



64 Bit USB Driver Installation Guide (Windows XP, Vista, 7)

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Calgary Office

#150 1437 47 Avenue NE

Calgary, AB

Canada, T2E 6N7

Phone: +1.403.232.1400

Fax: +1.403.232.1401

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USB Driver Installation Guide – Overview

The Canada Tech USB drivers for 64 bit Windows are included as part of the install for any software which requires USB communication between a gauge and the computer. *The software install executable will configure Windows to install the drivers just as soon as a Canada Tech USB device is plugged into the computer. Once plugged in, the driver installation for the device will happen automatically.* This is different from the USB driver installation process using a 32 bit machine, where the user must manually elect to browse to the driver files to install them. If installation does not happen automatically, or does not complete successfully, please refer to the trouble shooting section below.

Driver Installation

To install the drivers, install the appropriate software for the type gauge you wish to use. The gauge software will be on the CD included with your gauge, or you can download it online. All Canada Tech software downloads are available at http://www.iroccorp.com/canadatech/support_downloads.php. Once downloaded, unzip the executable file and double click to run the setup executable. Proceed through the wizard, accepting the default settings. Canada Tech recommends installing all software into the 64 bit “Program Files”, instead of the 32 bit compatibility mode, “Program Files(X86)”. However both are acceptable.

Once the install wizard is complete, Windows will now be configured to install the USB driver files automatically. *Plugging a Canada Tech USB device will cause Windows to install the USB Drivers.* Allow Windows to proceed through its installation. Once windows has completed with automatically installing the drivers, the USB device will now work. If any difficulties are experienced, refer to the trouble shooting section below.

Driver Uninstallation

To uninstall the Canada Tech USB Drivers follow the below steps:

- 1) Ensure that the USB device is plugged into the computer
- 2) From the Windows Start Menu, click Control Panel
- 3) Click System
- 4) Underneath the Tasks menu on the left side of the screen, click Device Manager
- 5) Windows will ask for permission to continue, click Continue
- 6) The Device Manager will open. Inside the Device Manager list, click on the “+” under Ports to expand the list
- 7) In the expanded Ports list, find the Canada Tech USB Device (i.e. “USB Download Adaptor” or “USB Download Cable”). Right click on the device, and then click Uninstall.
- 8) Windows will prompt to Confirm Device Uninstall, and will show a check box to “Delete the driver software for this device” – check the box to delete the driver software for this device
- 9) Click OK to continue
- 10) Inside the Device Manager list, click on the “+” under Universal Serial Bus Controllers to expand the list
- 11) In the expanded list, find USB High Speed Serial Converter. Right click on this entry, and then click Uninstall.
- 12) Windows will prompt to Confirm Device Uninstall, and will show a check box to “Delete the driver software for this device” – check the box to delete the driver software for this device
- 13) Click OK to continue

USB Driver Installation Guide – Trouble Shooting Guide

If while installing the Canada Tech USB Drivers, Windows informs the user that there has been a problem installing the drivers, follow solution A below first. If Solution A fails, proceed to Solution B to manually install the drivers.

Solution A

Since any Canada Tech software which requires USB communication will automatically install the drivers, reinstalling the software may correct the problem. Installing any 64 bit compatible Canada Tech program will suffice since the same drivers are used. From the start menu, open the software Start Menu folder, and click to Uninstall the software. Follow the uninstall wizard. Once the software has been uninstalled, refer to the software CD included with your gauge (or the downloaded install file for the software as described in the “Driver Installation” section, paragraph 1) for the software install executable. Double click to run the installation executable. Follow the install wizard to reinstall the software and USB drivers. If Windows again reports unsuccessful driver installation, proceed to Solution B.

Solution B

- 1) Ensure that the USB device is plugged into the computer
- 2) From the Windows Start Menu, click Control Panel
- 3) Click System
- 4) Underneath the Tasks menu on the left side of the screen, click Device Manager
- 5) Windows will ask for permission to continue, click Continue
- 6) The Device Manager will open. Inside the Device Manager list, click on the “+” under Ports to expand the list (the following may also appear under “Other Devices” inside the Device Manager)
- 7) In the expanded Ports list, find the Canada Tech USB Device (i.e. “USB Download Adaptor” or “USB Download Cable”). If this device had a problem installing drivers, it will have a yellow triangle around its icon, with an “!” in it. Right click on the device, and then click Update Driver Software.
- 8) Windows will ask how you want to search for driver software. Click on Browse my computer for driver software
- 9) Click Browse to browse to the location that the drivers were installed to. The driver files will be in the program installation file of the Canada Tech software which installed the drivers. If installed into the default location, this should be C:\Program Files\Canada Tech\CT_USB_Drivers (XP, Vista, 7). If this was a failed driver install during a Canada Tech software installation, the location of the drivers folder will instead be C:\Program Files\Canada Tech****, where **** denotes the name of the software
- 10) Once the location of the driver files has been selected, click Next to continue. If the proper drivers folder has been selected, Windows will proceed to update the drivers
- 11) Once complete, click Close.
- 12) If further difficulties are experienced, please contact Canada Tech for technical support:
<http://www.iroccorp.com/contact.htm>