Partial USB Driver Installation Issue

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Symptoms

Windows does not prompt you to install drivers even after uninstalling the drivers. Your DI-148, DI-158, or DI-71X USB data logger device is listed in the Windows Device Manager as an "Unknown USB Device" despite the fact that you have performed an uninstall and reconnected the device to your PC.

Cause

This is typically the result of an installation that was terminated prematurely.

Resolution

To resolve these issues follow the steps below.

Uninstall/Delete driver components

1. Search for and delete **ftdibus.sys** and **ftser2k.sys** (typically located on your hard drive at c:\windows\system32\drivers).

2. Delete the DI710-BUS.inf and DI710PRT.inf driver files. These files do not exist as named. Windows renames them to **oem*XX*.inf** (where *XX* = a random two digit number) and creates a corresponding file named **oem*XX*.pnf** for each. Since Windows renames many files with this convention you must choose the correct files by checking their size and date.

File Name	Size	Date
DI710BUS.inf	4,041 bytes	11/22/2004
DI710PRT.inf	4,928 bytes	11/22/2004

    Note: The size and date of these files may change. If you cannot find two oemXX.inf files with the correct size and date check the root directory of your WinDaq Resource CD and find DI710-BUS.inf and DI710PRT.inf files noting the correct size and date or call DATAQ support (330-668-1444 ext. 202).

3. Though it is possible to locate these files in Windows Explorer (you must first show hidden files) it is best to use the DOS Command prompt to ensure you delete the correct files (Explorer rounds the file size when showing the display).

   a. Click on the Windows **Start** button and select **Run**. Type *command* in the **Open** field and click **OK**. The DOS command prompt will display. Alternately, you may access the command prompt by selecting **Command Prompt** in the Program menu (typically **Start** > **Programs** > **Accessories** > **Command Prompt**).

   b. Go to the proper folder location in the command prompt: type *cd\windows\inf* and press **Enter**.

   c. Type *dir/o:s/p* to list all files in the directory by file size, smallest to largest, a page at a time.

   d. Page through the list until you find an oemXX.inf file that matches the size of DI710BUS.inf or DI710PRT.inf. To verify, make sure the that the dates match as well.

   e. Note the name of the first matching oemXX.inf file.

   f. Continue to page through the list until you find the second matching oemXX.inf file.

   g. Note the file name of the second oemXX.inf file.

   h. Once you've noted the file names of both oemXX.inf files continue to page through the list until you return to the DOS prompt.

   i. At the DOS prompt type *del oemXX.inf, oemXX.pnf* (where oemXX is the first matching file name) and press **Enter**.

   j. Type *del oemXX.inf, oemXX.pnf* (where oemXX is the second matching file name) and press **Enter**.

   k. Type *exit* and press **Enter** to exit the Command Prompt.

4. Unplug the USB cable from your DI-148, DI-158 or DI-71x. When you plug the USB cable back in, the "Found New Hardware" wizard should automatically detect the device and prompt you to install the USB driver and, upon completion of the USB driver installation, the serial port driver.

5. Check the Windows Hardware Manager to verify that your data acquisition device is listed under "Ports (COM & LPT)" *and* "Universal Serial Bus controllers."

   a. Go to your desktop and Right-click on the **My Computer** icon.

   b. Click on **Properties**.

   c. Click on the **Hardware** tab, then click on the **Device Manager** option.

   d. Find **Ports (COM & LPT)** and expand by clicking the + box to the left. Make sure your device is listed there. Format is: *DATAQ DI-xxx-UX (COM#)* (*xxx* is the model number of the device; *UX* could be UP, U, or USB depending on your device; *#* is the COM port designated to your USB device).

e. Find **Universal Serial Bus controllers** and expand by clicking the + box to the left. Make sure your device is listed there. Format is: DATAQ DI-xxx-UX (*xxx* is the model number of the device; *UX* could be UP, U, or USB depending on your device).

f. If the device is not listed in both places try to uninstall and reinstall again making sure to follow the directions completely. If you are still having problems contact DATAQ technical support (330-668-1444 ext. 202).

Applies To

DI-148 products, DI-158 products, and DI-71x USB data logger products.