

# **USB Drivers Installation guide for Windows7**

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# Installing USB Drivers

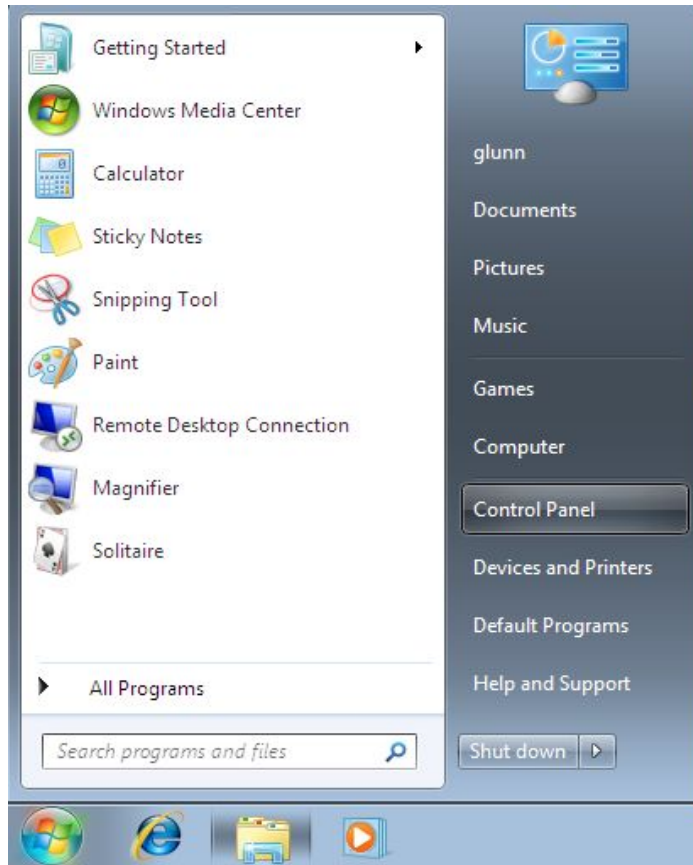
To install USB drivers under Windows 7, follow the instructions below:

Connect the device to a spare USB port on your PC.

If there is an available Internet connection, Windows 7 will silently connect to the Windows Update website and install any suitable driver it finds for the device.

If the automatic installation takes place there is no need to continue with the procedure outlined below.

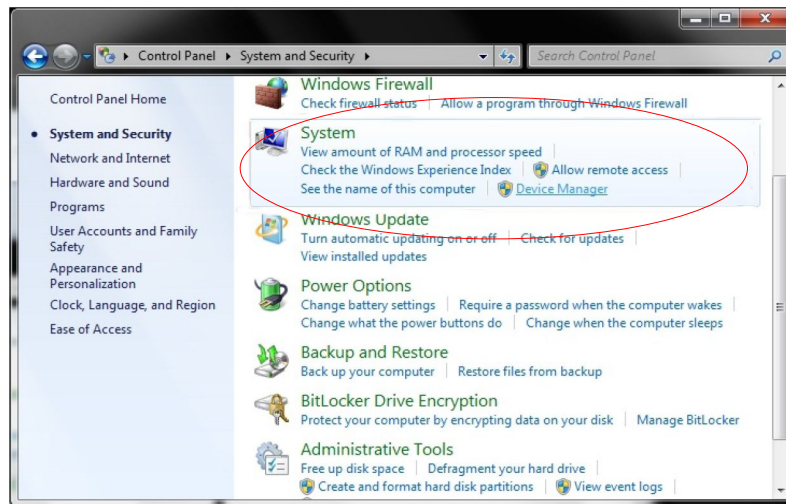
As no suitable driver is automatically found then the following procedure should be followed. Press the Windows start button to bring up the start menu and select "Control Panel".



From the Control Panel window select "System and Security"



At the next screen select System :

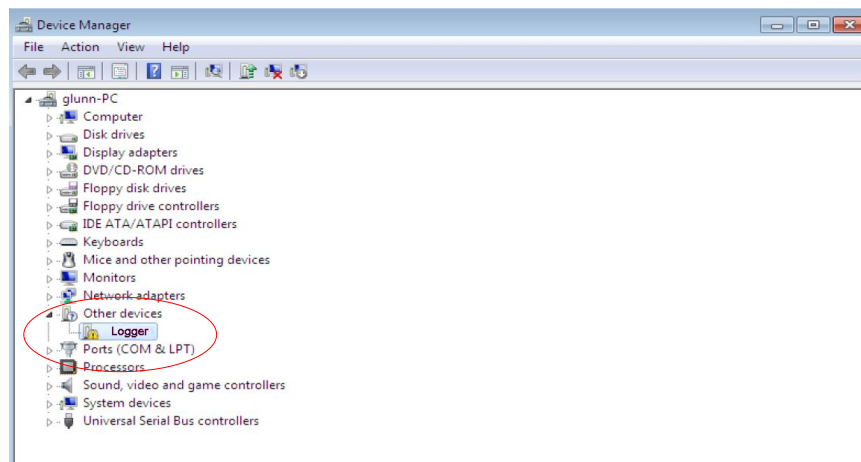


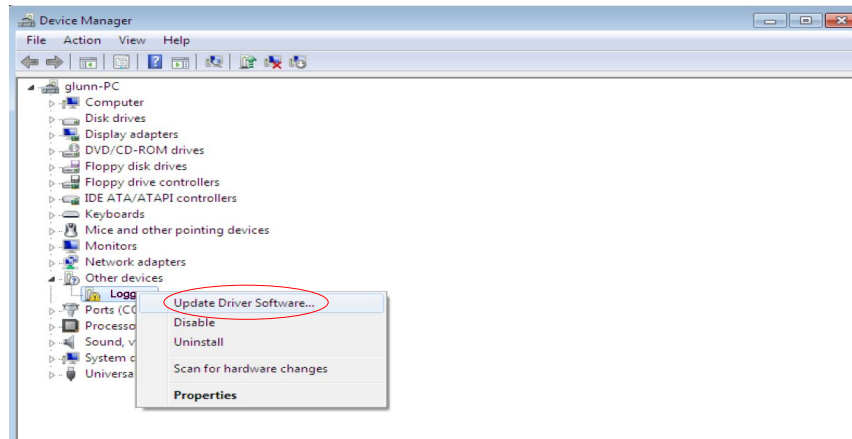
In the next window, please on „Device Manager“ under System.  
If Windows asks your permission to continue, select „Continue“ to proceed!

Alternativ: press keys WIN + Pause to open the Device Manager

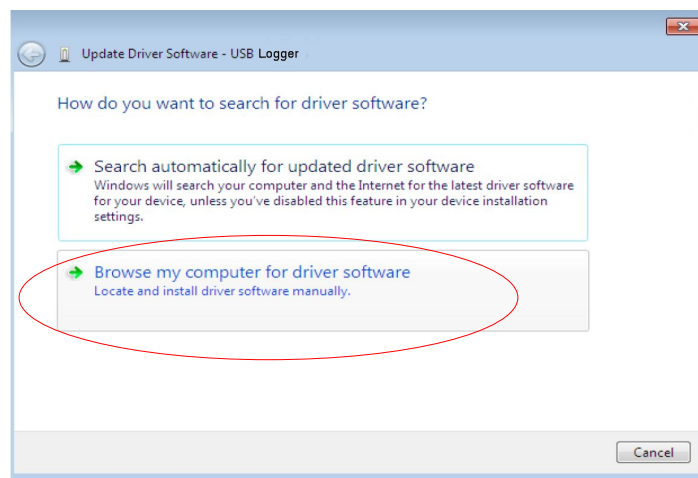
In the Device Manager window there will be a device under Other Devices with a yellow warning symbol to indicate a problem ie no driver installed. The device was Logger Device.

Right click on the other device (Logger in this exemple) to bring up a menu as shown below.

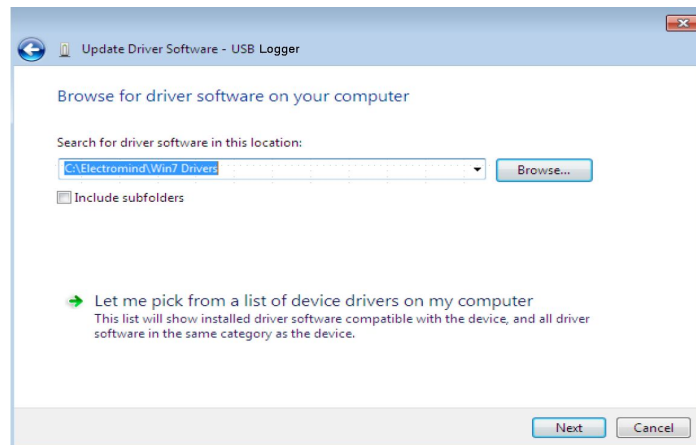




From the displayed menu select "Update Driver Software..."  
This then displays the option for an automatic search or a manual search.

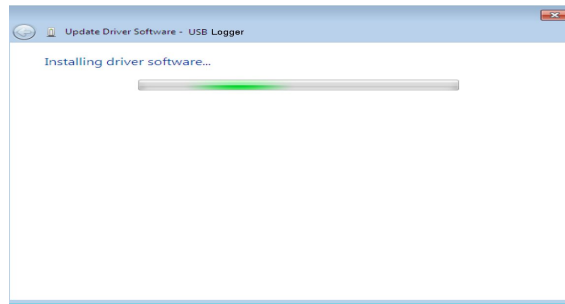


Select the second option to browse manually.

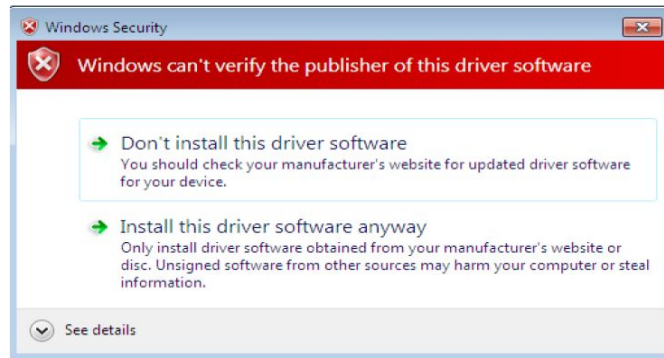


In the address box put the exact location where the drivers have been saved in a folder on the PC.  
It is not necessarily the exact same location as shown in the screenshot.  
The drivers could have been saved anywhere of the users choosing.

After entering the address select "NEXT" to start the installation.

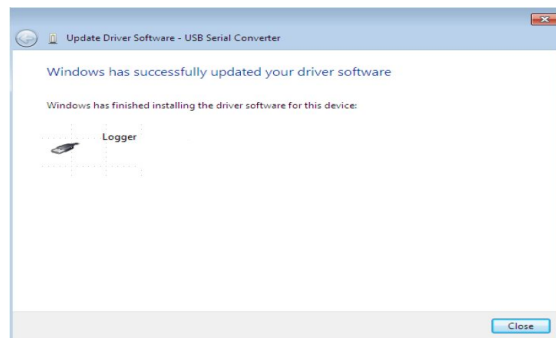


Windows 7 shows a warning that the driver is not certified

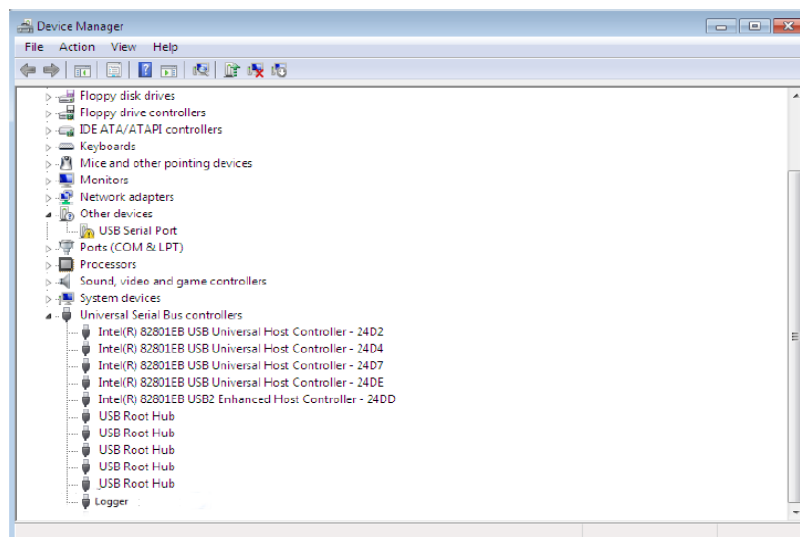


As you are certain of the source of the driver the warning can be ignored and you can continue installation by selecting "Install this driver software anyway".

When the installation has finished a completion screen is displayed.

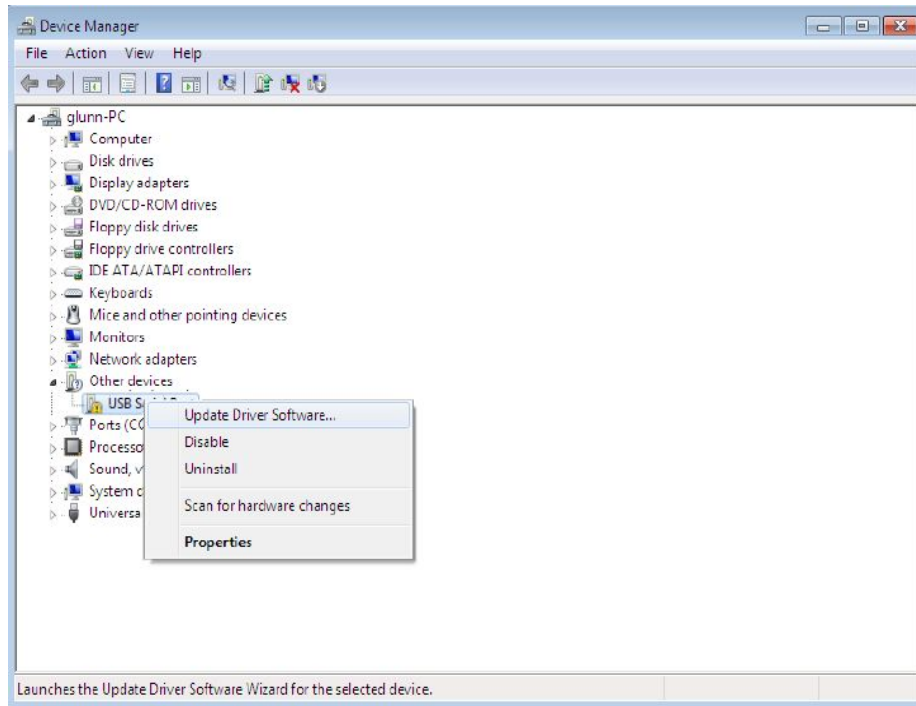


Press Close to close this window and go back to the Device Manager Window.

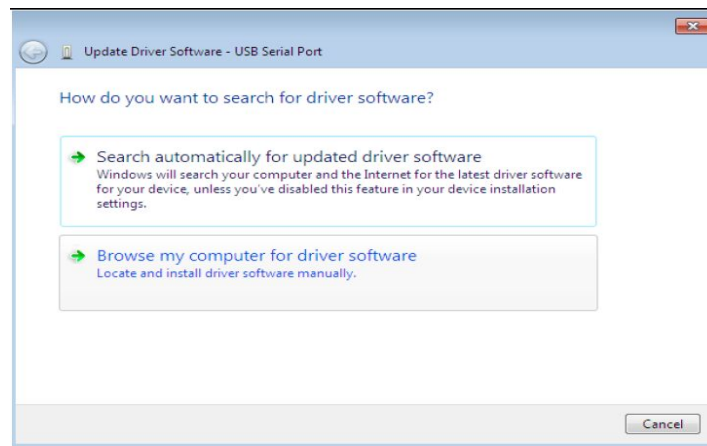


The Device Manager will still show a device under Other Devices but in addition to this there is a new entry under Universal Serial Bus Controllers indicated in the screenshot above as the USB Serial Port. This indicates the the driver for the Logger is installed. Installing the Virtual Com Port Driver is not required because not used, but allows a clean install. Installing the Virtual Com Port layer of the driver is almost a repeat of the last few steps.

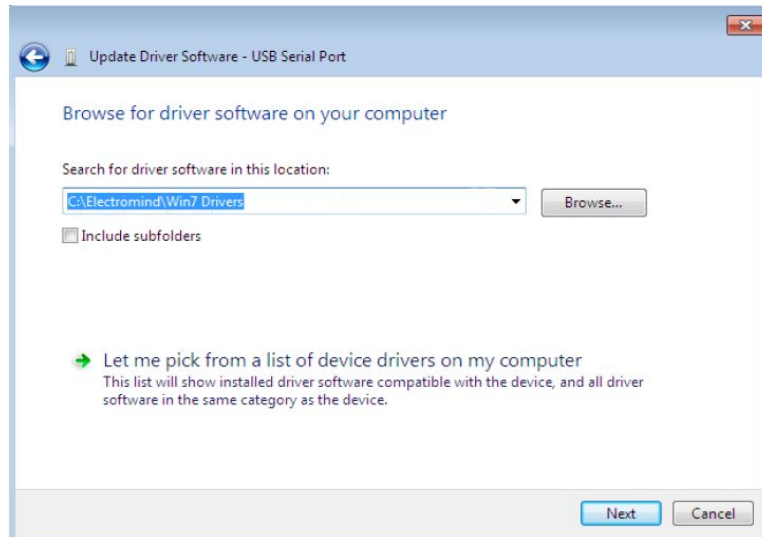
Right click on the other device to bring up a menu as shown below.



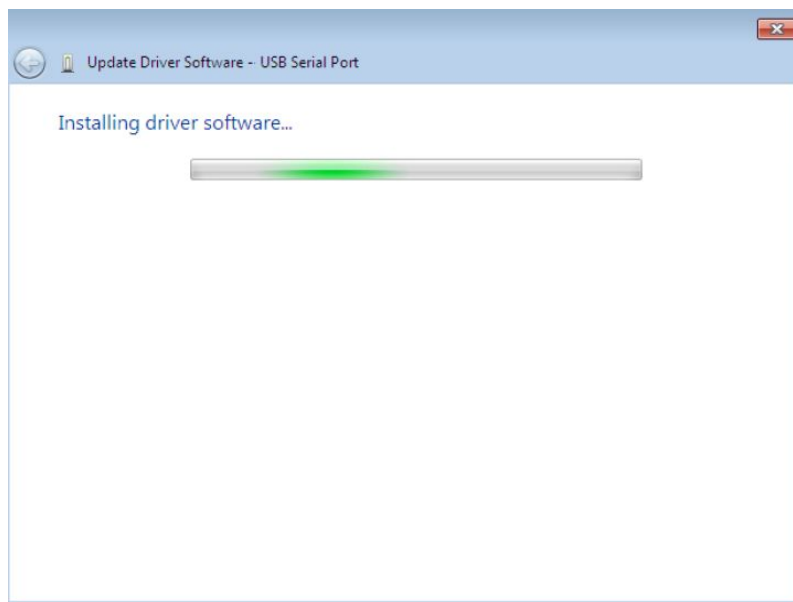
From the displayed menu select "Update Driver Software..."  
This then displays the option for an automatic search or a manual search.



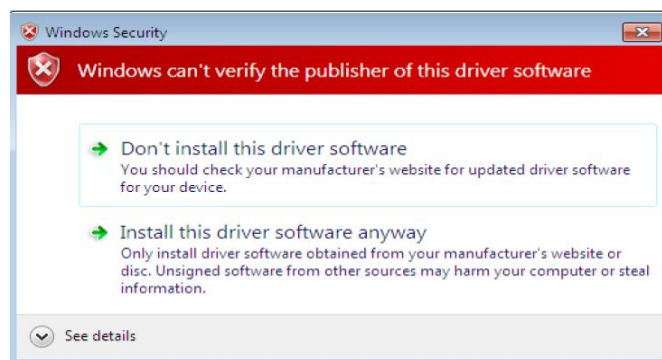
Select the second option to browse manually.



In the address box put the exact location where the drivers have been saved in a folder on the PC. It is not necessarily the exact same location as shown in the screenshot. The drivers could have been saved anywhere of the users choosing.  
After entering the address select "NEXT" to start the installation.



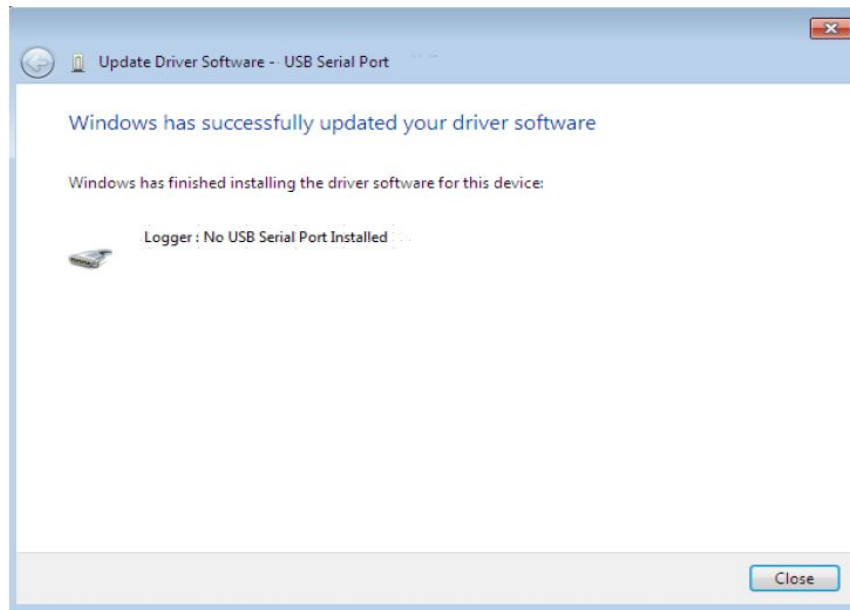
Windows 7 shows a warning that the driver is not certified



As you are certain of the source of the driver the warning can be ignored and you can continue installation by selecting "Install this driver software anyway".



When the installation is finished a completion screen is displayed.

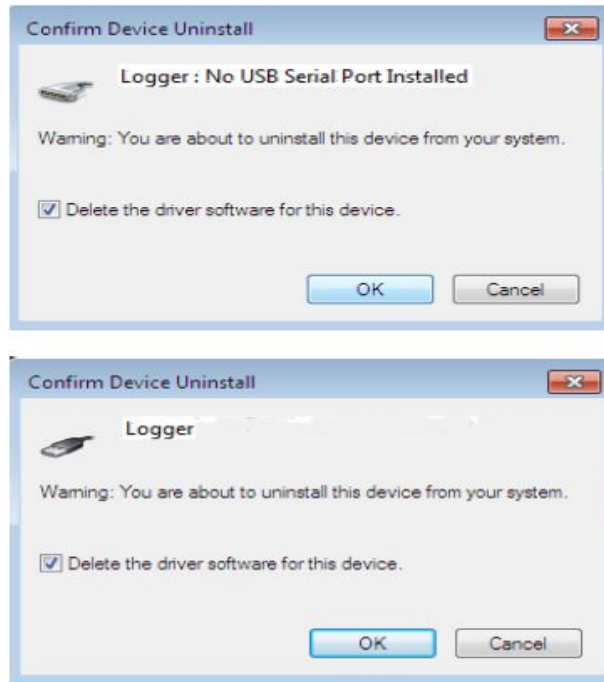


Note this screen also displays the COM port assigned to the device.  
Press Close to close this window and go back to the Device Manager Window.  
The device is now ready.

## Uninstalling FTDI Devices

With the release of Microsoft Windows 7, the FTDI uninstaller has been rendered unusable due to Windows Resource Protection preventing the executable from deleting driver files and associated registry values. Windows 7 will only allow the system itself to modify files and registry values in these locations.

Devices can be removed using the Device Manager by simply right-clicking on the mouse and selecting "Uninstall". This will delete the associated registry entries for that device only. Windows 7 provides an automatic method to delete driver files via a check box to "Delete the driver software for this device" on the uninstall dialog box.



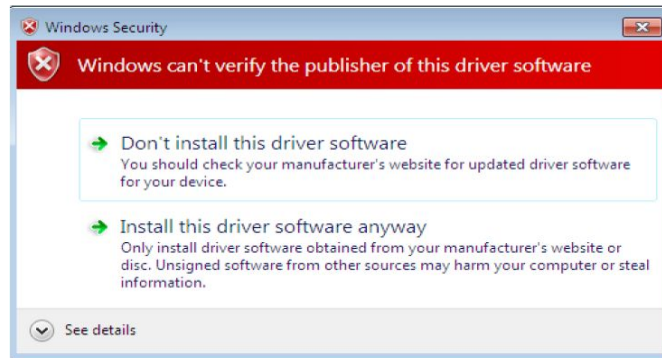
This stage is done twice. Once for the device under Ports(COM & LPT) and once for the device under Universal Serial Bus Controllers.

Windows 2000, XP and Server 2003 do not have this check box, so driver files and OEM INF and PNF files must be removed manually or by using a custom application. This can also be removed by right-clicking and selecting "Uninstall". There is no option to delete the driver files when doing this as the driver for the composite device is a native Windows driver. If the VCP driver has been installed, the COM port driver should be uninstalled before the Logger driver. If the Logger DRV is removed first, the COM port will no longer appear in the Device Manager. If the files are deleted while other installed devices still require them those devices will not work correctly. This can be fixed by right clicking the device and selecting "Reinstall Driver" which will replace the missing files. If a device to be uninstalled is not connected to the PC, the device can still be removed by setting the device manager to show phantom devices . This also allows a virtual COM port to be uninstalled if the bus layer has been removed first.

## Troubleshooting

### Windows 7 shows a warning that the driver is not certified

If the driver is not certified then a pop up window such as shown below will be displayed.



If you are certain of the source of the driver the warning can be ignored and you can continue installation by selecting "Install this driver software anyway".

### Driver will not install on Windows 7 x64

Windows 7 x64 OS will only allow certified drivers to be installed.  
Use the manual procedure.