

TB-009-01 VectorPro Lite/dV - Updating USB Driver for Windows 7

Technical Bulletin



Introduction

This document describes how to update the USB driver for dV stands in Windows 7. The process is identical for all VectorPro compliant test stands requiring a USB Driver update within Windows 7.

If any assistance is required, please contact Mecmesin Technical Support for more information.

Manuals for related devices are available from **www.mecmesin.com**

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Connectivity Check

If upon connecting the dV Stand the VectorPro Lite software does not recognise the stand in Windows 7 then it is likely that Windows has assigned the incorrect Driver for the dV Stand.

This document will guide you through resolving this issue. You can check your stand connection level through two steps.

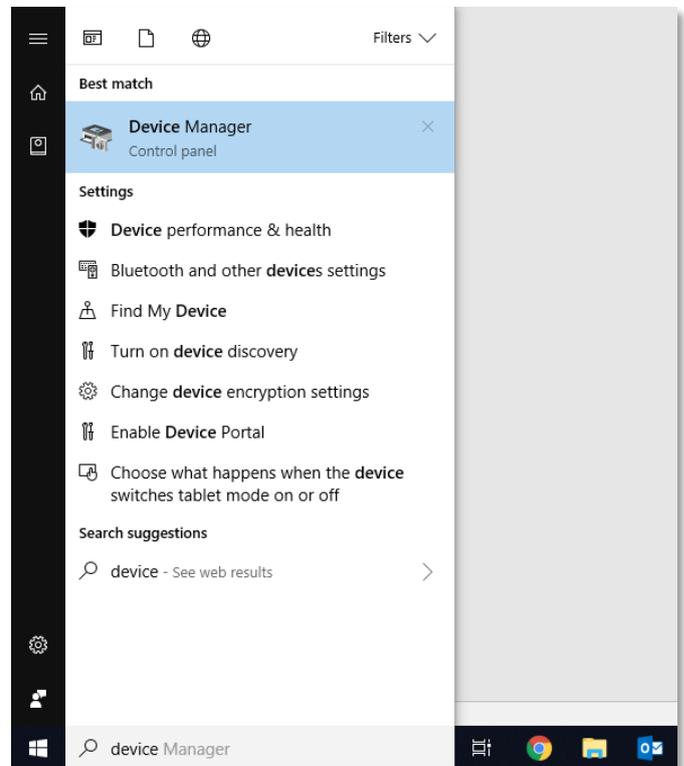
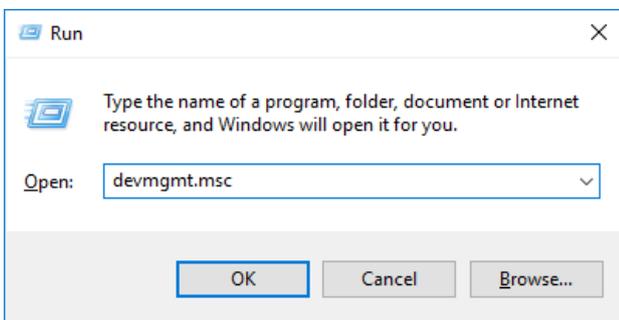
Step 1 - Check within VectorPro



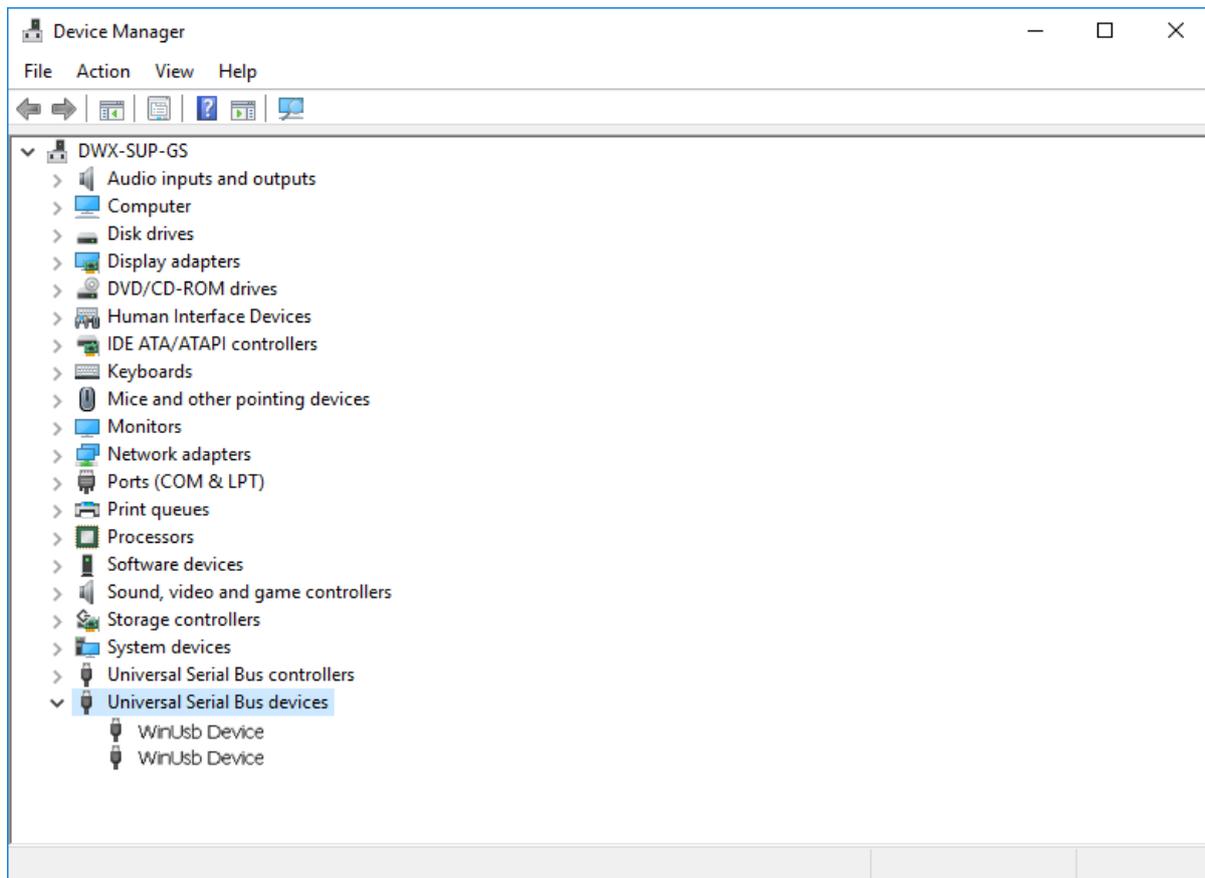
The 'USB' icon, located at the top left of your VectorPro software shows what devices are connected. When showing a tick, this indicates that a test system is connected and switched on. When a system is not active (and for serial instruments on their own), the tick is replaced by a red cross.

Step 2 - Check within Windows Device Manager

First, open Windows device manager by entering 'Device manager' in to the start menu or by opening the run window and typing 'devmgmt.msc'.



Within device manager under 'Universal Serial Bus devices' you should find two items called WinUSB device. This is picture below:



This indicates that the stand is connected but the wrong device is installed, it is also possible that the device will be listed as an 'Other device'. Typically, in this instance a yellow warning triangle will be display next to the device indicating that the driver is not installed.

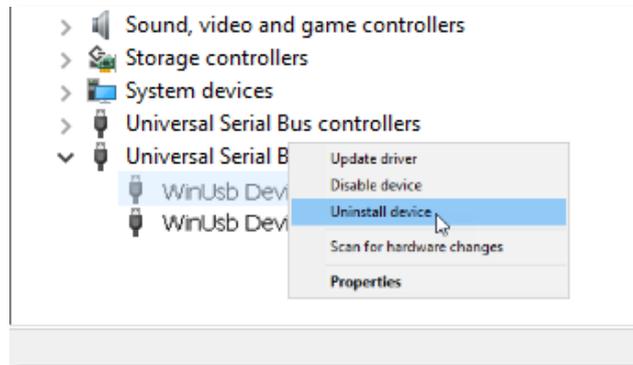
Checking You Have Windows Admin Rights

Before updating your test stand's drive please ensure that you either are logged in as an administrator or have administrative rights within Windows 7.

If you are unsure, please contact your local IT support before progressing further.

Updating the Driver

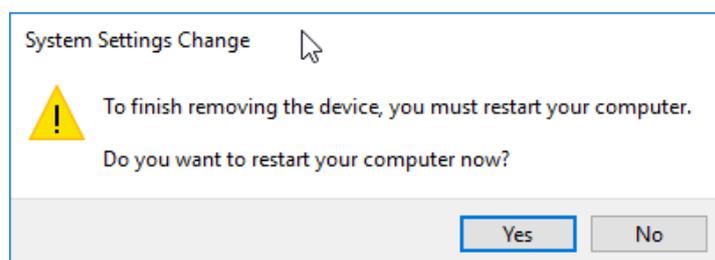
Under Universal Serial Bus devices, you will find two instances of a WinUsb Device, which is the driver that Windows 7 has assigned to the stand.



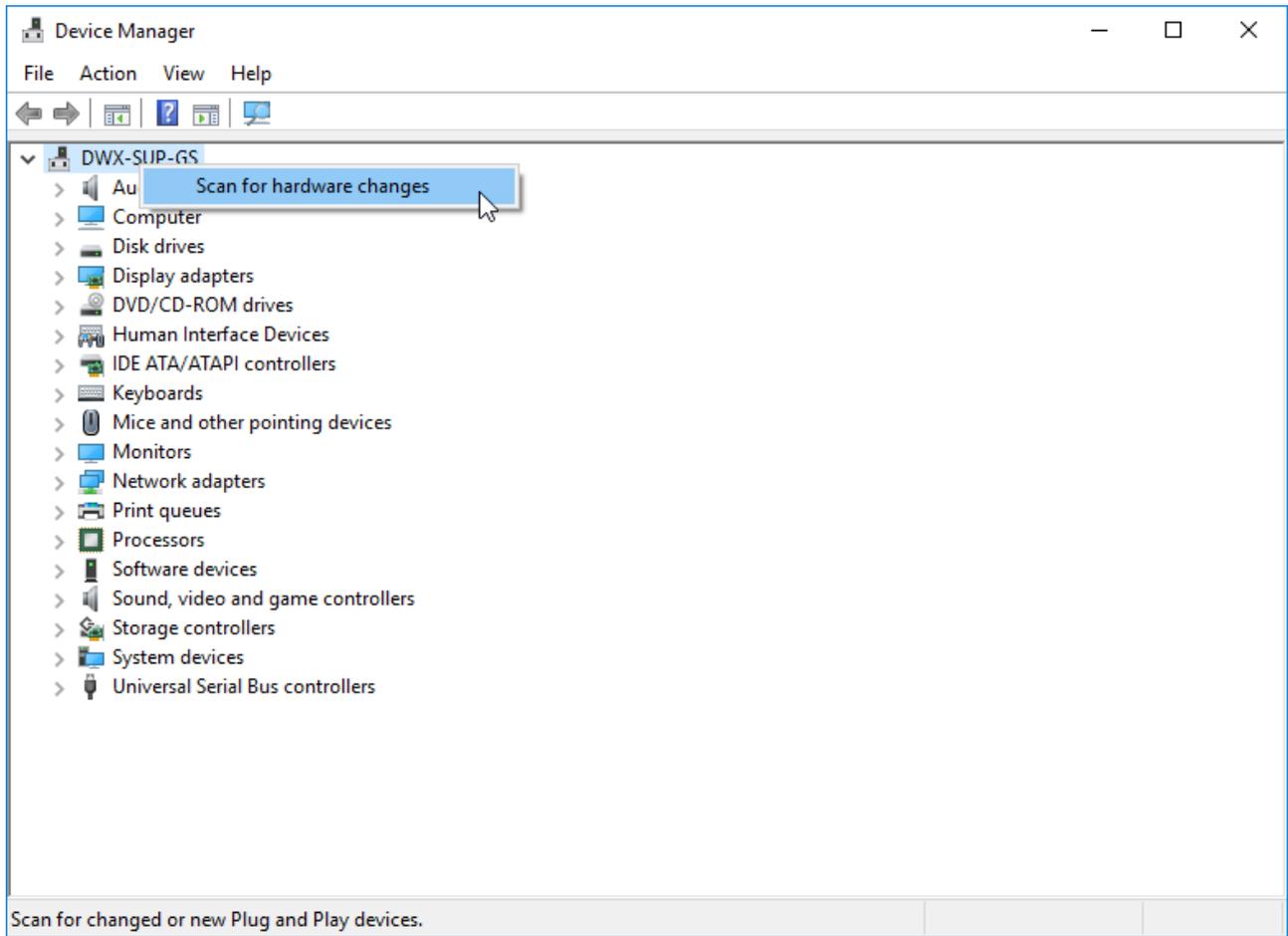
These are incorrectly assigned drivers hence the connectivity issue with the dV stand. Now right click on WinUSB Device and click Uninstall device, a new popup window will appear (Pictured below), click 'Uninstall' to remove the incorrect driver.



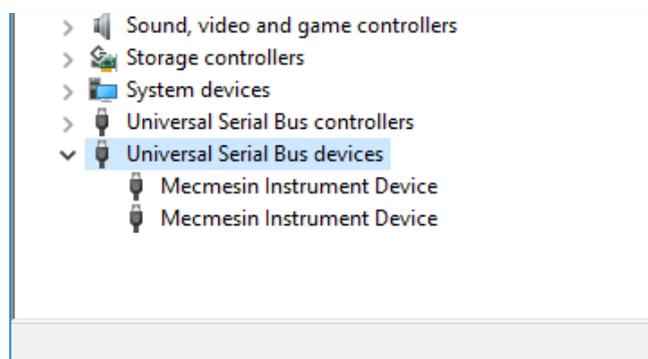
The device will be uninstalled and another popup will appear requesting to restart click 'No'. Repeat for the other WinUSB Device and then when prompted to restart click 'Yes'.



Once the PC has restarted open device manager, right click the PC name and click Scan for hardware changes as shown below.



You should now see Device Manager refresh itself and load up at the bottom of the list Universal Serial Bus devices and expanding this will show Mecmesin Instrument Device. This confirms that they have now been installed successfully as shown below.



You can check this process has been successful by opening VectorPro, you should now see the connected stand in the top left hand corner of the screen.

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