IDS 64-BIT TROUBLESHOOTING GUIDE

These sections introduce various areas of investigation for troubleshooting the following topics:

- I. Introduction
- II. <u>Trouble Installing Realtek Drivers on Windows 7 64-bit Machines</u>

I. Introduction

Support of Windows 7 64-Bit is now available with IDS R72. If you are experiencing VCM communication issues after loading IDS R72 on a Windows 7 64-Bit machine, you may need to manually remove old Realtek Drivers installed on your machine. Follow the process below to remove these drivers.

II. Trouble Installing Realtek Drivers on Windows 7 64-Bit Machines

1. Click Windows Start button to display the search menu field.



2. Type **CMD** in the start menu search box to locate the Command Prompt Program

| Programs (1) | |
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3. Right-click on the CMD (Command Prompt) application. Click on Run as administrator

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| 💽 cm | | Open | | | |
| | ۲ | Run as administrator | | | |
| | | Pin to Taskbar | | | |
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| | | Restore previous versions | | | |
| | | Send to | · | | |
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4. The Administrator Command Prompt will open. Type the following line: SET DEVMGR_SHOW_NONPRESENT_DEVICES=1

Then type in **devmgmt.msc** to start up Device Manager from the Administrator Command Prompt

| Administrator: C:\Windows\System32\cmd.exe |
|--|
| Microsoft Windows [Version 6.1.7601] Copyright (c) 2009 Microsoft Corporation. All rights reserved. |
| C:\Windows\system32>SET_DEVMGR_SHOW_NONPRESENT_DEVICES=1 |
| C:\Windows\system32>devmgmt.msc |
| C:\Windows\system32> |

5. Once you are in **Device Manager**, go to the **View** menu and choose **Show Hidden Devices**.



 A list of all current and non-current installed device drivers will be displayed. Notice four Realtek Drivers shown in the figure below. (Please note: The number of Realtek Drivers listed are related to the number of different USB ports the cable has been connected to).



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7. Right-click on the driver, then choose **Uninstall** from the menu to remove the driver for the selected device (**Remove all the Realtek RTL 8150 USB 10/100 Fast Ethernet Drivers**).



8. Message below will appear to Confirm Device Uninstall



9. Once the old drivers are uninstalled, plug the VCM into PC. The following **Windows Security** message will automatically display. Click **Install** to proceed.

| • Windows Security | × |
|---|------------------------------|
| Would you like to install this device software? | |
| Always trust software from "Realtek Semiconductor Corp". | nstall Don't Install |
| You should only install driver software from publishers you trust. He device software is safe to install? | <u>ow can I decide which</u> |

10. The following message will display upon completion of a successful install.



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