

CTVUE Application Note

Number:CTVUE-1003, Revision 2, 8/12//2007
Subject: USB Driver Install

USB Driver Install

Since RS-232 serial ports are getting hard to come by, the CTVUE has USB port. USB requires Windows to have a USB driver. In fact the CTVUE looks like three different devices to Windows. One on power up of the unit, different on firmware load, finally the compact flash is another device. Therefore, you may get multiple requests for USB driver install from windows when you connect to a CTVUE device.

Here is how you install the correct driver:

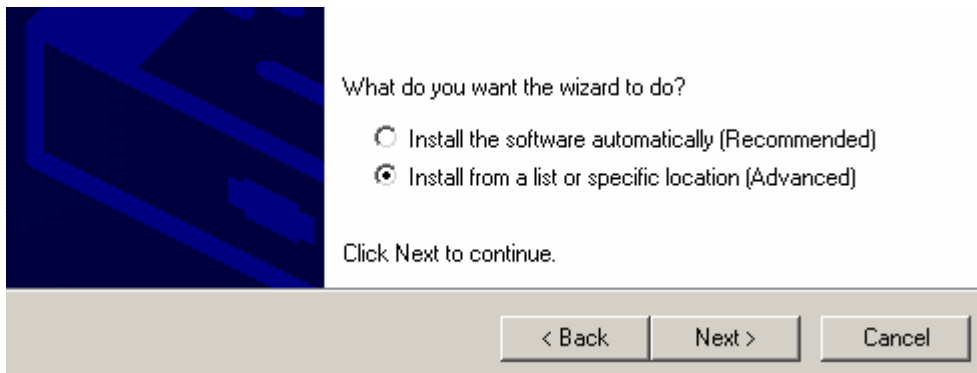
- 1) When you plug in the USB cable and power up the CTVUE panel Windows will recognize new hardware. You will see the “New Hardware” in your Windows System tray
- 2) The below window “New Hardware Wizard” window will pop up and you should select “**No, not this time**” and click next



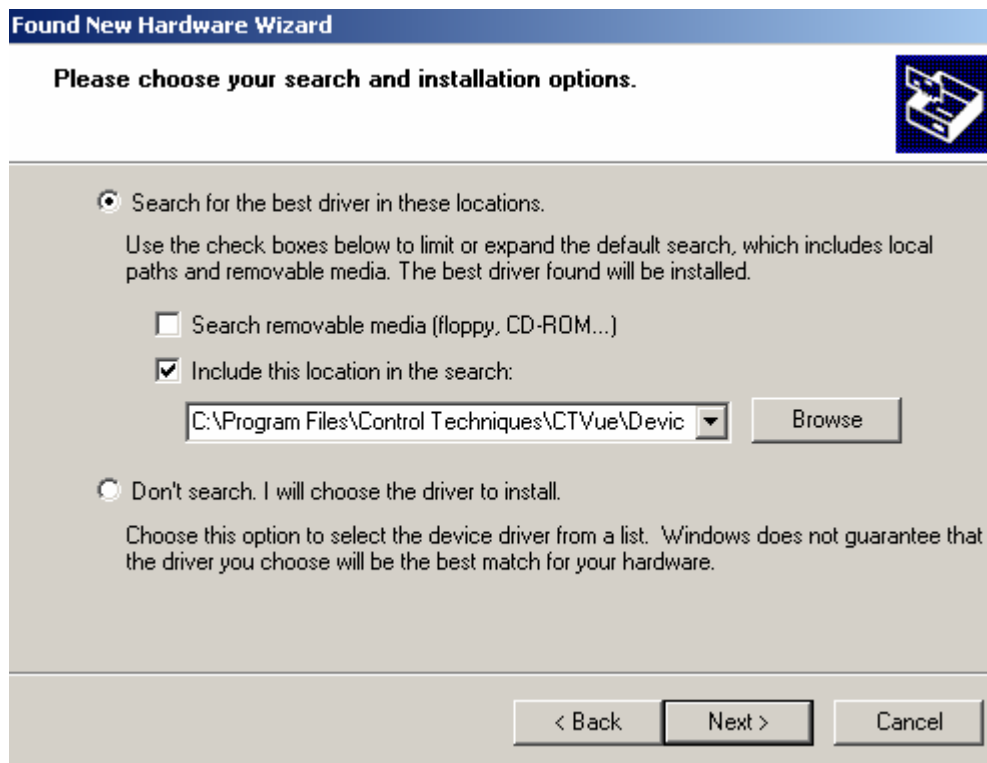
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- 3) On the next Window select “Install from specific location and click next

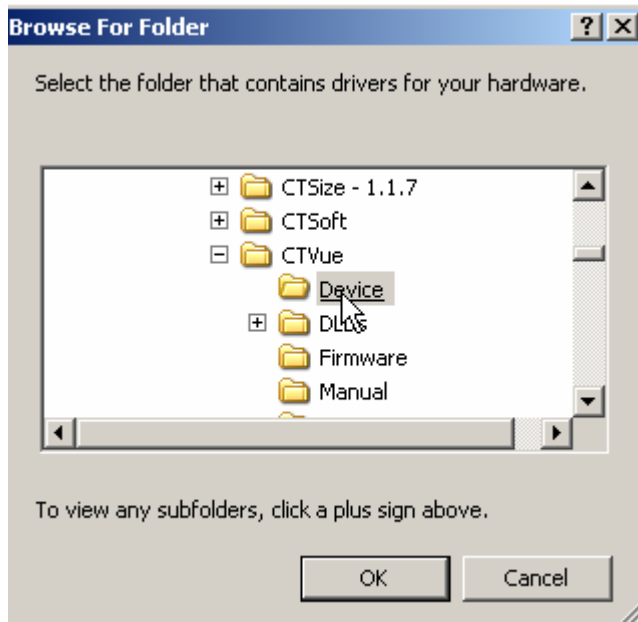


- 4) In the next window select “include this location in the search” and then browse to C:\Program Files\Control Techniques\CTVUE\Devices and then click next.

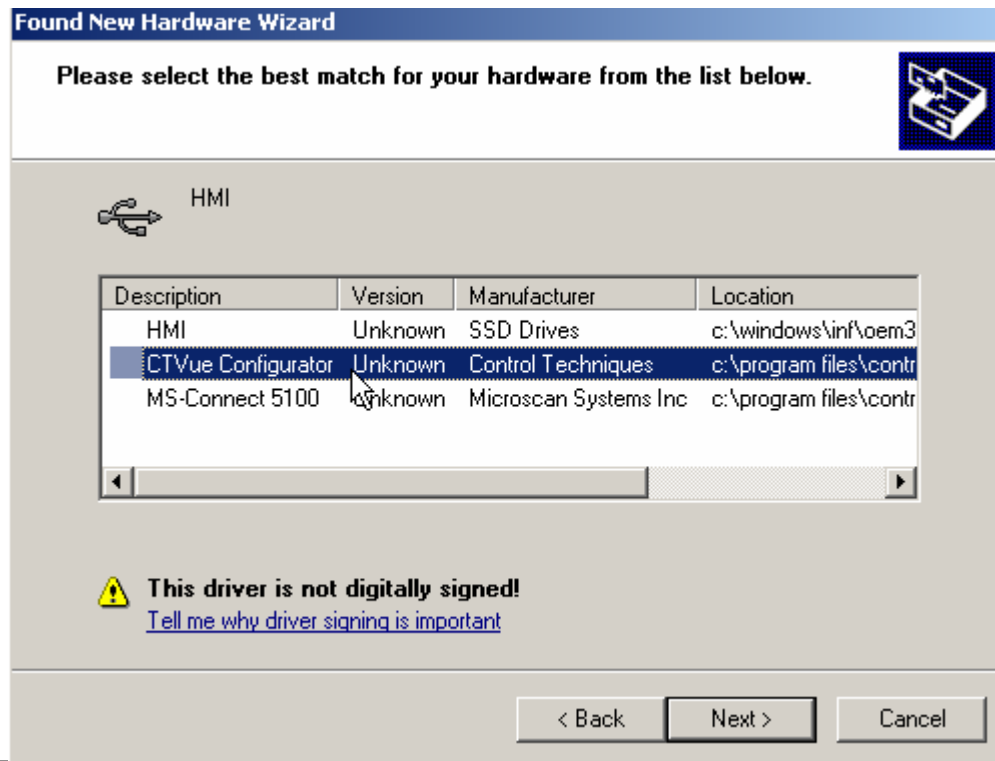


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- 5) Then window will pop up with some driver options and you want to select the CTVue Configurator driver and the USB install should be complete.



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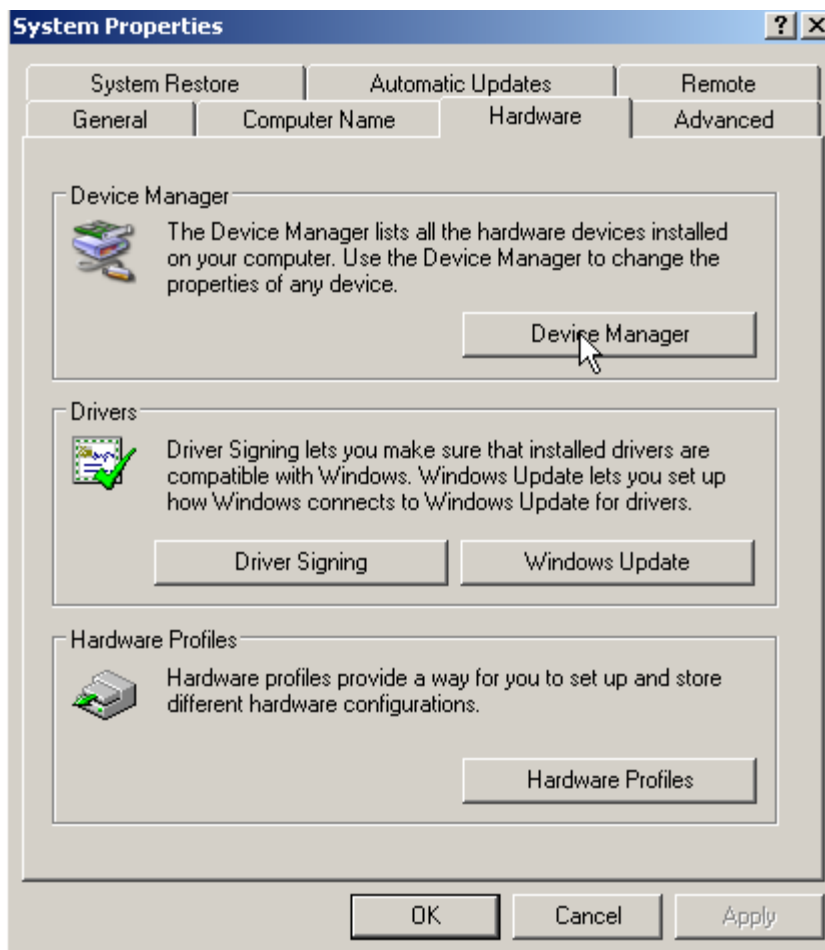
USB Driver Update for Pre-Release Builds

If a pre-release version of the software such as build 351, 359, 362, or 366 was used there could be problems communicating to the CTVUE panel. The panel might lock up or the PC might not connect at all.

Pre-Releases of CTVUE used a USB driver named MSConnect which worked on some PC's and not on others. The final build 367 have the correct USB driver called CTVue configuration and the actual device file name ctusb.sys.

USB Driver Update

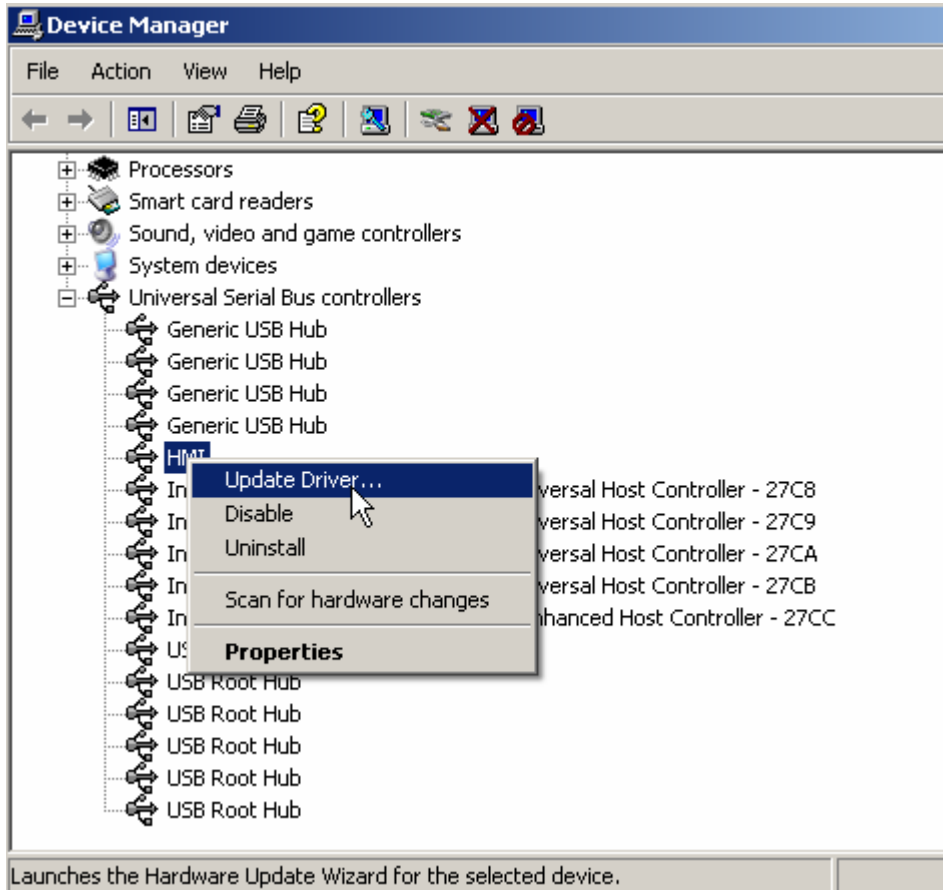
1) Open Windows Control Panel and then click on System to bring up the below window. Go to the Device Manager Tab



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2) Ensure the HMI is plugged so that the driver comes up under USB devices. Right click on the device and select update driver. Now you can refer to above instructions for installing the driver.





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