Problems

- USB connection from SDT170 device to computer does not work
- Cannot install USB driver for SDT170 device

# Solution

➔ **Install the USB driver in Windows XP compatibility mode**

☑ *Step 1: download the driver files*

- o Navigate with your internet browser to

   ftp://ftp.sdt.be/pub/SDT170%20Software/USB/

- o Enter the directory that matches your computer's operating system

- o Click the driver file to download it to your computer

☑ *Step 2: configure the driver setup to run in compatibility mode*

- o Locate the downloaded driver file on the computer

- o Right click the file and click "properties"

- o Check the box "Run this program in compatibility mode for:" (cfr. screenshot below)

- o Select the option "Windows XP (Service Pack 2)" and click the "OK" button
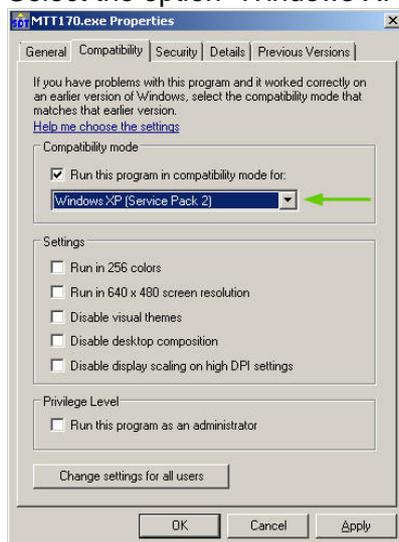
☑ *Step 3: run the driver setup*

➜ *If it still does not work, try this:*

A Windows Update may have installed an incompatible device driver. To verify / correct this, please follow the next steps.

☑ In the device manager, look at the Prolific USB device driver properties. SDT's version is 2.0.13.130 (2009-11-19).

☑ If the version does not match, please also check the "driver details" tab. The file "ser2pl64.sys" should be version 2.0.13.130. If you have the same version on your computer, the next steps will not solve the problem.

☑ You can download the correct file here: ftp://ftp.sdt.be/pub/SDT170%20Software/USB/USB%20driver%20Win7/ser2pl64.sys

☑ Next, go to C:\Windows\System32\drivers and rename existing "ser2pl64.sys" file (to old_ser2pl64.sys for example).

☑ Copy/paste the file you downloaded from our FTP site.

☑ In the device manager, right click on the device and select "disable".

☑ Again, right click on on the device and select "enable" (to avoid to have to restart your computer).

☑ Still in the device manager, check the port COM number used by the device.

☑ In the MTT software, click "Get Data" and choose the correct COM port number.