



SDT170 USB Driver problem on Windows 7

Problem:

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

IMPORTANT REMARK:

- The SDT170 USB connection is only supported when the user has a USB-to-serial-converter supplied by SDT: Eminent EM1016.



Other converters may not be compatible with the SDT170!

Solution: Install the USB driver in Windows XP compatibility mode

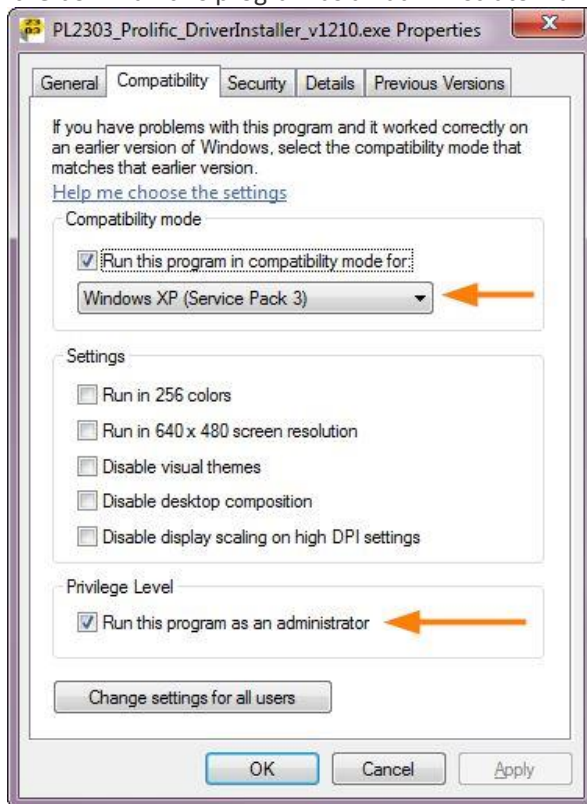
Step 1: download the driver files

- Navigate with your internet browser to <ftp://ftp.sdt.be/pub/SDT170%20Software/USB/>
- Enter the directory that matches your computer's operating system
- Click the driver file to download it to your computer

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

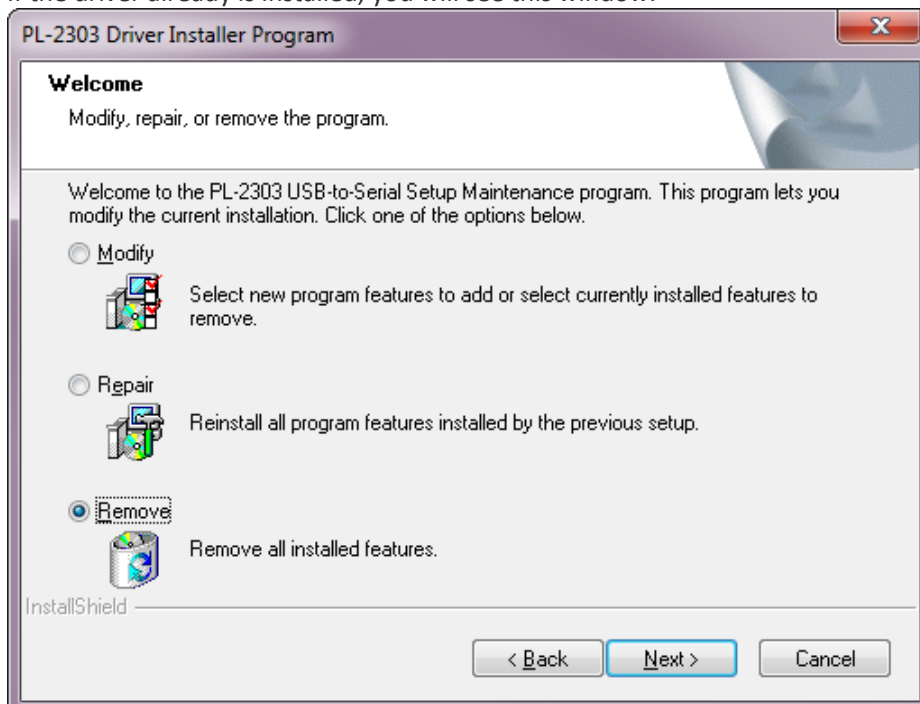
- Locate the downloaded driver file on the computer
- Right click the file and click "properties"
- Select the second tab "Compatibility"
- Check the box "Run this program in compatibility mode for:"
- Select the option "Windows XP (Service Pack 3)"

- Check the box "Run this program as an administrator" and click the "OK" button



Step 3: run the driver setup

- If the driver already is installed, you will see this window:



- Here choose the Remove option and click Next.
- After the uninstall has been completed, run the driver setup again and re-install the driver.

Step 4: restart the computer before trying to transfer data from the SDT170 device

Additional solution (frequently needed)

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.

- Note: on a **32 bit** version of Windows, the driver file is called **ser2pl.sys** instead of ser2pl64.sys.
- In the device manager, right click on the device and select "**disable**".
- You can download the correct file here :
 - <ftp://ftp.sdt.be/pub/SDT170%20Software/USB/USB%20driver%20Win7/ser2pl64.sys>
 - Note: on a **32 bit** version of Windows, download this file instead:
<ftp://ftp.sdt.be/pub/SDT170%20Software/USB/USB%20driver%20Win7/ser2pl.sys>
- Next, go to **C:\Windows\System32\drivers** and rename existing "ser2pl64.sys" file (to ser2pl64.sys.old for example). This serves as a backup.
- Now copy/paste the file you downloaded from our FTP site.
- Again, right click on on the device from device manager and select "**enable**" (may avoid a computer restart).
- Still in the device manager, check the port **COM number** used by the device.
- In the software, click "Get Data" and choose the correct COM port number.
- If it does not work at this point, please do **restart the computer** and try again.