

# IDS 64-BIT TROUBLESHOOTING GUIDE

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

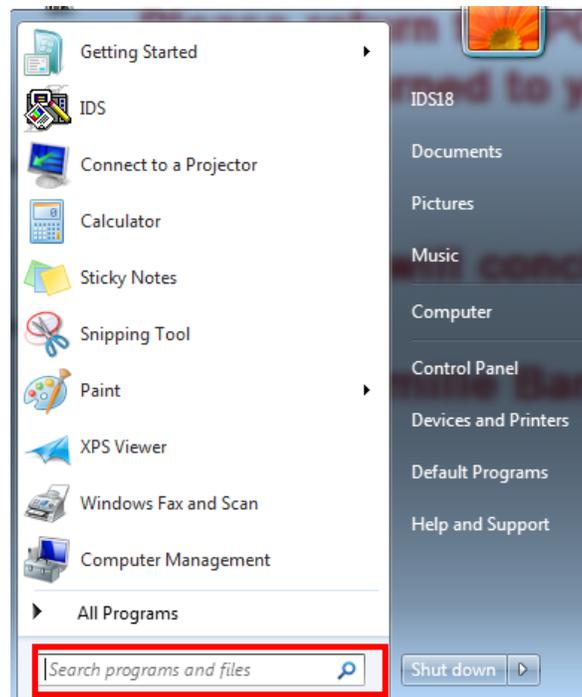
- I. [Introduction](#)
- II. [Trouble Installing Realtek Drivers on Windows 7 64-bit Machines](#)

## I. Introduction

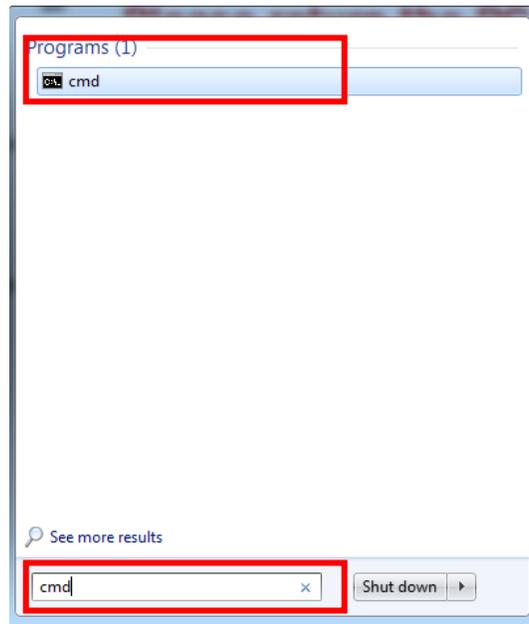
Support of Windows 7 64-Bit is now available with IDS R72. If you are experiencing VCM communication issues after loading IDS R72 on a Windows 7 64-Bit machine, you may need to manually remove old Realtek Drivers installed on your machine. Follow the process below to remove these drivers.

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

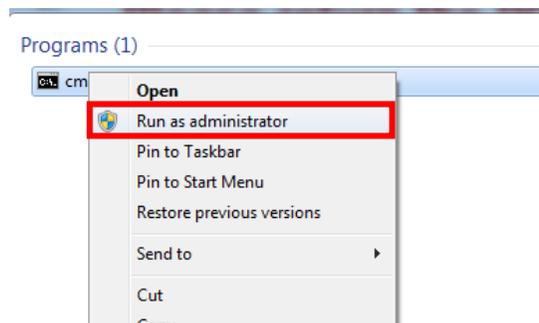
1. Click Windows **Start** button to display the search menu field.



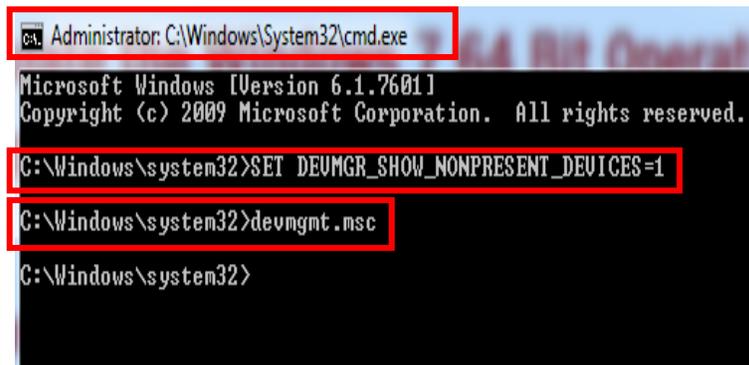
2. Type **CMD** in the start menu search box to locate the Command Prompt Program



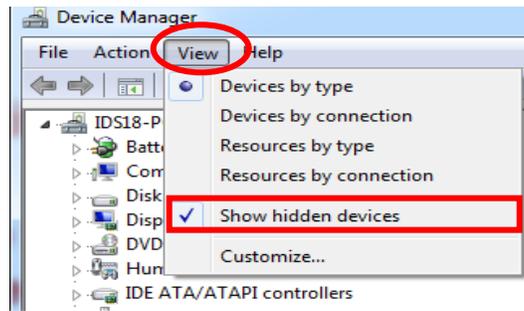
3. Right-click on the **CMD (Command Prompt)** application. Click on **Run as administrator**



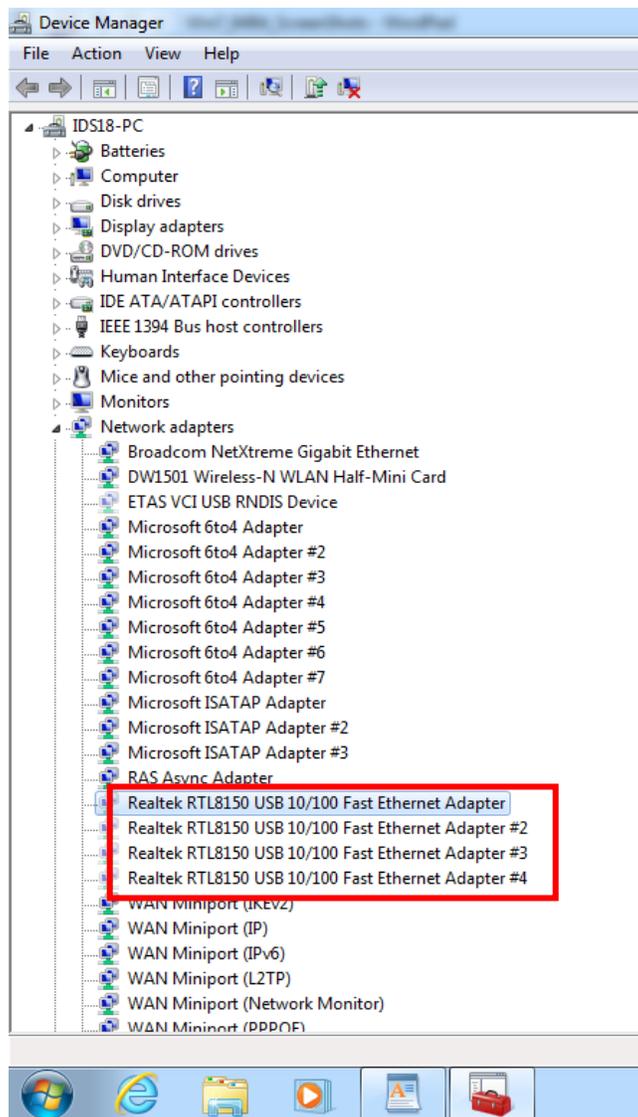
4. The **Administrator Command Prompt** will open. Type the following line:  
**SET DEVMGR\_SHOW\_NONPRESENT\_DEVICES=1**  
Then type in **devmgmt.msc** to start up Device Manager from the Administrator Command Prompt



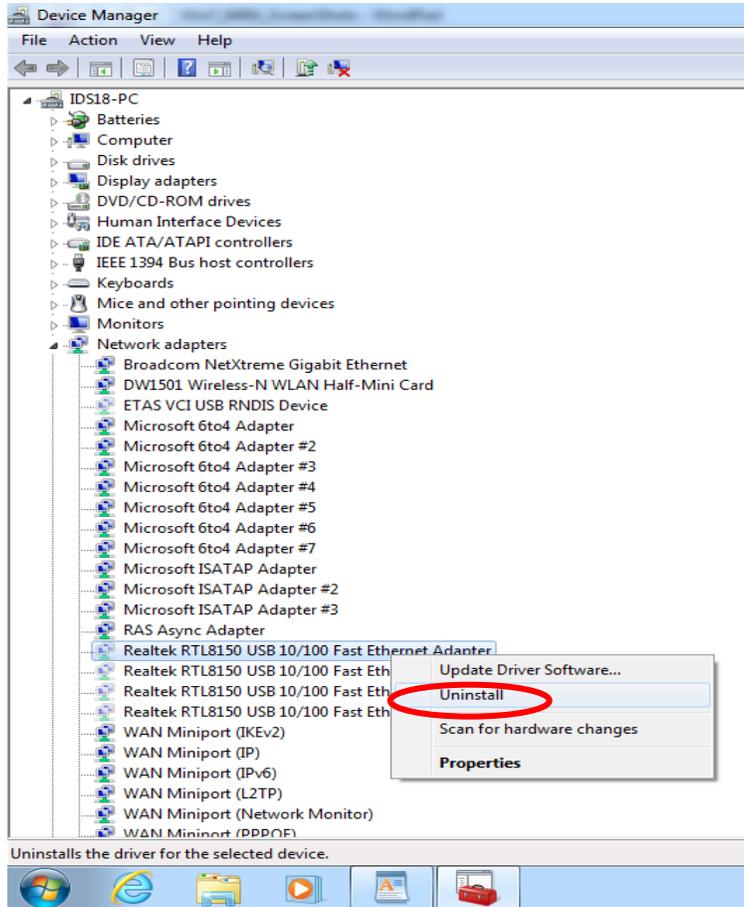
5. Once you are in **Device Manager**, go to the **View** menu and choose **Show Hidden Devices**.



6. 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**).



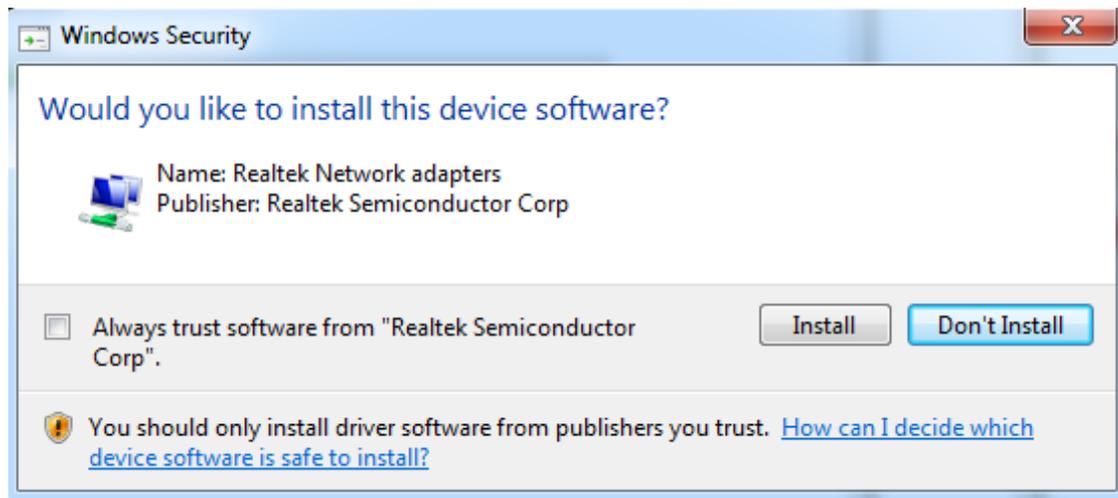
7. Right-click on the driver, then choose **Uninstall** from the menu to remove the driver for the selected device (**Remove all the Realtek RTL 8150 USB 10/100 Fast Ethernet Drivers**).



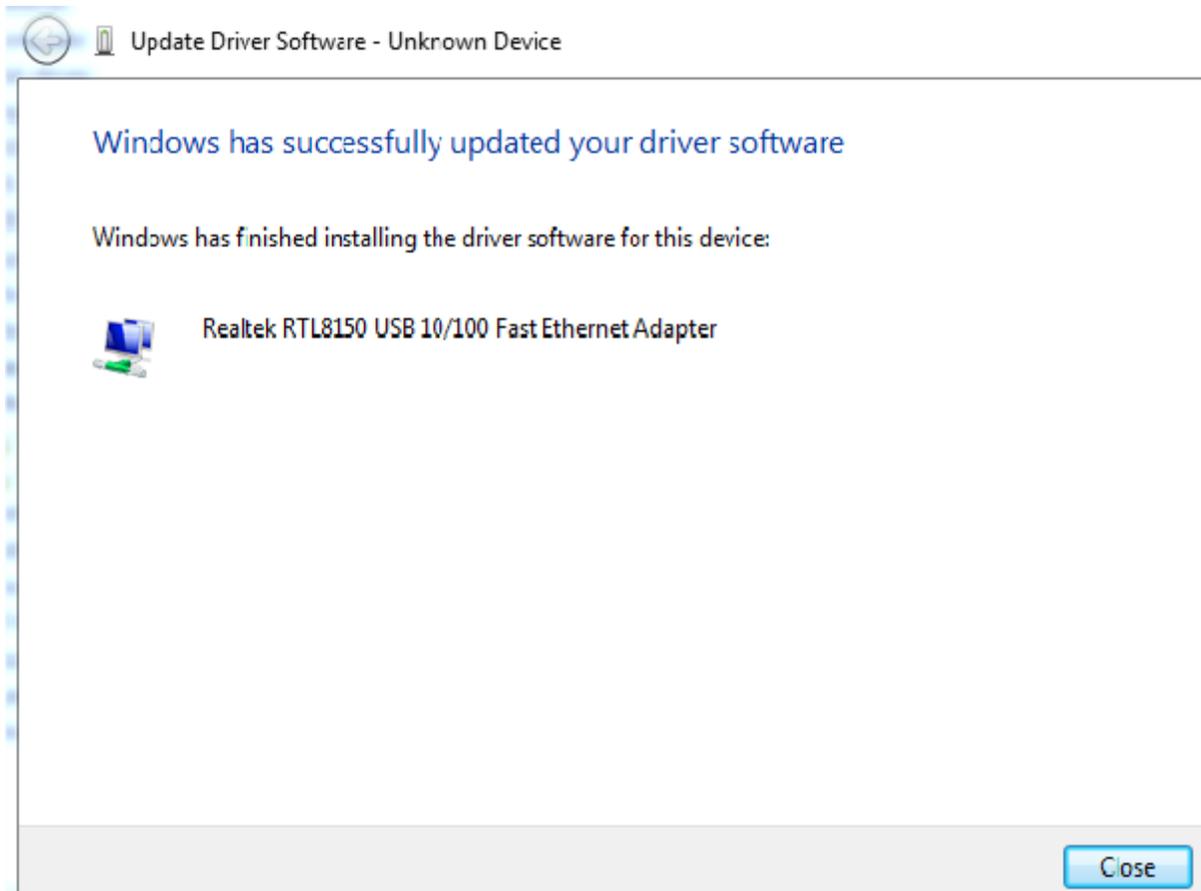
8. Message below will appear to **Confirm Device Uninstall**



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



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



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