Correcting Device Driver Issues

Overview

If you connect your Ocean Optics USB or PCI device to the computer prior to installing your Ocean Optics software application, you may encounter installation issues that must be corrected before your Ocean Optics device will operate properly.

Follow the applicable steps in this document to remove the incorrectly installed device, device driver, registry entries, and installation files.

Remove the Unknown Device from Windows Device Manager

1. Open Windows Device Manager as follows:

   Windows 98/ME:

   - Go to the desktop and right-click on **My Computer.**

   - Select **Properties** from the pop-up menu.

   - Click on the **Device Manager** tab.

   Windows 2000/XP:

   - Click **Start | Settings | Control Panel | System.**

   - Select the **Hardware** tab.

   - Click on the **Device Manager** button.

2. Locate the **Other Devices** option and expand the Other Devices selection by clicking on the "**+**" sign to the immediate left.

Note:	Improperly installed USB devices may also appear under the Universal Serial Bus Controller option. Be sure to check this location if you cannot locate the unknown device.

3. Locate the unknown device (marked with a large question mark). Right-click on the **Unknown Device** listing and select the **Uninstall** or **Remove** option.

4. Click the **OK** button to continue. A warning box appears confirming the removal of the Unknown Device. Click the **OK** button to confirm the device removal.

5. Remove the USB or PCI device from your computer.

USB Devices

Windows 98/ME:

Edit the Registry:

Note:	**Only experienced personnel should attempt to edit the registry**. Editing the registry can result in **irreparable damage** and an **un-bootable computer** if care is not taken. Inexperienced users should **NOT** attempt these steps. If you feel uncertain in your ability to perform these steps safely, contact Ocean Optics Customer Support for assistance.

1. Click **Start | Run** and type in **Regedit** to open the Windows Registry Editor.
2. Navigate to and expand the **HKEY_LOCAL_MACHINE | Enum | USB** key.
3. Locate all keys that begin with **VID_2457**. These are Ocean Optics USB devices.
4. Delete every key beginning with **VID_2457**. Right-click directly on the key and select **Delete** from the pop-up menu.
5. Close the Registry Editor when you are finished.
6. Proceed to the *Remove Improperly Installed Files* instructions below.

Remove Improperly Installed Files:

1. Open Windows Explorer.
2. Navigate to the **Windows | INF** directory. If the INF directory is not visible, you will need to disable the "Hide System Files and Folders" option on in Windows Folder Options.

Note:	If the INF directory is not visible, you will need to disable the "Hide System Files and Folders" and "Hide File Extensions for Known File Types" options in Windows Folder Options.
	You can access Windows Folder Options from Windows Explorer, under the **View	Options** menu selection.

3. Delete the **OOI_USB.INF** file in the INF directory.
4. Navigate to the **Windows | System32 | Drivers** directory.
5. Delete the **EZUSB.SYS** file.
6. Reinstall your Ocean Optics application and reboot the system when prompted.
7. Plug in the USB device.

The system will now be able to locate and install the correct drivers for the USB device.

Windows 2000:

Edit the Registry:

Note:	**Only experienced personnel should attempt to edit the registry**. Editing the registry can result in **irreparable damage** and an **un-bootable computer** if care is not taken. Inexperienced users should **NOT** attempt these steps. If you feel uncertain in your ability to perform these steps safely, contact Ocean Optics Customer Support for assistance.

1. Click **Start | Run** and type in **Regedt32** to open the Windows Registry Editor.
2. Navigate to and expand the following key:

   HKEY_LOCAL_MACHINE | System | CurrentControlSet | Enum | USB
3. Locate all keys that begin with **VID_2457**. These are Ocean Optics USB devices.
4. Click on a key to highlight that key.
5. Select **Security | Permissions** from the menu and give Everyone full access to that key.
6. Click the **OK** button.
7. Repeat Steps 4-6 for each key beginning with **VID_2457**. This removes the write protection for all Ocean Optics USB keys.
8. Delete every key beginning with **VID_2457**. Right-click directly on the key and select **Delete** from the pop-up menu.
9. Close the Registry Editor when you are finished.
10. Proceed to the *Remove Improperly Installed Files* instructions below.

Remove Improperly Installed Files:

1. Open Windows Explorer.
2. Navigate to the **Windows | INF** directory. If the INF directory is not visible, you will need to disable the "Hide System Files and Folders" option on in Windows Folder Options.

Note:	If the INF directory is not visible, you will need to disable the "Hide System Files and Folders" and "Hide File Extensions for Known File Types" options in Windows Folder Options.
	You can access Windows Folder Options from Windows Explorer, under the **Tools	Folder Options** menu selection.

3. Delete the **OOI_USB.INF** and **OOI_USB.PNF** files in the INF directory.
4. Navigate to the **Windows | System32 | Drivers** directory.
5. Delete the **EZUSB.SYS** file.
6. Reinstall your Ocean Optics application and reboot the system when prompted.
7. Plug in the USB device.

The system will now be able to locate and install the correct drivers for the USB device.

Windows XP:

Edit the Registry:

Note: **Only experienced personnel should attempt to edit the registry**. Editing the registry can result in **irreparable damage** and an **un-bootable computer** if care is not taken. Inexperienced users should **NOT** attempt these steps. If you feel uncertain in your ability to perform these steps safely, contact Ocean Optics Customer Support for assistance.

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1. Click **Start | Run** and type in **Regedit** to open the Windows Registry Editor.

2. Navigate to and expand the following key:

   HKEY_LOCAL_MACHINE | System | CurrentControlSet | Enum | USB

3. Locate all keys that begin with **VID_2457**. These are Ocean Optics USB devices.

4. Click on a key to highlight that key.

5. Select **Edit | Permissions** from the menu and give Everyone full control of that key.

6. Click the **OK** button.

7. Repeat Steps 4-6 for each key beginning with **VID_2457**. This removes the write protection for all Ocean Optics USB keys.

8. Delete every key beginning with **VID_2457**. Right-click directly on the key and select **Delete** from the pop-up menu.

9. Close the Registry Editor when you are finished.

10. Proceed to the *Remove Improperly Installed Files* instructions below.

Remove Improperly Installed Files:

1. Open Windows Explorer.

2. Navigate to the **Windows | INF** directory. If the INF directory is not visible, you will need to disable the "Hide System Files and Folders" option on in Windows Folder Options.

   Note: If the INF directory is not visible, you will need to disable the "Hide System Files and Folders" and "Hide File Extensions for Known File Types" options in Windows Folder Options.

   You can access Windows Folder Options from Windows Explorer, under the **View | Options** menu selection.

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3. Delete the **OOI_USB.INF** and **OOI_USB.PNF** files in the INF directory.

4. Navigate to the **Windows | System32 | Drivers** directory.

5. Delete the **EZUSB.SYS** file.

6. Reinstall your Ocean Optics application and reboot the system when prompted.

7. Plug in the USB device.

The system will now be able to locate and install the correct drivers for the USB device.

PCI Devices

Windows 98/ME:

Edit the Registry:

Note: **Only experienced personnel should attempt to edit the registry**. Editing the registry can result in **irreparable damage** and an **un-bootable computer** if care is not taken. Inexperienced users should **NOT** attempt these steps. If you feel uncertain in your ability to perform these steps safely, contact Ocean Optics Customer Support for assistance.

1. Click **Start | Run** and type in **Regedit** to open the Windows Registry Editor.

2. Navigate to and expand the **HKEY_LOCAL_MACHINE | Enum | PCI** key.

3. Locate all keys that begin with **VEN_10B5&DEV_9050**. These represent all Ocean Optics PCI devices.

4. Delete every key beginning with **VEN_10B5&DEV_9050**. Right-click directly on the key and select **Delete** from the pop-up menu.

5. Close the Registry Editor when you are finished.

6. Proceed to the *Remove Improperly Installed Files* instructions below.

Remove Improperly Installed Files

1. Open Windows Explorer.

2. Navigate to the **Windows | INF** directory. If the INF directory is not visible, you will need to disable the "Hide System Files and Folders" option on in Windows Folder Options.

   Note: If the INF directory is not visible, you will need to disable the "Hide System Files and Folders" and "Hide File Extensions for Known File Types" options in Windows Folder Options.

   You can access Windows Folder Options from Windows Explorer, under the **View | Options** menu selection.

3. Delete the **ADC2000PCI_9X.INF** file in the INF directory.

4. Navigate to the **Windows | System** directory.

5. Delete the **DRIVERX.VXD** file.

6. Reinstall your Ocean Optics application and reboot the system when prompted.

7. Reinstall the PCI device.

The system will now be able to locate and install the correct drivers for the PCI device.

Windows NT:

Edit the Registry:

Note: **Only experienced personnel should attempt to edit the registry**. Editing the registry can result in **irreparable damage** and an **un-bootable computer** if care is not taken. Inexperienced users should **NOT** attempt these steps. If you feel uncertain in your ability to perform these steps safely, contact Ocean Optics Customer Support for assistance.

1. Click **Start | Run** and type in **Regedit** to open the Windows Registry Editor.

2. Navigate to and expand the following key:

   HKEY_LOCAL_MACHINE | SYSTEM | CurrentControlSet | Services | DriverX

3. Right-click on the key name and select **Delete** from the pop-up menu. This deletes the key and all sub-keys.

4. Close the Registry Editor.

Remove Improperly Installed Files

1. Open Windows Explorer.

2. Navigate to the **Windows | System**

3. Delete the **DriverX.SYS** file in the System directory.

4. Reinstall your Ocean Optics application and reboot the system when prompted.

5. Reinstall the PCI device.

The system will now be able to locate and install the correct drivers for the PCI device.

Windows 2000:

Edit the Registry:

Note:	**Only experienced personnel should attempt to edit the registry**. Editing the registry can result in **irreparable damage** and an **un-bootable computer** if care is not taken. Inexperienced users should **NOT** attempt these steps. If you feel uncertain in your ability to perform these steps safely, contact Ocean Optics Customer Support for assistance.

1. Click **Start | Run** and type in **Regedt32** to open the Windows Registry Editor.

2. Navigate to and expand the following key:

   HKEY_LOCAL_MACHINE | System | CurrentControlSet | Enum | PCI

3. Locate all keys that begin with **VEN_10B5&DEV_9050**. These represent all Ocean Optics PCI devices.

4. Click on a key to highlight that key.

5. Select **Security | Permissions** from the menu and give Everyone full access to that key.

6. Click the **OK** button.

7. Repeat Steps 4-6 for each key beginning with **VEN_10B5&DEV_9050**. This removes the write protection for all Ocean Optics PCI keys.

8. Delete every key beginning with **VEN_10B5&DEV_9050**. Right-click directly on the key and select **Delete** from the pop-up menu.

9. Close the Registry Editor when you are finished.

10. Proceed to the *Remove Improperly Installed Files* instructions below.

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1. Open Windows Explorer.

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	You can access Windows Folder Options from Windows Explorer, under the **Tools	Folder Options** menu selection.

3. Delete the **ADC2000PCI_2000.INF** and **ADC2000PCI_2000.PNF** files in the INF directory.

4. Navigate to the **Windows | System32 | Drivers** directory.

5. Delete the **DriverX.SYS** file.

6. Reinstall your Ocean Optics application and reboot the system when prompted.

7. Reinstall the PCI device.

The system will now be able to locate and install the correct drivers for the PCI device

Windows XP:

Edit the Registry:

Note:	**Only experienced personnel should attempt to edit the registry**. Editing the registry can result in **irreparable damage** and an **un-bootable computer** if care is not taken. Inexperienced users should **NOT** attempt these steps. If you feel uncertain in your ability to perform these steps safely, contact Ocean Optics Customer Support for assistance.

1. Click **Start | Run** and type in **Regedt32** to open the Windows Registry Editor.

2. Navigate to and expand the following key:

   HKEY_LOCAL_MACHINE | System | CurrentControlSet | Enum | PCI

3. Locate all keys that begin with **VEN_10B5&DEV_9050**. These represent all Ocean Optics PCI devices.

4. Click on a key to highlight that key.

5. Select **Edit | Permissions** from the menu and give Everyone full control of that key.

6. Click the **OK** button.

7. Repeat Steps 4-6 for each key beginning with **VEN_10B5&DEV_9050**. This removes the write protection for all Ocean Optics PCI keys.

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3. Delete the **ADC2000PCI_2000.INF** and **ADC2000PCI_2000.PNF** files in the INF directory.

4. Navigate to the **Windows | System32 | Drivers** directory.

5. Delete the **DriverX.SYS** file.

6. Reinstall your Ocean Optics application and reboot the system when prompted.

7. Reinstall the PCI device.

The system will now be able to locate and install the correct drivers for the PCI device.