Resolving DigiViewTM Driver Issues

3/14/2018

The first thing to note is that the DigiView software only looks for the DigiView model configured for the current project. So if you have a project set up for a DV518 and you do not have a DV518 attached, the DigiView software will report 'no device', even if you have a different model DigiView attached. Of course, this is not a driver issue. In that case, you need to open or create/clone a project for your device.

There are currently 12 different driver installs to support all current models on the various supported versions of Windows. The DigiView install program installs the correct drivers for your machine. If you copy the 'driver' sub-folder to another machine, the drivers might not be compatible (even if they have the same names.) Always do a full install when moving to a new machine to ensure the correct drivers and registry entries.

Sometimes, the driver pre-install will fail during program installation. Other times, Windows will attach the wrong driver to the DigiView. In some cases, Windows will refuse to replace or update a driver, claiming that it already has the 'best' driver, even if it says the current driver is broken. Also, Windows creates Device/driver parings for EACH USB port the hardware has ever been plugged into. It is possible to end up with different driver parings associated with different USB ports. We recommend following the instructions at 'Clean Sweep' to remove all DigiView driver associations and then reinstall the current driver. Alternatively, you could try just updating the driver by following the steps listed on page 9 (Forcing a Driver Update.)

NOTE: The following instructions are for Win10, but the procedure is similar in Win7 and Win8 (but the dialogs will vary.)

Clean Sweep: (recommended)

- 1. Shut-down the DigiView software and unplug the DigiView hardware
- 2. Open the Device Manager (Right click on the start menu and select 'Device Manager')
- **3.** Select 'View'->'Show Hidden Devices'. This shows every device/USB-Port combination you have used.



4. You will find DigiView devices listed under 'TechTools' and/or 'Other Devices'. If none are listed, jump to step 8. Double-click on any of the DV3xxx or DV5xx devices listed.



5. Select the 'Driver' tab and click on 'Uninstall Device'

DigiView DV518 Properties	×
General Driver Details Events	
DigiView DV518	
Driver Provider: TechTools	
Driver Date: 1/1/1601	
Driver Version: 0.0.0.0	
Digital Signer: TechTools	
Driver Details View details about the installed driver files.	
Update Driver Update the driver for this device.	
Roll Back Driver If the device fails after updating the driver, roll back to the previously installed driver.	
Disable Device Disable the device.	
Uninstall Device Uninstall the device from the system (Advanced	d).
OK Cance	<u> </u>

6. Select the 'Delete the driver software...' option if visible and click 'Uninstall'



- 7. Repeat steps 4-6 for any remaining DigiView entries
- **8.** Plug in your DigiView hardware. It should show up in the 'Other Devices' category.

If your device reappears under the 'TechTools' category, then Windows is STILL determined to use an existing driver. If it does not work, then follow the steps in '**Forcing a Driver Update**' on page 9 below.

If no device appears, or if appears but it is listed as 'Unknown' instead of your device (like 'DigiView DV518'), then this is probably not a driver issue. The device description shown in the Device Manager is read from the device by the USB system when it is enumerated. This is done before a driver is attached to it. If Windows can not even determine the device name, it is having trouble talking to it at the USB hardware level. This can be caused by bad USB cables, poor case cabling, insufficient power, poor connections, or defective hardware. You could try using a different USB port and/or cable, using a shorter USB cable, using a powered USB hub, and/or connecting to a motherboard mounted USB port (rather than case mounted.)

9. Double-click on your device. The 'Device Status' should indicate that no drivers are installed. Click on 'Update Driver'

	DigiView - DV518 Properties	<						
\langle	General Driver Details Events							
	DigiView - DV518							
	Device type: Other devices							
	Manufacturer: Unknown							
	Location: 0000.0014.0000.019.000.000.000.000							
	Device status The drivers for this device are not installed. (Code 28) There are no compatible drivers for this device. To find a driver for this device, click Update Driver.							
	Update Driver							
	OK Cancel							

10.Click 'Browse my computer...'



11. Select 'Browse'



12. Navigate to the drivers sub-folder of your application installation directory and click OK. If you accepted the defaults during installation it is located at:

```
64b systems: C:\Program Files (x86)\TechTools\DigiView\drivers
32b systems: C:\Program Files\TechTools\DigiView\drivers
```

Browse For Folder	\times
Select the folder that contains drivers for your hardware.	
TabletPlugins	^
V DigiView	
> crivers	
plugins	
I emplates	
<	
Folder: drivers	
OK Cancel	

13.Select 'Include subfolders' and click Next

		\times
~	Update Drivers - DigiView DV518	
	Browse for drivers on your computer	
	Search for drivers in this location:	
	C:\Program Files (x86)\TechTools\DigiView\drivers >> Browse	
(Include subfolders	
	→ Let me pick from a list of available drivers on my computer This list will show available drivers compatible with the device, and all drivers in the same category as the device.	
	Next Cance	I

14. Windows will install the driver and then report success. Close this dialog



15. The 'Device stats' should now show that it is working properly. Close this dialog.

	DigiView I	DV518 P	ropertie	5	\times
(General	Driver	Details	Events	
		DigiVie	w DV518	3	
		Device	type:	Other devices	
		Manufa	acturer:	TechTools	
		Locatio	on:	0000.0014.0000.019.000.000.000.000.000	
	This o	e status levice is	working	property.	
				Close Cancel	

16.Your device should move from the 'Other Devices' category to the 'TechTools' category. Close the Device Manger.



17.Start the DigiView software and create or load a project that uses your model. You should see your model listed in the lower left corner of the app, and 'halted' in the upper right corner.

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Configuration	DV5	18 25	60 Msps /	18 Cha	nnels)	، 🦈	Ø	Disc Ly	arded Capture	Displayed,	[Stored Capt	tures = 0]	Save this C	apture		ΡH		P F X

Forcing a Driver Update

If the procedure above did not make Windows stop insisting on using a particular driver for your DigiView, or if you just want to try a slightly simpler way, then follow these instructions.

- 1. Shut-down the DigiView software.
- 2. Open the Device Manager (Right click on the start menu and select 'Device Manager')
- **3.** Plug in the DigiView hardware. The DigiVew model should appear under the 'TechTools' category. If it appears under the 'Other Devices' category, use the 'Clean Sweep' instructions on page 1 instead.



4. Double-click on the device. Click on the 'Driver' tab and then click 'Update Driver'

DigiView DV518 Propertie	s		\times
General Driver Details	Events	Power Management	
DigiView DV518			
Driver Provider:	Tech	ools	
Driver Date:	1/1/1	601	
Driver Version:	0.0.0.)	
Digital Signer:	Tech	ools	
Driver Details	View det	ails about the installed driver files.	
Update Driver	Update t	ne driver for this device.	
Roll Back Driver	If the dev back to t	rice fails after updating the driver, roll he previously installed driver.	
Disable Device	Disable t	ne device.	
Uninstall Device	Uninstall	the device from the system (Advanced	i).
		OK Cance	1

5. Select 'Browse my computer...'

	×
Update Drivers - DigiView DV518	
How do you want to search for drivers?	
ightarrow Search automatically for updated driver software	
Windows will search your computer and the Internet for the latest driver softwar for your device, unless you've disabled this feature in your device installation	re
settings.	
→ Browse my computer for driver software	
Eccace and instant driver sortware mandality.	
	Cancel

6. Click 'Let me pick...'

	×
Update Drivers - DigiView DV518	
Browse for drivers on your computer	
Search for drivers in this location:	
C:\Program Files (x86)\TechTools\DigiView\drivers V Browse	
☑ Include subfolders	
→ Let me pick from a list of available drivers on my computer This list will show available drivers compatible with the device, and all drivers in the	
same category as the device.	
Next Can	cel

7. Click 'Have Disk' (This is the critical choice that forces an update)



8. Click 'Browse'



9. Browse to the DigiView application installation directory. If you accepted the defaults during installation, then you will find it at:

64b systems: C:\Program Files (x86)\TechTools\DigiView 32b systems: C:\Program Files\TechTools\DigiView

If you are installing drivers for a DV3xxx device, then navigate to the 'drivers' subfolder. If you are installing drivers for a DV5xx device, navigate to the 'drivers\FTDI' subfolder.

Click 'OPEN'

10. Click 'OK'



11. You should see your model listed and that the driver is Authenticode signed. Click 'Next'

		\times
~	Update Drivers - DigiView DV518	
	Select the device driver you want to install for this hardware.	
	Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.	I
(how compatible hardware	_
	Model	
	This driver has an Authenticode(tm) signature. Have Disk Tell me why driver signing is important	
	~	
	Next Cance	I

12. Windows will install the drivers and show 'success'. Close the dialog.

		\times
<	Update Drivers - DigiView DV518	
	Windows has successfully updated your drivers	
	Windows has finished installing the drivers for this device:	
	DigiView DV518	
	\sim	
	Close]

13. Close the property dialog and the Device Manager

14.Start the DigiView software and create or load a project that uses your model. You should see your model listed in the lower left corner of the app, and 'halted' in the upper right corner.



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