe file is selected for the game (see answer 360023406553 for help).
- Check that both the single player and multiplayer .exe files have profiles (see answer 360023406553 for help).

- **+Troubleshooting mouse button assignments and macros using Logitech Gaming Software**

When your button assignments and macros aren't working the way you configured them, the problem usually has to do with the active profile.

Here are some ways to try and resolve this issue:

- Lock the profile while the game is running (see answer 360023406013 for instructions).
- Try using a Persistent Profile to determine if the software is working properly (see answer 360023406013 for instructions).
- Check that the correct .exe is selected for the game (see answer 360023406013 for help).
- Make sure both the single player and multiplayer .exes have profiles (see answer 360023406013 for help).

- **+Linking profiles between a G-Series keyboard and gaming mouse using Logitech Gaming Software**

Logitech Gaming Software (LGS) shares the profiles between your G-Series keyboard and your gaming mouse, so no manual profile linking is needed. Macros and keystrokes you configured for your G-Series keyboard can be assigned to your gaming mouse, and mouse button presses you configured for your gaming mouse can be assigned to your G-Series keyboard.

NOTE: Certain mouse-specific buttons, like DPI Shift, can only be used with LGS-compatible mice. If you assign a G-Key on your keyboard as DPI Shift with a non-LGS mouse, the button will have no effect. Most other button presses, like Left and Right Click, can be assigned to your G-Keys.

- +**Gaming mouse profile stops working in the middle of a game**

When a profile stops working in the middle of a game, there are two possible causes. Either the profile is:

- **Not associated with the correct .exe file**
  The profile is detected in the game launcher or menu, but stops working while playing the game. This happens when the profile isn't associated to the correct .exe file. You can fix this by assigning the game's .exe file to the profile and not the launcher's .exe file. See 360023405833 for instructions.

  OR

- **Reverted to the Default Profile**
  Another application running on your computer may come to the foreground, causing the active profile to revert to the Default Profile. You can fix this by locking the profile assigned to the game. See 360023405833 for instructions.

- +**Cursor does not follow gaming mouse movements**

If the cursor isn't following the movements of your mouse, try the following:

- Make sure your mouse is firmly connected to a USB port on your computer (not to a USB hub).
- Try a different mouse pad.
- Check the sensor port (on the bottom of the mouse) for dust or lint.
- Avoid using your mouse on:
  -
    - Glass or other see-through surfaces
    - Reflective surfaces, such as mirrors and metal desks
    - Wood grains and grooved surfaces
    - Very high gloss finished surfaces
- Try the mouse on a piece of white paper to make sure it isn't a tracking issue on a particular surface you're using.

If the above steps don't resolve your problem, the erratic movement may be caused by software (for example, if the cursor speed is set too fast).

- +**My gaming-mouse profile stopped working after a game update**

Each profile is associated with a specific .exe file. Sometimes, when you install a game update or expansion pack, the location of the correct.exe may change.

If you recently installed a game update and then your game profile stopped working, see answer 360023405693 for help with finding the current game .exe.

- +**Gaming mouse and keyboard compatibility with USB hubs and KVM switches**

We don't support the use of third-party devices with our mice and keyboards. They can interfere with communication between a mouse or keyboard and the computer.

Unsupported third-party devices include:

- KVM switch boxes
- Port replicators
- Docking stations
- USB hubs

NOTE: The manufacturers of these third-party devices implement keyboard and mouse support in different ways. There is currently no industry standard.

- +**Setting different DPIs for gaming-mouse profiles using Logitech Gaming Software**

Logitech Gaming Software (LGS) configures DPI and other mouse pointer adjustments to work on all profiles by default. Using LGS, you can set different DPIs and pointer behavior for each game profile.

NOTE: This is an advanced setting and each game's profile will have to be individually configured, but it allows for maximum flexibility and configurability.

To set up different DPI settings for profiles:

1. Open the Logitech Gaming Software:
   Start > All Programs > Logitech > Logitech Gaming Software 8.x

   NOTE: Make sure Logitech Gaming Software is set to "Automatic Game Detection".

2. Click **Customize Pointer Settings**.

The **Pointer Settings** window will appear.

3. Select the "Enable per profile pointer settings" check box under the **Advanced** section.

The Profiles area will appear in your window.

You can now set different DPI levels and report rates for each profile. The settings will stay as long as "Enable per profile pointer settings" is selected. If you:

- Clear this check box — the software will revert back to a single DPI setting for all applications.
- Select this check box again — the pointer settings you set up for each profile will be restored.

- +**Programming gaming-mouse buttons using Logitech Gaming Software**

Logitech Gaming Software enables you to program different button configurations for each profile on your computer. To learn how to create and assign application-specific profiles, see article 360023235474.

NOTE: If you're new to Logitech Gaming Software or you want to use only one profile with your mouse, first follow the steps in article 360023235474 to set up your Default Profile as a Persistent Profile.

To configure your mouse buttons:

1. Open the Logitech Gaming Software:

    Start > All Programs > Logitech > Logitech Gaming Software 8.x

2. Click the **Customize buttons** icon.

3. Select the profile you want to edit by clicking its icon. The profile will have a blue highlight bar above it when selected (ex. "Default Profile" below).

    NOTE: Logitech Gaming Software will detect some games you've installed and create profiles for them. You can create profiles for other games yourself (see article 360023235474 for help).
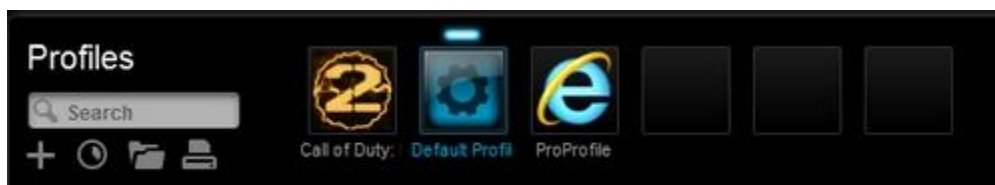
4. To edit a button, either:
    o   Drag and drop an existing command onto it.

        NOTE: All commands you've created for that profile will be visible in the Commands list on the left. When you drag a command over the mouse, the configurable buttons will highlight. Choose the button you want to program and drop the command on top of it.

        OR

o Right-click on a button and select **Edit Command**. The Command Editor window appears:
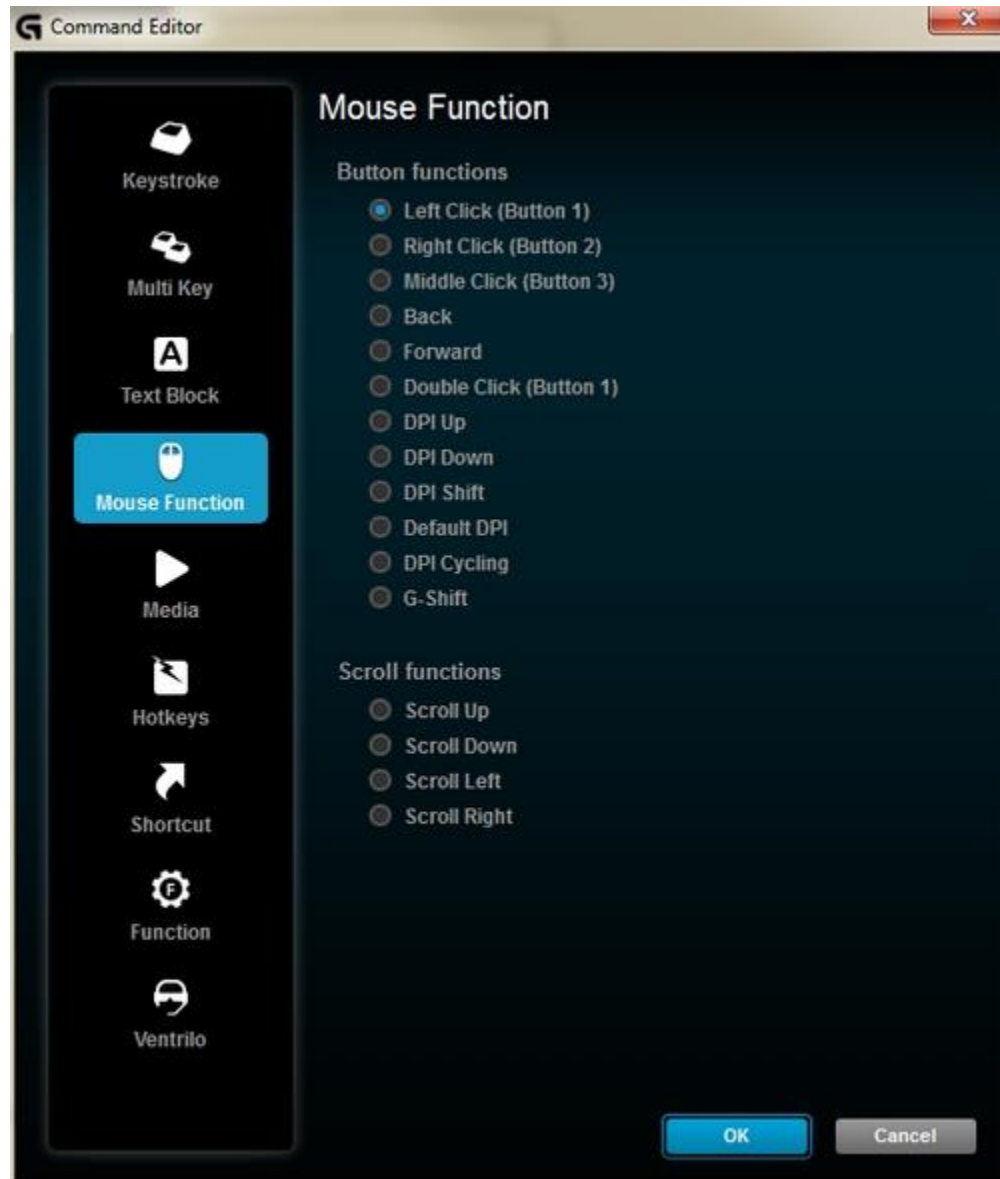
In this window, you can assign a:

- **Keystroke** — Assign a single key press, or a key press with modifiers.
- **Multi Key** — Assign a "macro'd" series of keystrokes. (NOTE: You can set up these macros to function both with and without recorded time delays.)
- **Text Block** — Create a block of text to be typed out when the key is pressed (either with or without Unicode support).
- **Mouse Functions** — Assign a button on your mouse to use any of the available mouse button functions.

- **Media** — Set a mouse button to function like a media key you'd typically find on a keyboard.
- **Hotkeys** — Use a pre-defined keystroke command.
- **Shortcut** — Assign a button to launch a file/folder/drive on your computer.
- **Function** — Assign a button to act like a Microsoft function button (ex. to open your web browser).

After you've selected the function to assign to the button, click **OK**. This will apply the new function and you'll the command's name next to the button (ex. mouse function "DPI Cycling" assigned to Button 5 below).
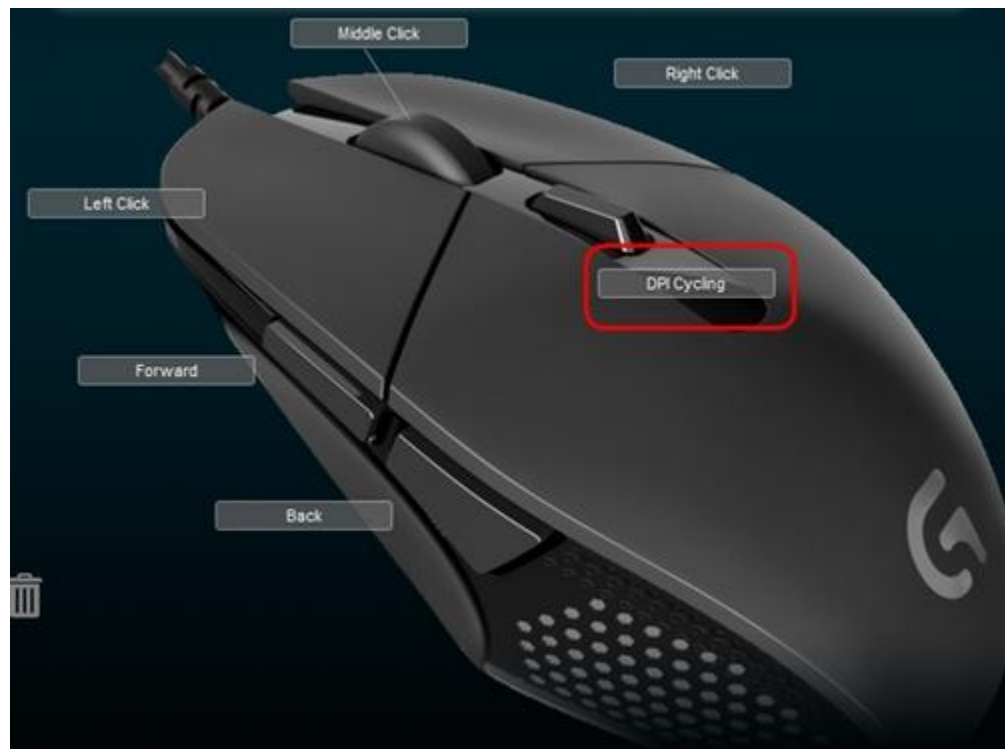
IMPORTANT: At least one button must be configured as "Left Click" and one as "Right Click" at all times. To reprogram either of these buttons, you'll first have to assign that function to another button.

To reassign a button back to the standard behavior of the mouse, right-click the button and select "Use Generic".

To un-assign a button, either right-click and select "Unassign" or drag the command from the button to the trash icon.

- +**Gaming mouse double-clicks when clicked once**

If your gaming mouse clicks two or more times when clicked once, try the troubleshooting steps below:

1. Disable the single-click to open option in Windows:
   - Windows 8 or Windows 10
     - Click on the magnifying glass to bring up the Search menu, type 'single-click', and then select Specify single- or double-click to open.
     - Select the General tab, and under **Click items as follows**, make sure **Double-click to open an item (single-click to select)** is selected.
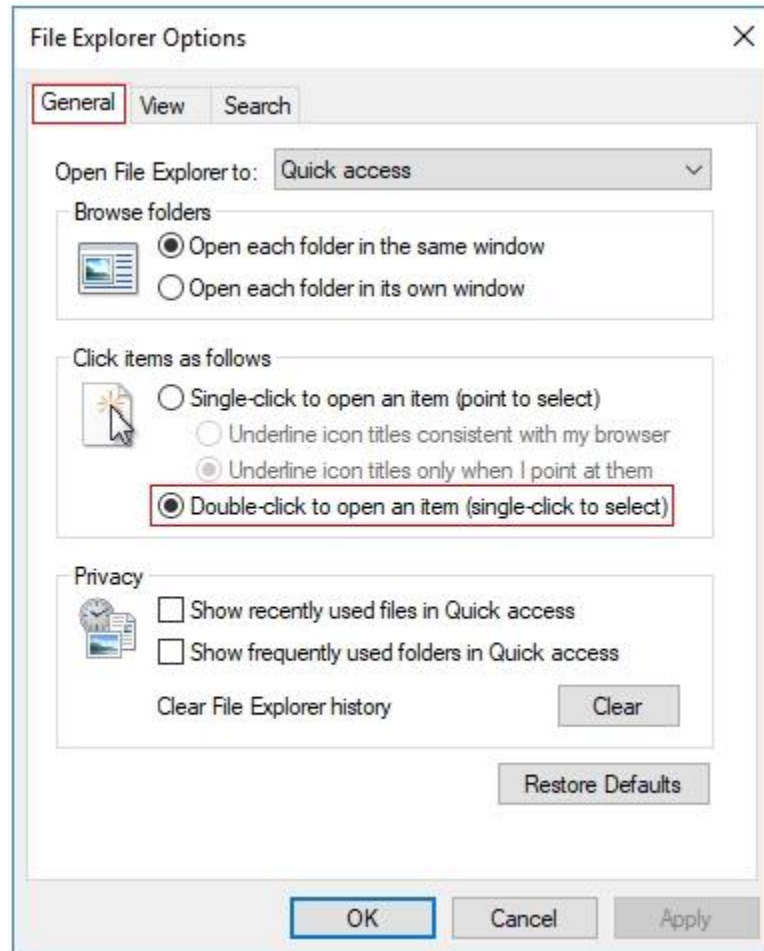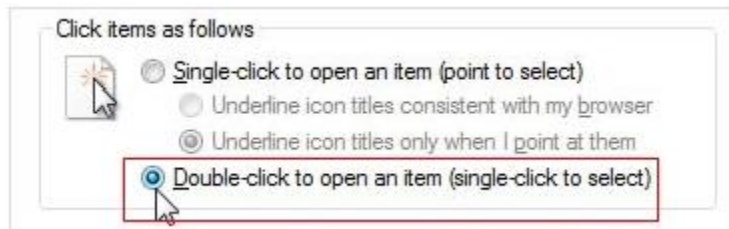

2. Windows 7 or Windows Vista:
   - Click on **Computer**.

   - On the menu bar, click **Organize** then **Folder and Search Options**.
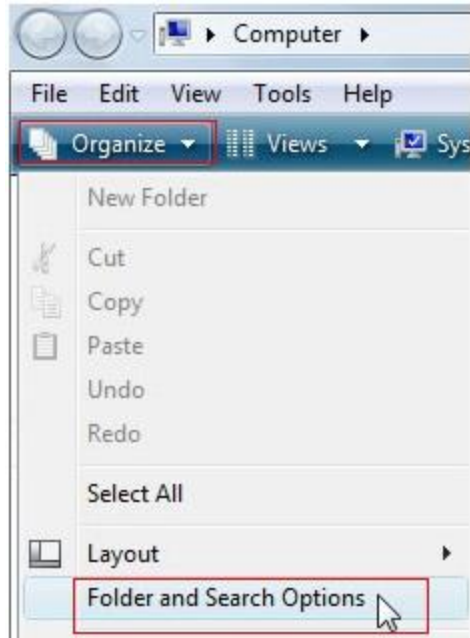
- o Under the **General** tab, make sure that the option **Double-click to open an item (single-click to select)** is selected.


- o Click **OK** to save and exit.
3. Test the mouse in multiple programs and components such as Control Panel or Windows Explorer on Windows, and Disk Utility or Finder on Mac OS. If the double-click is specific to one program, check the application settings or command assignments for the specific profile in Logitech Gaming Software.
4. Bypass any power hubs or extenders and connect your mouse cable or receiver to a different USB port on the computer's motherboard, if possible.
5. Test the mouse on a different computer that is functional.
6. Contact Logitech Support if the double-click issue appears on a different computer. Let us know what troubleshooting steps have been attempted.

- +**Inconsistent gaming mouse tracking behavior**

If the cursor for your gaming mouse stutters, or skips during general usage, try these troubleshooting steps:

1. If you have Logitech Gaming Software (LGS) installed:
   o Lower your DPI sensitivity in the **Customize Pointer Settings** tab.
   o If your gaming mouse supports surface tuning, tune your mouse to the surface in use. See Surface Tuning your gaming mouse for more information.
2. If you don't have LGS installed, lower your Pointer Speed in **Control Panel** > **Mouse** > **Pointer Options**:
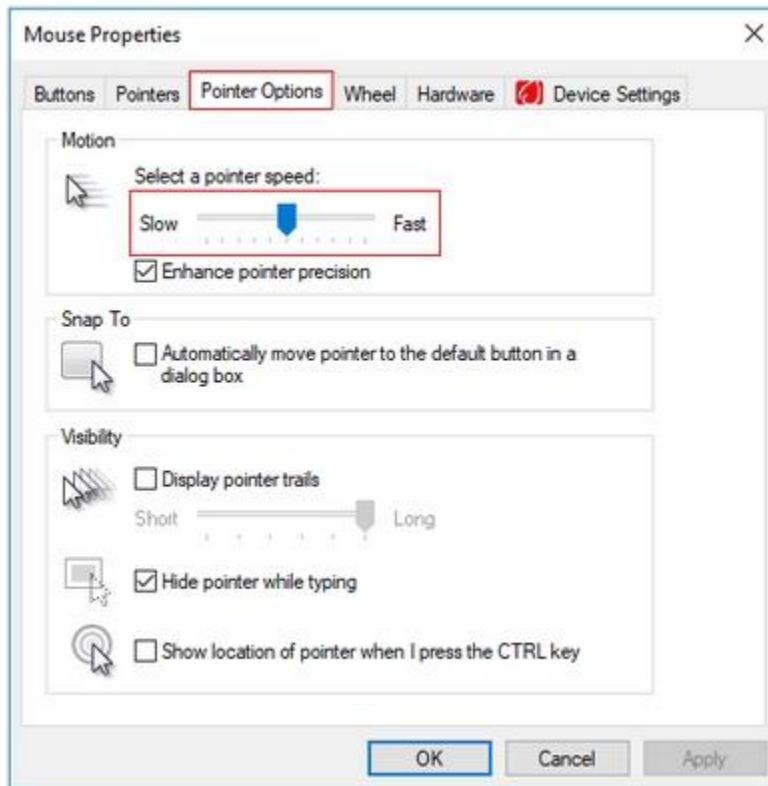
3. If your mouse is wireless:
   o Recharge the mouse using the included cable or replace the batteries.
   o Make sure the mouse and USB receiver are at least 2 meters away from wireless routers and other 2.4 GHz wireless devices.
   o Keep the USB receiver within 20 cm of the mouse.
   o Temporarily disconnect any other wireless devices and observe the effect on the tracking performance.
4. The sensor lens may be dirty. Turn your mouse over and thoroughly clean any dirt or lint covering the lens.
5. Try using the mouse on a piece of white paper to make sure it isn't a tracking issue on a particular surface you're using.

If none of these suggestions work, please contact Logitech Support and let us know what troubleshooting steps you've tried.

- +**Solved - Issue with USB devices after Windows 10 update KB4074588**

Logitech is aware of a Microsoft update (OS Build 16299.248) which is reported to affect USB support on Windows 10 computers.

Support statement from Microsoft
"After installing the February 13, 2018 security update, KB4074588 (OS Build 16299.248), some USB devices and onboard devices, such as a built-in laptop camera, keyboard or mouse, may stop working for some users."

If you are using Microsoft Windows 10, (OS Build 16299.248) and are having USB-related issues. Microsoft has released a new update KB4090913 (OS Build 16299.251) to resolve this issue.

We recommend you follow Microsoft Support recommendations and install the latest Microsoft Windows 10 update: https://support.microsoft.com/en-gb/help/4090913/march5-2018kb4090913osbuild16299-251.
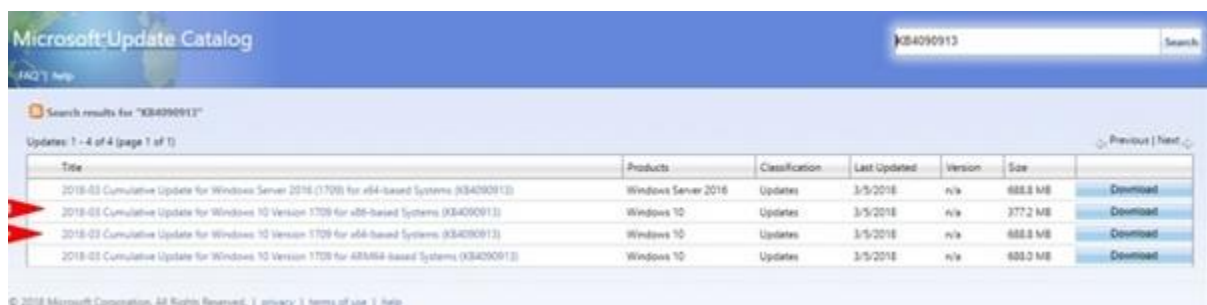
This update was released by Microsoft on March 5th in order to address the USB connection issues and should be downloaded and installed automatically using Windows Update.

For instructions on installing the latest Microsoft update, please see below:

- If you have a working keyboard/mouse
- If you have a non-working keyboard/mouse

If you have a working keyboard/mouse:

1. Download the latest Windows update from Microsoft.
2. If your operating system is 86x-based, click on the second option. If your operating system is 64x-based, click on the third option.

3. Once you have downloaded the update, double-click on the downloaded file and follow the on-screen instructions to complete the update installation.

NOTE: If you wish to install the update manually, you can download the 86x and 64x versions of the update from http://www.catalog.update.microsoft.com/360023357433.aspx?q=KB4090913

If you currently have no working keyboard/mouse:

For more information, see the Microsoft article on how to start and use the Windows 10 Recovery Environment (WinRE):
https://support.microsoft.com/en-us/help/4091240/usb-devices-may-stop-working-after-installing-the-february-13-2018-upd

Do the following:

1. Restart the system before Windows finishes loading the desktop three times in a row. Windows should automatically start the Windows 10 Recovery Environment (WinRE).
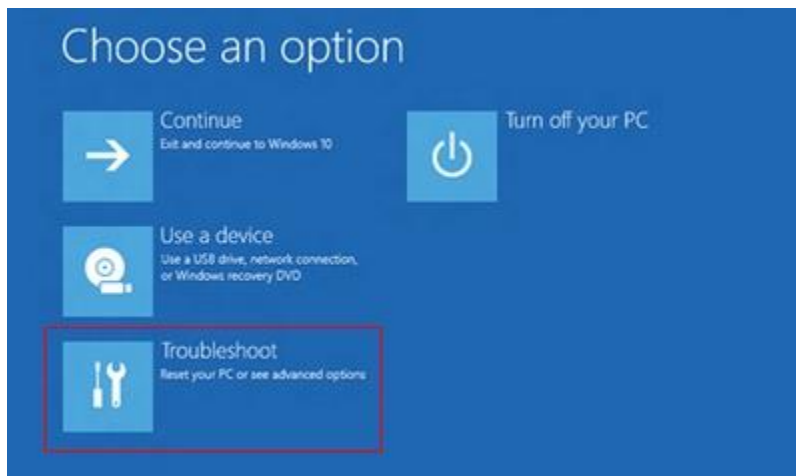
2. Once in WinRE select **Troubleshoot** > **Advanced Options** > **Startup Settings**.
3. In the bottom right corner of the window, click **Restart**.

4. Press **5** on your keyboard to select **Enable Safe Mode with Networking**.
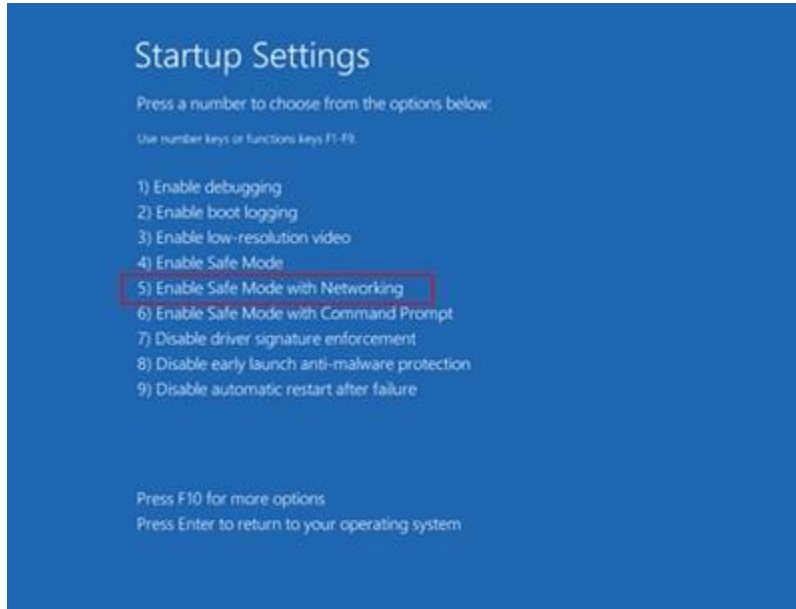
5. In Windows Safe Mode, navigate to Windows Settings (**Win+I**) > **Update and Security** > **Windows Update** and install the latest updates.

- +**List of Logitech Gaming Software default starting profiles**

As of the release of LGS v8.98.234.

- 007 Nightfire
- 2002 FIFA World Cup
- 4X4 Evolution
- Act of War
- Age of Conan: Hyborian Adventures
- Age of Mythology
- Agents of Mayhem
- Aion
- Alien: Isolation
- Aliens vs. Predator - Steam
- Aliens vs. Predator 2
- Allegiance
- Alone in the Dark
- American Truck Simulator
- America's Army
- Anachronox
- Asheron's Call 2
- Assassin's Creed
- Assassin's Creed 2
- Assassin's Creed Brotherhood

- Assassin's Creed IV Black Flag (Multiplayer)
- Assassin's Creed IV Black Flag (Single Player)
- Assassin's Creed Origins
- Assassin's Creed Unity
- Assetto Corsa
- Asura
- Attack Squadron
- Auto Assault
- B17 Flying Fortress
- Baldur's Gate
- Baldur's Gate 2*Shadows of Amn
- Batman: Arkham Asylum
- Batman: Arkham City
- Batman: Arkham Origins (Online)
- Batman: Arkham Origins (Single Player)
- Battle for Naboo
- Battle of Britain
- Battleborn
- Battlefield 1
- Battlefield 1942
- Battlefield 2
- Battlefield 2142
- Battlefield 3
- Battlefield 4
- Battlefield Bad Company 2
- Battlefield Hardline
- Battlefield Vietnam
- BattleZone 2
- Beetle Buggin'
- Beyond Good & Evil
- Bionic Commando - Steam
- Bionic Commando (Steam)
- Bioshock
- BioShock 2 (Multiplayer)
- BioShock 2 (Single Player)
- BioShock Infinite
- Birth of the Federation
- Black Thorn
- BlackHawk Down
- Blacklight Retribution
- BloodRayne
- Blur
- Borderlands
- Borderlands 2
- Borderlands: The Pre-Sequel
- Brink

- Broken Sword
- Brood War
- Brothers In Arms Hell's Highway
- Brothers In Arms: Earned in Blood
- Brothers in Arms: Road to Hill 30
- Bulletstorm
- Burnout Paradise
- C&C Red Alert 2
- C&C Renegade
- C&C Tiberian Sun
- Caesar 3
- Call of Duty
- Call of Duty : Infinite Warfare
- Call of Duty 4 - Multiplayer
- Call of Duty 4 - Single Player
- Call of Duty 4: Modern Warfare (Multi-player)
- Call of Duty 4: Modern Warfare (Single Player)
- Call of Duty Advanced Warfare
- Call of Duty: BLACK OPS
- Call of Duty: Black Ops II (multi player)
- Call of Duty: Black Ops II (single player)
- Call of Duty: Black Ops III
- Call of Duty: Ghosts
- Call of Duty: Modern Warfare 2 (Multi-player)
- Call of Duty: Modern Warfare 2 (Single Player)
- Call of Duty: Modern Warfare 3 (Multi-player)
- Call of Duty: Modern Warfare 3 (Single Player)
- Call of Duty: World at War (Multiplayer)
- Call of Duty: World at War (Single Player)
- Call of Duty: WWII
- Call of Juarez - Bound In Blood (Steam)
- Carmageddon 2
- Champions Online
- Chronicles of Riddick
- City of Heroes
- City of Heroes/City of Villains
- Civ IV: Colonization
- Civilization IV
- Clone Campaigns
- Cloudy With A Chance of Meatballs
- Cold Zero
- Colin McRae Rally 2.0
- Comanche 4
- Combat
- Combat Flight Sim 2
- Combat Flight Simulator

- Combat Flight Simulator 3
- Command & Conquer 3 Tiberium Wars
- Commandos Strike Force
- Conflict Desert Storm
- Counter-Strike
- Counter-Strike Source
- Counter-Strike: Global Offensive
- Crashday
- Crimson Skies
- Cryostasis
- Crysis
- Crysis 2 - Steam
- Crysis Warhead
- Crysis Wars
- Daikatana
- DAoC - Shrouded Isles
- Dark Age of Camelot
- Dark Reign 2
- Dark Souls II
- Dark Souls III
- Dark Void
- Darkspore (Steam)
- Darkstone
- Dawn of War
- Day of Defeat: Source (HL engine)
- DCS Black Shark
- Dead Island (Steam)
- Dead Space 2
- Deadly Dozen
- Deadspace
- Default Profile
- Delta Force 2
- Descent 3
- Desperados 2 Cooper's Revenge
- Destiny 2
- Deus Ex
- Deus Ex: Human Revolution (Steam)
- Deus Ex: Mankind Divided
- Devil May Cry - DirectX 10
- Devil May Cry 4 - DirectX 10
- Devil May Cry 4 - DirectX 9
- Diablo II
- Diablo II - Lord of Destruction
- Diablo III
- Die Hard Nakatomi Plaza
- Dig Dug Deeper

- Dirt
- Dirt 2
- DiRT 3
- DiRT Rally
- Dirt Track Racing
- Dishonored
- Dishonored 2
- Distance
- Divine Divinity
- DOOM
- Doom 3
- Dota 2
- Dragon Age - Origins
- Dragon Age 2
- Dragon Age: Inquisition
- DS Legends of Aranna
- Duke Nukem Forever - Steam
- Dune 2000
- Dungeon Keeper 2
- Dungeon Siege
- Dungeon Siege III
- Dungeons & Dragons Online Stormreach
- El Matador
- Elder Scrolls IV - Oblivion
- Elite: Dangerous
- Emperor RotMK
- Emperor's Tomb
- Empire Earth 3
- Enemy Territory - QUAKE Wars
- Enemy Territory- Quake Wars
- Enter the Matrix
- Escape From Monkey Island
- Euro Truck Simulator 2
- Eurofighter Typhoon
- European Air War
- EverQuest
- EverQuest 2
- Evolve
- Excel 2013
- F.E.A.R.
- F.E.A.R. 2
- F.E.A.R. 3
- F1 2000
- F1 2002
- F1 2015
- F22 Lightning 3

- Fable III
- Falcon 4.0: Allied Force
- Falcon AF
- Fallout 3
- Fallout: New Vegas
- Far Cry
- Far Cry 2
- Far Cry Primal
- Farming Sim 15
- Fate of the Dragon
- FEAR2
- Fellowship of the Ring
- FIFA 2001
- FIFA 2002
- FIFA 2003
- Fighter Ace 2
- Fighter Squadron
- Fleet Command
- Flight Sim 2002
- Flight Simulator 2000
- Flight Simulator X
- Fly 2K
- Fly* II
- For Honor
- Force Commander
- Fortnite
- Freedom Fighters
- Freedom Force
- Freedom Force vs. The 3rd Reich
- Freespace 2
- Frontlines - Fuel of War
- FUEL
- Galactic Battlegrounds
- Garry's Mod
- Gas Guzzlers Extreme
- Gears of War
- Generals
- Ghost Recon
- Ghost Recon AW2 - Single Player
- Ghost Recon Wildlands
- Giants* Citizen Kabuto
- Gigantic
- Global Operations
- Godfather 2
- Gothic
- Grand Prix 3

- Grand Prix 4
- Grand Prix Legends
- Grand Theft Auto Episodes from Liberty City
- Grand Theft Auto III
- Grand Theft Auto V
- Grand Theft Auto: San Andreas - Steam
- GRID
- GRID 2
- GrID Autosport
- Gruntz
- GT Legends
- GTA Vice City
- GTA4
- GTR
- GTR 2
- GTR: Evolution (Offline)
- Guild Wars
- Guild Wars 2
- Gun
- Half-Life
- Half-Life 2, EP1, EP2, Deathmatch
- Halo 2
- Harley* Race Across America
- Harry Potter
- Harry Potter II* COS
- Hawken
- Heavy Gear 2
- Hellgate: London
- Heroes of the Storm
- Heroes V - Might and Magic
- Hidden & Dangerous
- Hidden & Dangerous 2
- High Heat 2003
- High Heat Baseball 2001
- Hitman
- Hitman 2
- Homefront -Steam
- Homefront: The Revolution
- Homeworld Cataclysm
- Homeworld Remastered Collection
- Hunted: The Demon's Forge
- Hydrophobia: Prophecy (Steam)
- Icewind Dale
- Icewind Dale II
- IGI 2 Covert Strike
- IL-2 Forgotten Battles

- IL-2 Forgotten Battles (Steam)
- IL2 Sturmovik
- iRacing
- Ironman
- James Bond: Blood Stone
- Jane's FA-18
- Jane's WWII Fighters
- Jedi Knight II Jedi Outcast
- Jericho
- Just Cause 2
- Kane & Lynch - Dead Men
- Kingdom Come: Deliverance
- Kingdoms of Amalur
- Knights of the Old Republic
- KOTOR 2
- Land Warrior
- LawBreakers
- League of Legends
- Left4Dead
- Left4Dead2
- Legendary
- Lego Batman
- LEGO Harry Potter: Years 1-4
- Lego Indiana Jones The Original Adventures
- Lego Star Wars III: The Clone Wars
- Lego Universe
- Lineage II
- Lock On
- Lord of the Rings Online
- Lord of the Rings: War in the North (Steam)
- LOTR Battle for Middle Earth
- Mad Max
- Madballs In Babo: Invasion (Steam)
- Madden 2002
- Madden 2003
- Madden NFL 2001
- Mafia III
- Magicka (Steam)
- Mass Effect: Andromeda
- Mass Effect
- Mass Effect 2
- Mass Effect 3
- Master of Orion
- Matrix Path of Neo
- Max Payne
- Max Payne 2: The Fall of Max Payne

- MDK 2
- Mech Commander
- MechWarrior 4
- Medal of Honor - Multiplayer
- Medal of Honor - Single Player
- Medal of Honor Airborne
- Medal of Honor Pacific Assault
- Medal of Honor Warfighter
- Medal of Honor* Allied Assault
- Men of War
- Mercenaries 2: World in Flames
- Messiah D3D
- Metal Gear Solid
- METAL GEAR SOLID V: THE PHANTOM PAIN
- Metal Gear Survive
- Michelin Rally Masters
- Middle-earth: Shadow of Mordor
- Middle-earth: Shadow of War
- Midtown Madness 2 *Gamepad*
- Midtown Madness 2 *Joystick*
- Midtown Madness 2 *Wheel*
- Mig Alley
- Might and Magic VIII
- Mirror's Edge
- Mobile 1 Rally
- Monaco Grand Prix 2
- Monopoly Tycoon
- Monster Truck Madness 2
- Morrowind
- Mortal Kombat 4
- Moto Racer 3
- Motocross Madness 2
- MS Baseball 2001
- MS Flight Simulator 2004
- MW 4 Black Knight
- NASCAR 4
- NASCAR Racing 2003 Season
- NASCAR Revolution
- NASCAR Thunder 2004
- Natural Selection 2
- NBA Live 2000
- NBA Live 2003
- Need For Speed High Stakes
- Need for Speed Porsche Unleased
- Need for Speed SHIFT
- Need for Speed Undercover

- Need For Speed Underground 2
- Neverwinter Nights
- Neverwinter Nights 2
- Neverwinter Online
- NFS 2016
- NFS Hot Pursuit
- NFS Hot Pursuit 2
- NFS Underground
- NHL 2001
- NHL 2002
- NHL 2004
- Night At The Museum 2
- No Man's Sky
- No One Lives Forever
- No One Lives Forever 2
- Nosferatu
- Nox
- Operation Flashpoint
- Operation Flashpoint: Red River
- Overlord
- Overwatch
- Pac-Man Adventures in Time
- Phantom Menace
- Photoshop CC
- Pirates of the Burning Sea
- Pirates!
- Planetside
- Planetside 2
- PLAYERUNKNOWN'S BATTLEGROUNDS
- Pod Racer
- Portal (HL2 engine)
- Portal 2
- Powerslide
- Prey
- Prey (2017)
- Prince Caspian - Chronicles of Narnia
- Prince of Persia
- Project CARS
- Project Cars 2
- Project Eden
- Project IGI
- Prototype
- Pure
- Quake 3 Arena
- Quantum of Solace
- Quidditch World Cup

- R6* Covert Opertions
- RACE 07
- RaceRoom
- RAGE
- Railroad Tycoon 2
- Railroad Tycoon 2 Gold
- Railroad Tycoon 2 TSC
- Rainbow Six
- Rainbow Six Siege
- Rainbow Six Vegas
- Rainbow Six Vegas 2
- Rainbow Six: Lockdown
- Rally Trophy
- Raven Shield
- Real War
- Red Faction II
- Red Faction: Armageddon (Steam)
- Red Faction: Armageddon (Steam) (DX11)
- Red Orchestra
- Resident Evil 4
- Resident Evil 5
- Resident Evil 7
- rFactor
- rFactor 2
- Rift
- Rise of Legends
- Rise of Nations
- Rise of Nations: Thrones and Patriots
- Rogue Spear
- Rogue Squadron 3D
- Roller Coaster Tycoon
- Rome Total War
- Rubies of Eventide
- Rust
- Rusty Hearts
- Savage
- Sebastien Loeb Rally EVO
- Section 8
- Section 8: Prejudice
- Serious Sam
- Serious Sam 2nd Encounter
- Serious Sam 3: BFE (Steam)
- Shadowrun
- Shogo Mobile Armor Division
- Sid Meier's Civilization V
- Sid Meier's Civilization VI

- Sid Meier's Railroads!
- Sim Theme Park
- SimCity 3000
- SimCity Societies
- Simpson's Hit & Run
- Sims 2
- Sin
- Sin Episodes Emergence
- Singularity
- Sniper: Ghost Warrior 2
- Soldier Of Fortune
- Soldier of Fortune II
- Soldier of Fortune Payback
- South Park The Fractured But Whole
- Space Interceptor
- Speedway Grand Prix
- Spintires
- Splinter Cell
- Splinter Cell: Conviction
- Spore
- Stalker Clear Sky
- Star Trek Armada
- Star Trek Online
- Star Wars - The Old Republic
- Star Wars Battlefront
- Star Wars Battlefront 2
- Star Wars: Battlefront II
- Star Wars Empire at War
- Star Wars Galaxies
- Star Wars The Clone Wars Republic Heroes (Steam Edition)
- Star Wars: Battlefront
- Starcraft
- StarCraft II
- Starfighter
- StarLancer
- StarSiege
- Starsiege Tribes
- Starsky & Hutch
- StarTopia
- Stock Car Extreme
- Stranglehold
- Sub Command
- Superbike 2001
- Supreme Commander
- Supreme Commander - Forged Alliance
- SW - Republic Commando

- Swat 3
- SWAT 4
- Sydney 2000
- TA Kingdoms
- Tabula Rasa
- Tactical Ops
- Task Force Dagger
- Team Fortress 2 (HL2 engine)
- Tera
- Terraria
- Test Drive 6
- Test Drive Le Mans
- Test Drive Offroad 3
- Test Drive Unlimited
- The Club
- The Crew
- The Darkness II
- The Elder Scrolls V: Skyrim (Steam)
- The Elder Scrolls V: Skyrim Special Edition(Steam)
- The Evil Within
- The Evil Within 2
- The Incredible Hulk
- The Movies
- The Secret of Monkey Island: Special Edition (Steam Version)
- The Settlers - Rise of an Empire
- The Sims 1024
- The Sims 2
- The Sims 800
- The Sims Medieval
- The Sum of All Fears
- The Witcher
- The Witcher 2
- The Witcher 3: Wild Hunt
- Thief 2* The Metal Age
- Thrillville: Off the Rails
- Tiger Woods 2003
- Tiger Woods 99
- TimeShift
- Titan Quest
- Titan Quest - Immortal Throne
- Titanfall
- Titanfall 2
- TOCA 2
- Tom Clancy's H-A-W-K
- Tom Clancy's The Division
- Tomb Raider AoD

- Tomb Raider: Anniversary
- Tonka Monster Trucks
- Tony Hawk 3
- Tony Hawk 4
- Torchlight II
- Trackmania United Forever
- Train Simulator
- Transformers: Fall of Cybertron
- Transformers: War of Cybertron
- Triple Play 2000
- Tron 2.0
- Turning Point - Fall of Liberty
- Tyranny
- Ultimate Demolition Derby
- Universe At War
- Unreal II
- Unreal Tournament 2003
- Unreal Tournament 2004
- Unreal Tournament 3
- US Special Forces
- USAF
- Vampires Bloodlines
- Vendetta Online
- Wacky Races
- Wall-E
- Wanted Weapons Of Fate - Steam
- War Front - Turning Point
- Warcraft 3: The Frozen Throne
- WarCraft III* Reign of Chaos
- Warframe
- WarHammer 40k
- Warhammer 40K Space Marine (Steam)
- Warhammer Online: Age of Reckoning
- Watch Dogs 2
- Watch_Dogs
- Wheelman
- Wolfenstein
- Wolfenstein: The New Order
- Wolfenstein II: The New Colossus
- Word 2013
- World in Conflict
- World of Tanks
- World of Warcraft
- World Racing
- XCOM 2
- XCOM: Enemy Unknown

- X-Wing Alliance
- You are Empty
- Yuri's Revenge
- Zanzarah
- 御龙在天 (Dragon Power)

- +**Logitech Gaming Software for Mac Release Notes**

  - [Version 8.98.306](#)
  - [Version 8.96.40](#)
  - [Version 8.96.38](#)
  - [Version 8.96.36](#)
  - [Version 8.94.35](#)
  - [Version 8.92.37](#)
  - [Version 8.89.38](#)
  - [Version 8.87.92](#)

Version 8.98.306

- **Post Date:** 1-MAY-2018
- **OS:** Mac OS X 10.11.x, Mac OS X 10.12.x, Mac OS X 10.13.x
- **Why Update?**
  - Added support for:
    - G560 LIGHTSYNC PC Gaming Speaker (DTS-X Surround Sound and Audio Visualizer not supported)
    - G513 Silver RGB Mechanical Gaming Keyboard
    - G513 Carbon RGB Mechanical Gaming Keyboard
    - G512 Carbon RGB Mechanical Gaming Keyboard
    - G430 Gaming Headset (Dolby 7.1 Surround Sound not supported)
    - G433 Gaming Headset (DTS Headphone:X® 7.1 Surround Sound not supported)
    - G533 Wireless Gaming Headset (DTS Headphone:X® 7.1 Surround Sound not supported)
    - G633 Artemis Spectrum (DTS Headphone:X® 7.1 and Dolby 7.1 Surround Sound not supported)
    - G933 Artemis Spectrum and Artemis Spectrum Snow Wireless Gaming Headset (DTS Headphone:X® 7.1 and Dolby 7.1 Surround Sound not supported)
  - Improved the UI for C920 & C922 cameras to be more consistent with other supported cameras

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Version 8.96.40

- **Post Date:** 12-MAR-2018

- **OS:** Mac OS X 10.10.x, Mac OS X 10.11.x, Mac OS X 10.12.x
- **Why Update?**
  - Added support for:
    - G603 Wireless Gaming Mouse
    - G613 Wireless Mechanical Gaming Keyboard
    - BRIO 4K STREAM EDITION Camera
  - Added a firmware update for the G102 and G203 to increase the max sensor DPI to 8000
  - Added option to gather anonymous data to help us understand how LGS is used so we can improve it in future releases
  - Minor bug fixes

Version 8.96.38

- **Post Date:** 18-OCT-2017
- **OS:** Mac OS X 10.10.x, Mac OS X 10.11.x, Mac OS X 10.12.x
- **Why Update?**
  - Added support for:
    - G603 Wireless Gaming Mouse
    - G613 Wireless Mechanical Gaming Keyboard
    - BRIO 4K STREAM EDITION Camera
  - Added a firmware update for the G102 and G203 to increase the max sensor DPI to 8000
  - Added option to gather anonymous data to help us understand how LGS is used so we can improve it in future releases
  - Minor bug fixes

Version 8.96.36

- **Post Date:** 19-SEP-2017
- **OS:** Mac OS X 10.10.x, Mac OS X 10.11.x, Mac OS X 10.12.x
- **Why Update?**
  - Added support for:
    - G603 Wireless Gaming Mouse
    - G613 Wireless Mechanical Gaming Keyboard
    - BRIO 4K STREAM EDITION Camera
  - Added a firmware update for the G102 and G203 to increase the max sensor DPI to 8000
  - Added option to gather anonymous data to help us understand how LGS is used so we can improve it in future releases
  - Minor bug fixes

Version 8.94.35

- **Post Date:** 1-AUG-2017
- **OS:** Mac OS X 10.10.x, Mac OS X 10.11.x, Mac OS X 10.12.x
- **Why Update?**
  - Support added for:
    - POWERPLAY Wireless Charging System
    - G703 LIGHTSPEED Wireless Gaming Mouse
    - G903 LIGHTSPEED Wireless Gaming Mouse
  - Minor bug fixes

Version 8.92.37

- **Post Date:** 19-APR-2017
- **OS:** Mac OS X 10.10.x, Mac OS X 10.11.x, Mac OS X 10.12.x
- **Why Update?**
  - Support added for:
    - G90 Gaming Mouse
    - Pro Mechanical Gaming Keyboard
    - G413 Mechanical Gaming Keyboard
  - Firmware Update:
    - LogiProGamingKeyboardUpdate_v13 - Optimizes key response rates for faster gaming performance.
  - Minor bug fixes

Version 8.89.38

- **Post Date:** 16-FEB-2017
- **OS:** Mac OS X 10.10.x, Mac OS X 10.11.x, Mac OS X 10.12.x
- **Why Update?**
  - Support added for:
    - G102 Prodigy Gaming Mouse
    - G203 Prodigy Gaming Mouse (black only)
    - C922 Pro Stream Webcam
  - New Features:
    - Custom Lighting Effects Editor added to the Lighting view for per-key RGB keyboards
      - G410 Altas Spectrum
      - G810 Orion Spectrum
      - G910 Orion Spectrum
      - G910 Orion Spark
    - Optional firmware update for the G610 Orion keyboard to address a high pitch whine on some keyboards
  - Firmware Update:

- G410Update_v14 - Enhanced lighting effects performance for use with Lighting Editor features.
- G610Update_v12 - Eliminates noise that occurred at some lighting levels and settings.
- G810Update_v31 - Enhanced lighting effects performance for use with Lighting Editor features.
- G910Update_v26 - Enhanced lighting effects performance for use with Lighting Editor features.
- G910R2Update_v7 - Enhanced lighting effects performance for use with Lighting Editor features.
  - Minor bug fixes

Version 8.87.92

- **Post Date:** 12-OCT-2016
- **OS:** Mac OS X 10.10.x, Mac OS X 10.11.x, Mac OS X 10.12.x
- **Why Update?**
  - Support added for:
    - G403 Prodigy Gaming Mouse
    - G403 Prodigy Wireless Gaming Mouse
    - G213 Prodigy Gaming Keyboard
    - Pro Gaming Mouse
    - C920 HD Pro Webcam
    - C930e Pro Webcam
    - G29 Driving Force
    - G920 Driving Force
    - G610 Orion US-International Keyboard (PID_338)
    - G810 Orion Spectrum US-International Keyboard (PID_337)
  - Firmware Update:
    - G910Update_v22: Fixed an issue where the Caps, Num, and Scroll Lock indicator lights may not show the correct status.
    - G810Update_v27: Fixed an issue where the Caps, Num, and Scroll Lock indicator lights may not show the correct status.
    - G920Update_96_3_49:
    - Fixed an issue with missing forces in rFactor 2.
    - Removed single-sided damping effect at low forces.
    - Fixed various minor issues with Force Feedback on PC.
    - Wheel range no longer resets to 900 degrees when entering XBox One dashboard.
  - Release Notes:
    - G920 Driving Force is not supported in Euro Truck Simulator 2 and American Truck Simulator
    - G29 Driving Force is not supported in GRID Autosport

- +**Create and scan for profiles with Logitech Gaming Software**

Logitech Gaming Software (LGS) includes support for approximately six hundred games as of release 8.91. When you run the software for the first time, it should scan and automatically set up game profiles for you. If you install more games later, you can rescan for supported games and have profiles imported for them. You use profiles to customize pointer, lighting or G-key/function key command assignments for every individual game and application. If you prefer, you can also just use one profile for all your games and applications.

There are two ways to set up profiles for your games or applications:

- [Scan for new games](#)
- [Create new profiles](#)

Scan For New Games

Logitech Gaming Software's game profiles are created using registry entries from either Steam, uPlay, Battle.net, or Origin. Certain game profiles are associated with multiple publisher's registry entries, but the majority are linked to the Steam registry entry, excluding the games that are available exclusively on Battle.net or Origin. See a complete list of games [here](#).

1. Open Logitech Gaming Software (LGS).
2. Navigate to the Home window for your mouse, keyboard or headset.
3. Select **Customize buttons**, **Customize Function keys** or **Customize G-keys** depending on the device.
4. In the Profiles pane, click **Scan For New Games**.

5. Once the profiler has completed its scan, click **OK** to add the profiles to your list.
   NOTE: A profile for the selected game should appear in the Profiles pane.

If you own a game that is not automatically detected by the Scan for New Games feature, you can make a few minor adjustments to set up the profile. For more information, please see [Scan For New Games does not detect game in Logitech Gaming Software](#).

Create new profiles

If the Scan For New Games list does not contain the game you want, LGS offers the ability to create your own profile. Here's how:

LGS can store profiles for any program executable (.exe) file. Use this to customize commands assignments for productivity programs.

1. Open Logitech Gaming Software (LGS).
2. Navigate to the Home window for your mouse, keyboard or headset.
3. Select **Customize buttons**, **Customize Function keys** or **Customize G-keys** depending on the device.
4. In the Profiles pane, click **Create new profile** ("+").

The **New Profile** window appears:

5. Type distinct names for your profile in the **Name** and **Description** boxes.

6. Click "+" and use the Windows Explorer window that appears to navigate to and open your executable (.exe) file.
NOTE: You can assign multiple executable files to the same LGS profile.
7. Select the checkbox to **Lock profile while game is running** to prevent other profiles from becoming active while your game or application is running.
8. If you prefer to use another profile's lighting, command assignment or pointer settings as a starting point, select the checkbox to **Copy from an existing profile**. Use the drop-down menu to select a profile to copy settings from.
9. Click **OK** to save changes and add the new profile.
NOTE: A new profile for the game or application should appear in the Profiles pane.

- +**View current profiles in Logitech Gaming Software**

To see your current gaming profiles in Logitech Gaming Software (LGS) for your gaming mouse, keyboard or headset:

1. Open Logitech Gaming Software
2. Select your product by using the arrows at the bottom left of the LGS window.

3. Do one of the following, depending upon your device type:
   o Mouse — click **Customize Buttons** if your mouse is in Automatic Game Detection mode. Click **Customize on-board profile** if your mouse is in On-Board Memory mode.

   o Keyboard — click **Customize Function Keys** or **Customize G-Keys**.

- Headset — click **Customize G-Keys**.

4. The profiles you've created will show in alphabetical order in the **Profiles** area at the top of the window.

- +**Digital signature error when Logitech Gaming Software is installed on Windows 7 computers**

You may see a digital signature error when you install Logitech Gaming Software (LGS) on some Windows 7 computers. All recent versions of LGS require the following Microsoft Windows security update to be installed prior to installing LGS:

- Security Update for Windows 7 Systems (KB3033929)

The security update adds support for SHA-2 driver signing and verification functionality. There are two versions — one for Windows 7 32-bit (x86) and one for Windows 7 64-bit (x64). Make sure you've downloaded and installed the correct version for your computer before you install LGS.

- +**Logitech device stops responding in Windows**

If you notice that your Logitech device stops responding (ex: the mouse or headset disconnects) after fixed intervals of time, then the problem may be related to the power management settings. Perform all of the steps in the two sections below to resolve the issue:

- [Change Universal Serial Bus controllers settings](#)
- [Disable USB selective suspend](#)

Change Universal Serial Bus controllers settings

1. Click the Windows Start flag and type `device manager` in the search box. In the **Programs** list, click **Device Manager**. If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
2. Click the arrow next to **Universal Serial Bus** controllers to expand the list, then right-click **USB Root Hub**, and click **Properties**.
3. In the **USB Root Hub Properties** window, click the **Power Management** tab. Uncheck **Allow the computer to turn off this device to save power** to disable the setting.

NOTE: Windows will reverse this setting when the device is unplugged from the USB port or the PC is restarted. To keep this from happening, follow the steps below so Windows will remember the power management setting.

Disable USB Selective Suspend

1. Click **Start** and in the search box, type `power options`. In the **Programs** list, click **Power Options**.
2. If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
3. Click **Change plan settings** for the power plan you use.
4. Click **Change advanced power settings**. The **Power Options** window appears.
5. In the **Power Options** window, expand **USB settings**, and then expand **USB selective suspend setting**.
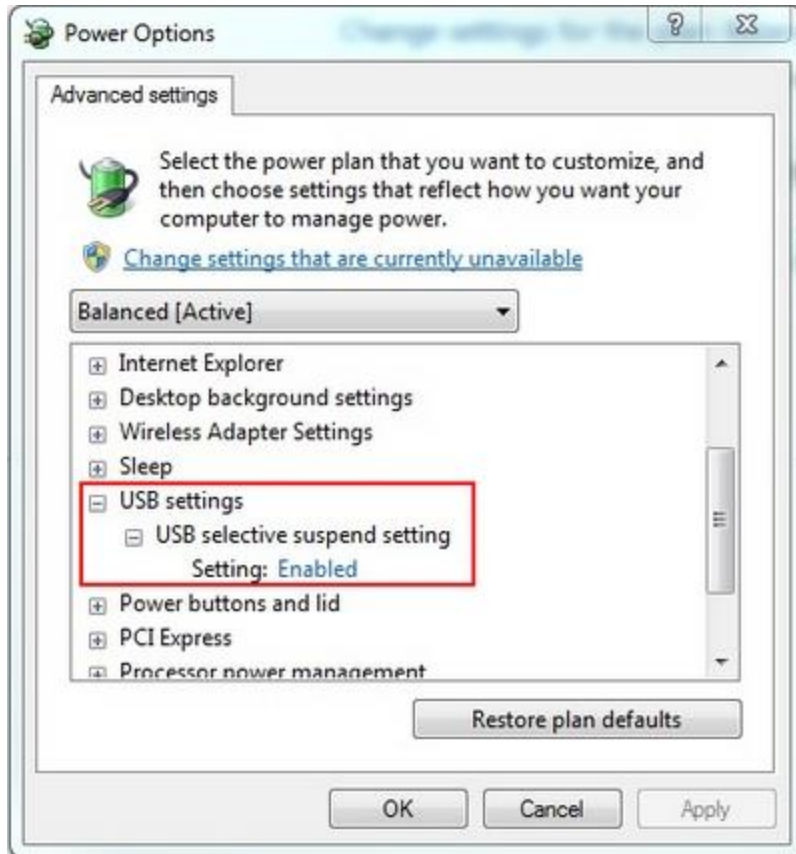
6. (For laptop users only) To prevent Windows from turning off the USB root hub when the computer is running 'On battery' power, select **Disabled** in the **On battery** list.
7. To prevent Windows from turning off the USB root hub when the computer is 'Plugged in' to a power outlet, select **Disabled** in the **Plugged in** list and then click **OK**.

For more information, please refer to the Microsoft knowledge base:
http://support.microsoft.com/kb/930312

*   +**Logitech Gaming Software for Windows Release Notes**

    *   Version 8.98.234
    *   Version 8.96.88
    *   Version 8.94.108
    *   Version 8.92.67
    *   Version 8.91.48
    *   Version 8.90.117
    *   Version 8.89.68

Version 8.98.234

- **Post Date:** 18-APR-2018
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**

  - Added support for:
    - G560 LIGHTSYNC PC Gaming Speaker
    - G513 Silver RGB Mechanical Gaming Keyboard
    - G513 Carbon RGB Mechanical Gaming Keyboard
    - G512 Carbon RGB Mechanical Gaming Keyboard
  - Improved the UI for C920 & C922 cameras to be more consistent with other supported cameras
  - New game profiles:
    - Assassin's Creed Origins
    - Call of Duty: WWII
    - Destiny 2
    - Fortnite
    - Kingdom Come: Deliverance
    - Metal Gear Survive
    - Middle-earth: Shadow of War
    - Project Cars 2
    - South Park The Fractured But Whole
    - Star Wars: Battlefront II
    - The Evil Within 2
    - Wolfenstein II: The New Colossus
  - Minor bug fixes.

Version 8.96.88

- **Post Date:** 21-AUG-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
  - Support added for:
    - G603 Wireless Gaming Mouse
    - G613 Wireless Mechanical Gaming Keyboard
    - Brio 4K Streaming Edition Webcam
  - Added a firmware update for the G102 and G203 to increase the max sensor DPI to 8000
  - Added option to gather anonymous data to help us understand how LGS is used so we can improve it in future releases
  - New game profiles for:
    - Agents of Mayhem
    - Gigantic
    - LawBreakers
  - Minor bug fixes

Version 8.94.108

- **Post Date:** 19-JUN-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
  - Added support for
    - G433 Gaming Headset
    - POWERPLAY Wireless Charging System
    - G903 LIGHTSPEED Wireless Gaming Mouse
    - G703 LIGHTSPEED Wireless Gaming Mouse
  - New game profiles:
    - Prey (2017)
    - PLAYERUNKNOWN'S BATTLEGROUNDS
  - Added a firmware update for the G403 and G900 to optimize clock tuning parameter
  - Fixed an issue with localized layouts not being correctly displayed for the G413
  - Fixed an issue where a user's custom lighting would be reverted to the HW default when locking their system
  - Minor bug fixes

Version 8.92.67

- **Post Date:** 19-APR-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
  - Added support for the G413 Mechanical Gaming Keyboard
  - New game profiles:
    - For Honor
    - Ghost Recon Wildlands
    - Mass Effect: Andromeda
    - Resident Evil 7
  - Minor bug fixes

Version 8.91.48

- **Post Date:** 4-JAN-2017
- **OS:** Windows 8, Windows 7, Windows 10

- **Why Update?**
  - Added support for the G90 gaming mouse
  - Added a link to Overwolf in the LGS user interface
  - Minor bug fixes.
  - Added support for the Pro mechanical gaming keyboard

Version 8.90.117

- **Post Date:** 4-JAN-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
  - Support added for G533 Gaming Headset
  - Minor bug fixes

Version 8.89.68

- **Post Date:** 15-DEC-2016
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
  - Custom Lighting Effects Editor added to the Lighting View for per-key RGB keyboards.
  - Fix to address stuck mic mute issue on G933 headset.
  - New game profiles:
    - Battlefield 1
    - Call of Duty: Infinite Warfare
    - Mafia III
    - Watch Dogs 2
    - Elder Scrolls V: Skyrim Special Edition
    - Sid Meier's: Civilization VI
    - Titanfall 2
    - Dishonored 2
    - Tyranny
  - Optional G610 Orion keyboard firmware update to address a high-pitched whine on some keyboards.
  - Firmware updates for the following keyboards to enhance lighting performance with the new Lighting Effects Editor:
    - G410 Altas Spectrum
    - G810 Orion Spectrum
    - G910 Orion Spectrum
    - G910 Orion Spark

- o Added an option to the G933 FW update tool allowing the user to choose between G933 and G933 Snow, so that the proper device image will show in LGS after a firmware update.
- o Minor bug fixes.