

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 http://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)"

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	Check the box '	'Run this	program	as an	administrator"	and	click the	"OK"	button
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General	Compatibility	Security	Details	Previous Versions
If you h an earlin matche	ave problems w er version of W s that earlier ve	vith this prog indows, sele rision.	ram and ect the c	it worked correctly on ompatibility mode that
Comp	atibility mode	settings		
	Run this program	m in compat	ibility mo	de for:
Wir	ndows XP (Sen	vice Pack 3)	
Settin	gs			
F	Run in 256 colo	irs		
F	Run in 640 x 48	0 screen re	solution	
	Disable visual th	nemes		
	Disable desktop	o compositio	n	
	Disable display	scaling on h	igh DPI	settings
Privile	ge Level			
F	Run this program	m as an adn	ninistrato	
Ch	lange settings f	or all users		
	-			

Step 3: run the driver setup

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

PL-2303 Driver Installer Program							
Welcome Modify, repair, or remove the program.							
Welcome to the PL-2303 USB-to-Serial Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.							
Modify							
1 🗗	Select new program features to add or select currently installed features to remove.						
⊙ R <u>e</u> pair							
Remove Remove	Remove all installed features.						
	< <u>B</u> ack <u>N</u> ext > Cancel						

- 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



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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: <u>ftp://ftp.sdt.be/pub/SDT170%20Software/USB/USB%20driver%20Win7/ser2pl.sys</u>
- 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.

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