

Correcting USB Driver Installation Errors

If you cannot use your USB Transceiver with your V-MUX Diagnostics or V-MUX Downloader software, the primary reason for this is an error in initially installing the USB transceiver drivers. This document will show you how to correct those errors.

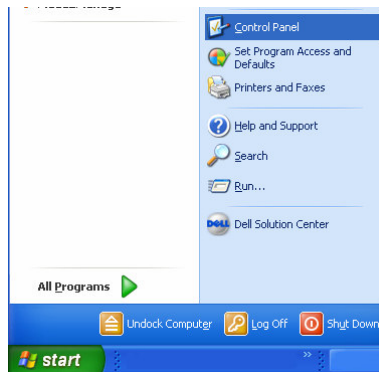
Note

In order for the V-MUX Diagnostics and V-MUX Downloader software to correctly utilize the USB Transceiver, the transceiver must be connected to the computer prior to starting the software.

Note

Step 1: verify that it is a driver error and not some other error.

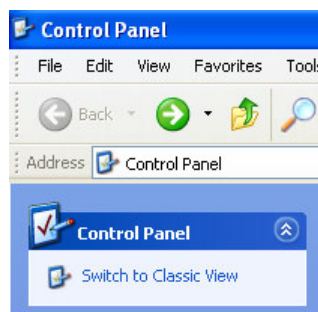
Press your *Start* Button and go into Control Panel.



Once you are in the Control Panel, look for the *System* Icon.



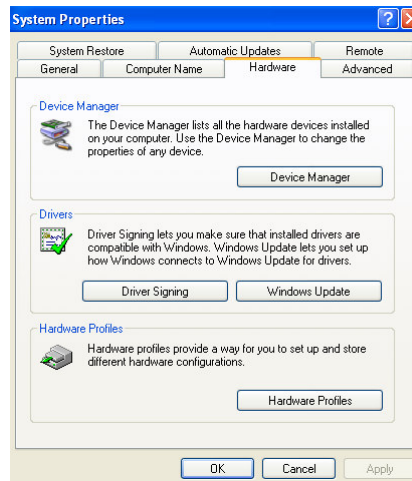
If you do not see the *System* Icon, then there is a possibility that you are in Category View rather than Classic View. To verify this, look in the upper left corner of Control Panel, and look for an option to *Switch to Classic View*.



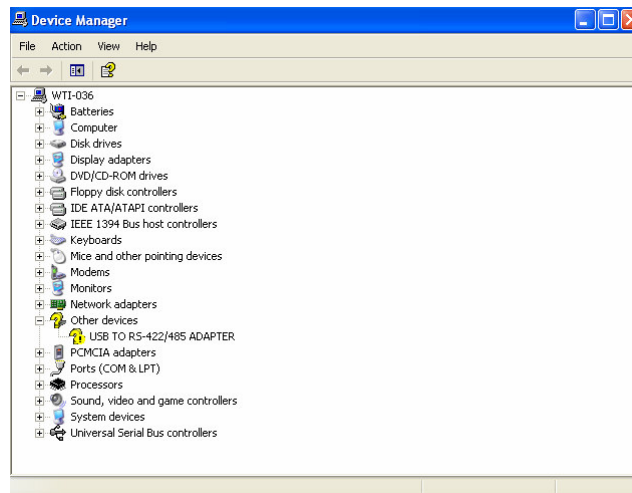
Once you have switched to Classic View, you should now see the *System* Icon.



Double click the *System* Icon, and you will enter into System Properties dialog. Press the *Hardware* tab at the top as shown in the following picture.



At this point, you will click the *Device Manager* Button, which will take you into the Device Manager application.

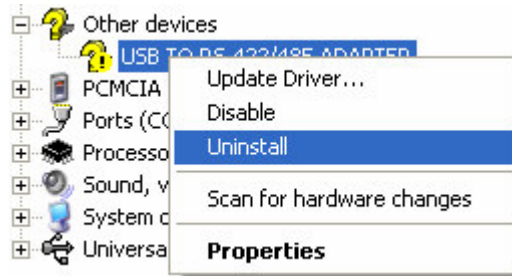


If you see something similar to the above picture, this indicates that the USB drivers were not installed correctly.

Step 2: Uninstalling the incorrect drivers.

Once you have identified that it is a driver installation error, you must uninstall the drivers that Windows has identified.

Right click on the text *USB TO RS-422/485 ADAPTER*, and select *Uninstall*.



You will be asked to confirm that you wish to uninstall the drivers, press the *OK* button to continue.



Once this has completed, you may close down Device Manager and Control Panel.

If your USB transceiver is connected to the computer, disconnect it.

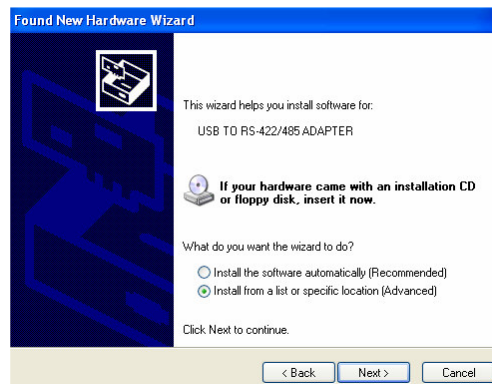
Step 3: Installing the USB Transceiver Drivers.

If you have the CD that came with your USB Diagnostics kit, the drivers are on the CD. If you do not have your CD, you may download the drivers from Weldon's website. Go to www.weldoninc.com and press the V-MUX Files tab. In the Driver Updates section, there is a file named *USBDrivers.zip* which you must download and unzip to a directory on your hard drive. Remember where you unzipped the drivers to, because you will need this information at a later point.

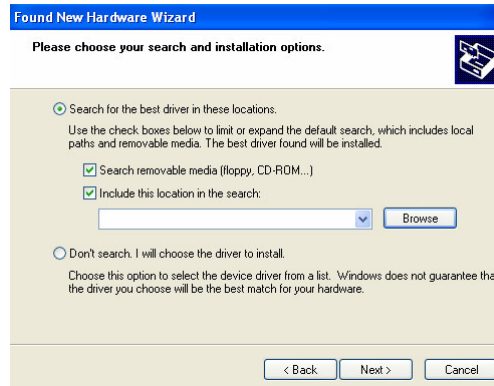
At this point, connect your USB Transceiver to the computer. Windows should detect the new hardware attached and start the *Found New Hardware Wizard* automatically.



Select *No, not this time* and press the *Next* Button.



Select *Install from a list or specific location (Advanced)*, and press the *Next* Button.



Ensure that *Include this location in the search:* is selected, and if you have the CD that came with the USB Diagnostics kit, you should also have *Search removable media (floppy, CD-ROM...)* selected.

If you downloaded the drivers from our website and have unzipped them to a directory on your hard drive, press the Browse button and select the directory that you unzipped the drivers to.

Once you have selected the correct directory, press the *Next* Button to continue.

If the wizard is able to find the drivers, you should see Windows installing the drivers.

Once the wizard has installed the drivers, you should see the following dialog box.

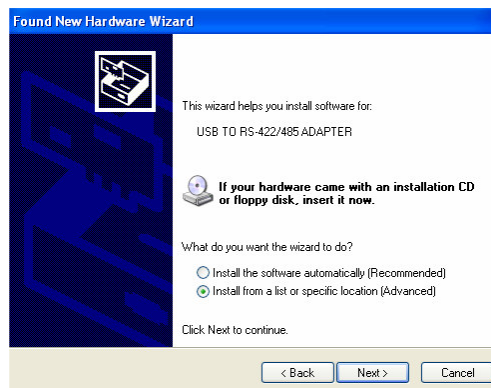


At this point, you are half way done.

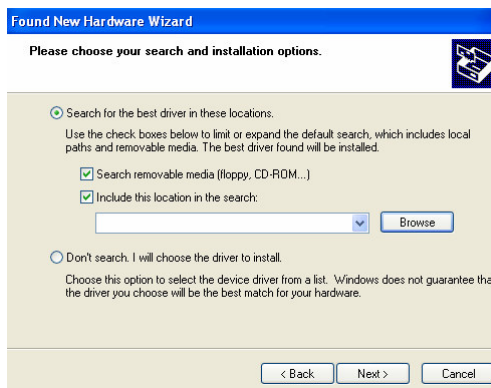
Windows should detect another new hardware device. You will follow the same steps above to install the second device.



Select *No, not this time* and press the *Next* Button.



Select *Install from a list or specific location (Advanced)*, and press the *Next* Button.



Ensure that *Include this location in the search:* is selected, and if you have the CD that came with the USB Diagnostics kit, you should also have *Search removable media (floppy, CD-ROM...)* selected.

If you downloaded the drivers from our website and have unzipped them to a directory on your hard drive, the directory you used on the first device should still be displayed, if it is not, press the *Browse* button and select the directory that you unzipped the drivers to.

Once you have selected the correct directory, press the *Next* Button to continue.

If the wizard is able to find the drivers, you should see Windows installing the drivers.

Once the wizard has installed the drivers, you should see the following dialog box.



At this point, you have installed the drivers, and you should now be able to use your V-MUX Diagnostics or V-MUX Downloader software with your USB Transceiver.

****Note****

In order for the V-MUX Diagnostics and V-MUX Downloader software to correctly utilize the USB Transceiver, the transceiver must be connected to the computer prior to starting the software.

****Note****