Resolving DigiView™ 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.
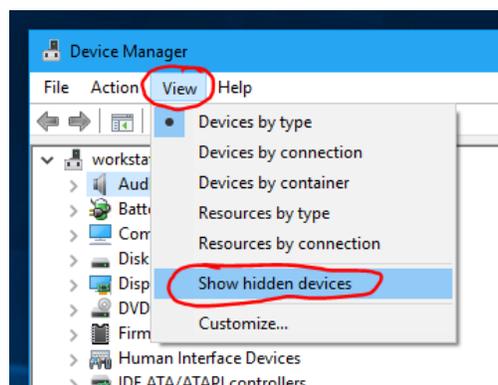
There are currently 12 different driver installs to support all current models on the various supported versions of Windows. The DigiView install program installs the correct drivers for your machine. If you copy the 'driver' sub-folder to another machine, the drivers might not be compatible (even if 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.**)
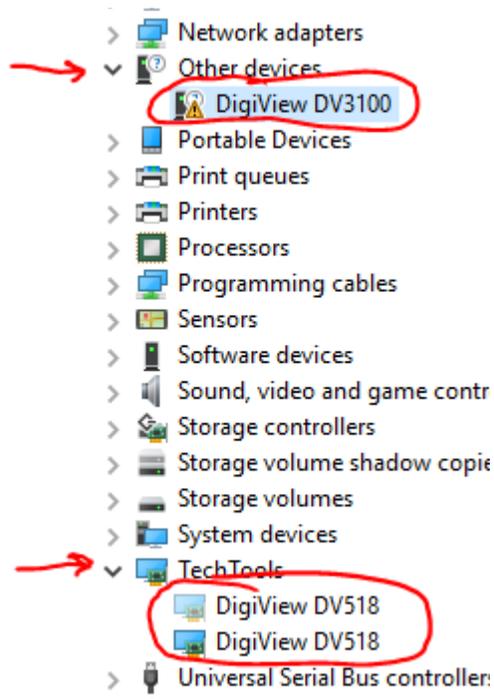
NOTE: The following instructions are for Win10, but the procedure is similar in Win7 and Win8 (but the dialogs will vary.)
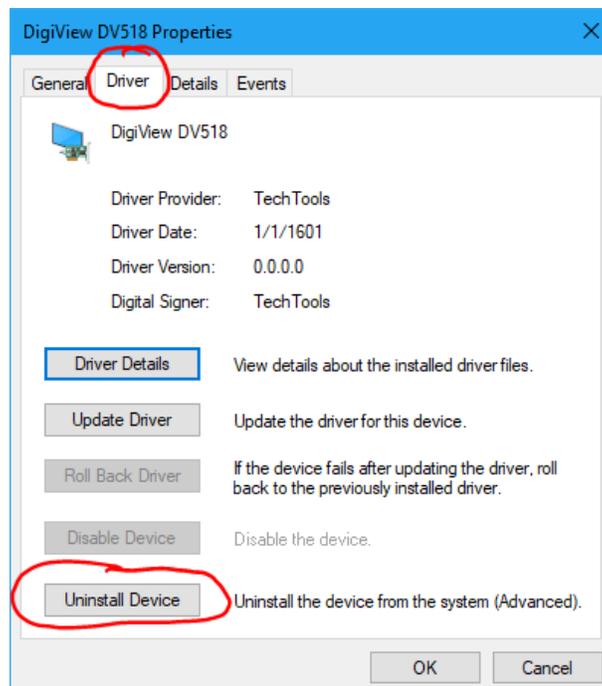
Clean Sweep: (recommended)

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')

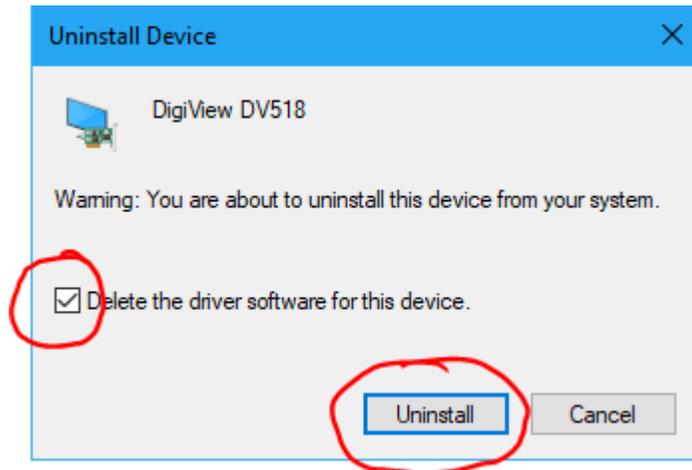3. Select 'View'->'Show Hidden Devices'. This shows every device/USB-Port combination you have used.

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'

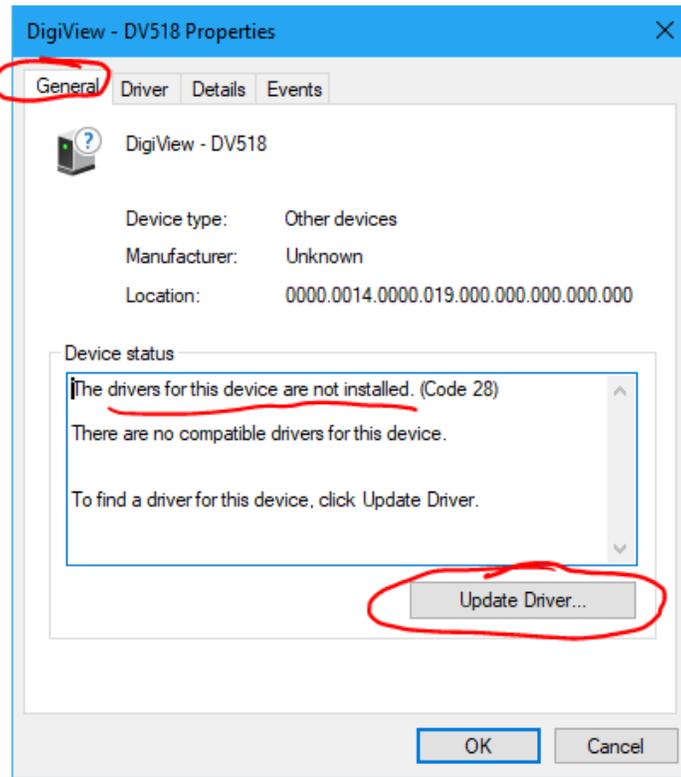**6.** Select the 'Delete the driver software...' option if visible and click 'Uninstall'

7. Repeat steps 4-6 for any remaining DigiView entries

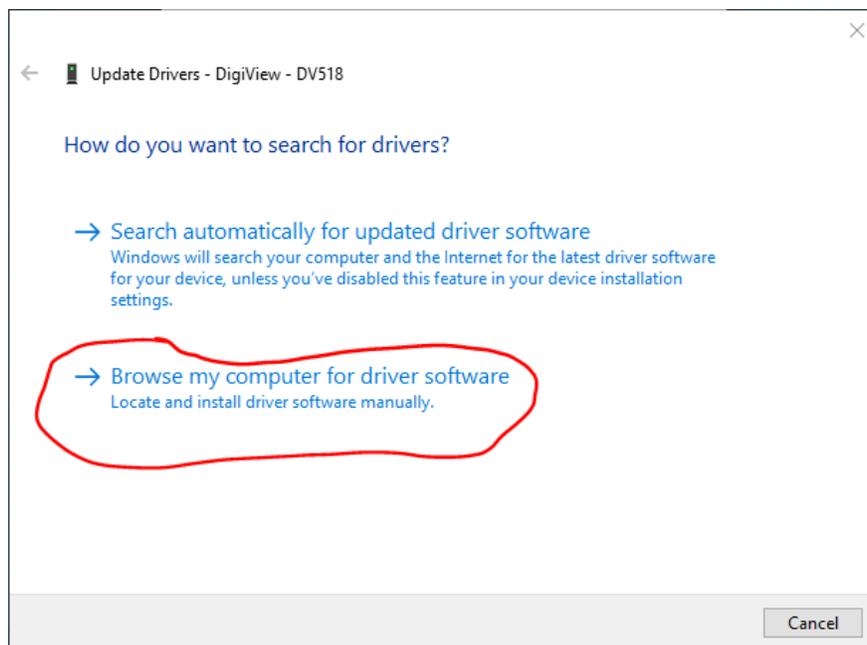**8.** Plug in your DigiView hardware. It should show up in the 'Other Devices' category.

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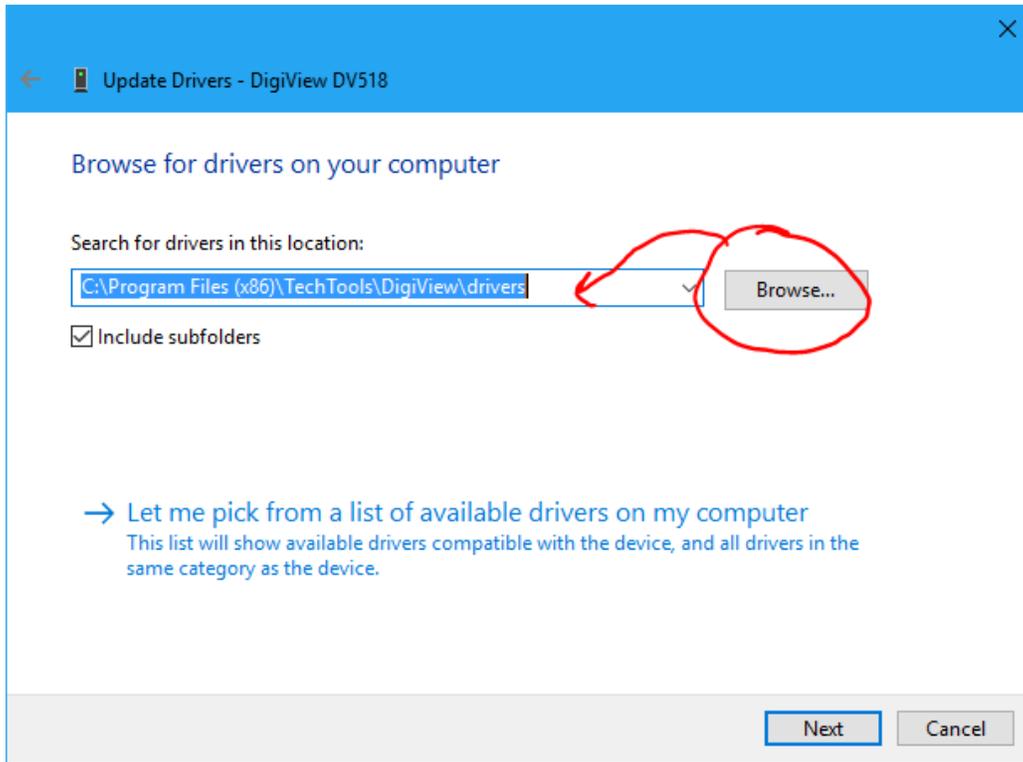
9. Double-click on your device. The 'Device Status' should indicate that no drivers are installed. Click on 'Update Driver'
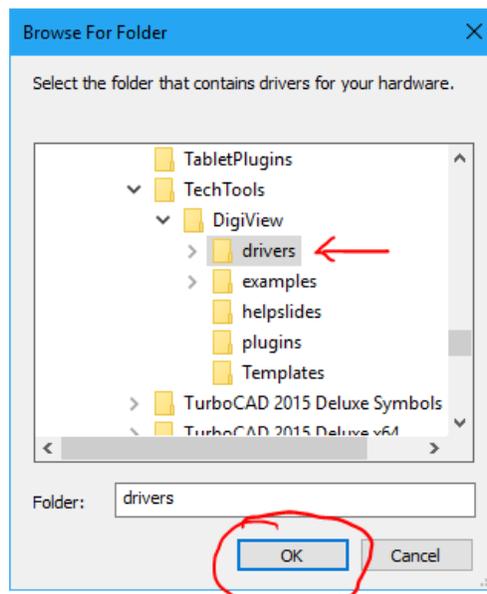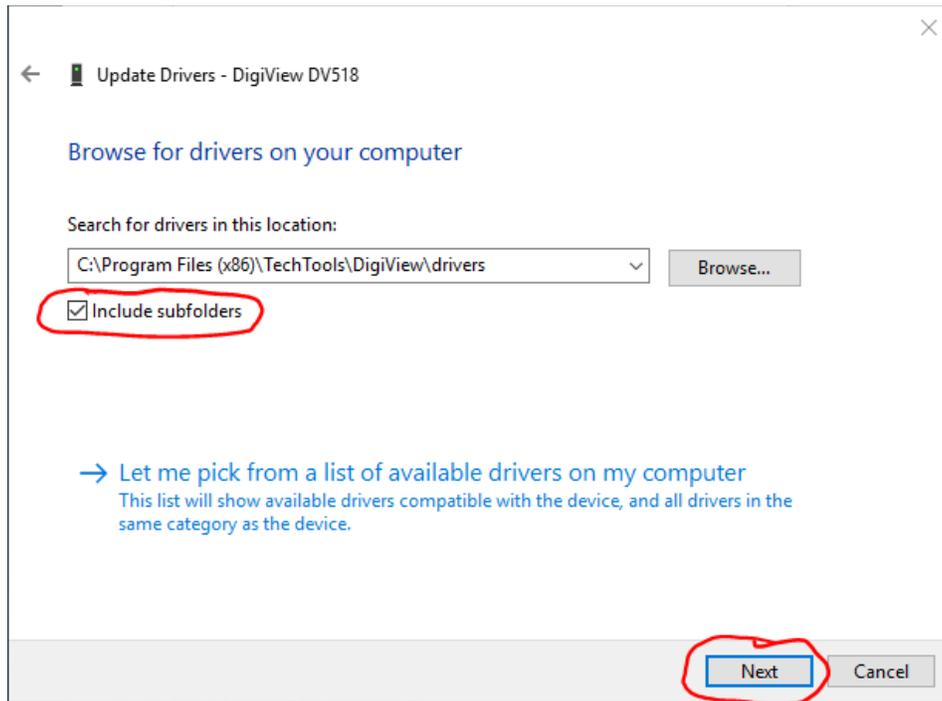

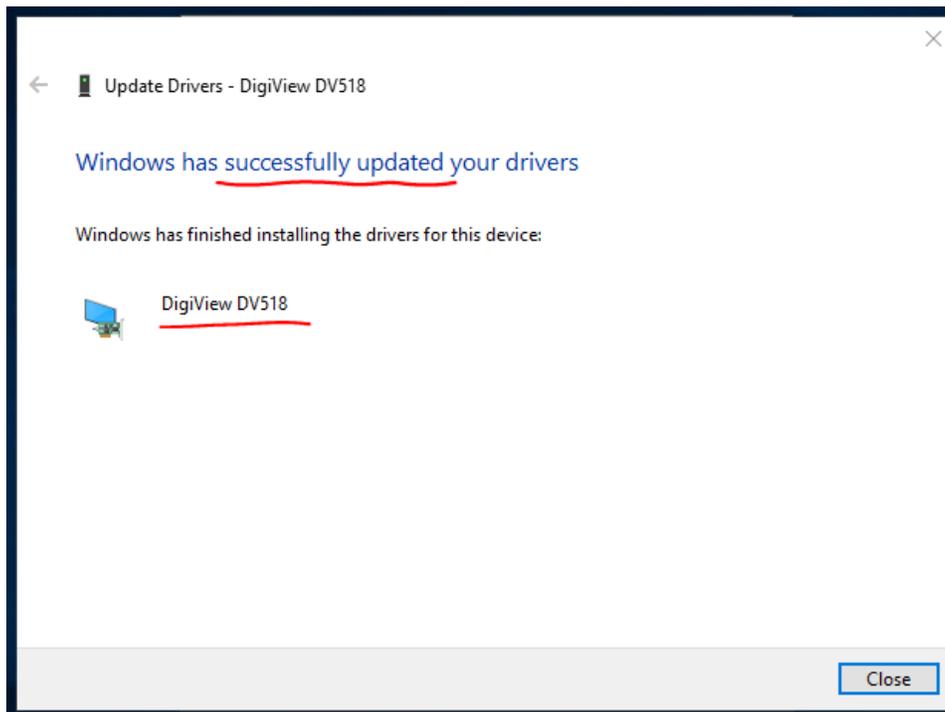**10.** Click 'Browse my computer...'

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
```
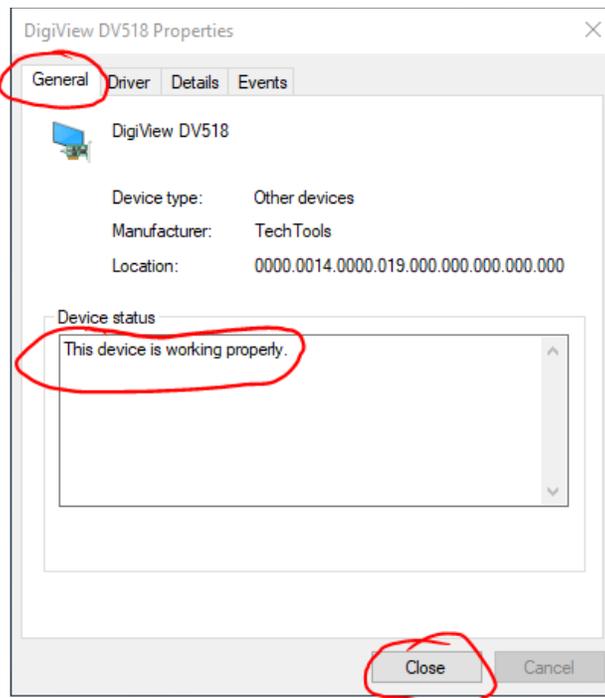
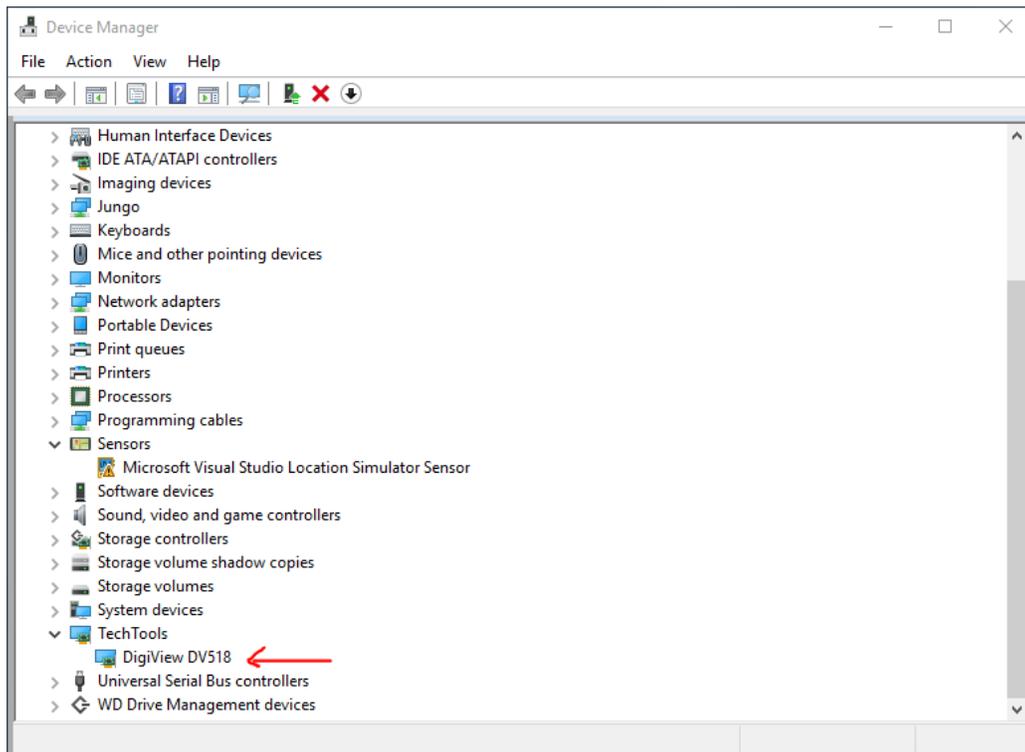**13.** Select 'Include subfolders' and click Next

14. Windows will install the driver and then report success. Close this dialog
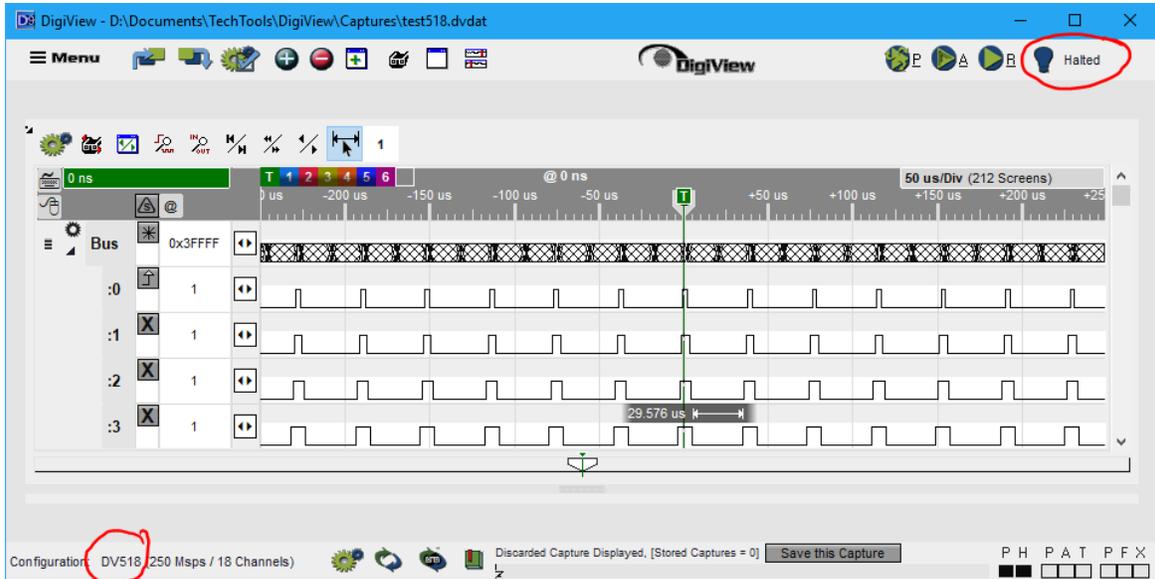
15. The 'Device stats' should now show that it is working properly. Close this dialog.

16. Your device should move from the 'Other Devices' category to the 'TechTools' category. Close the Device Manger.
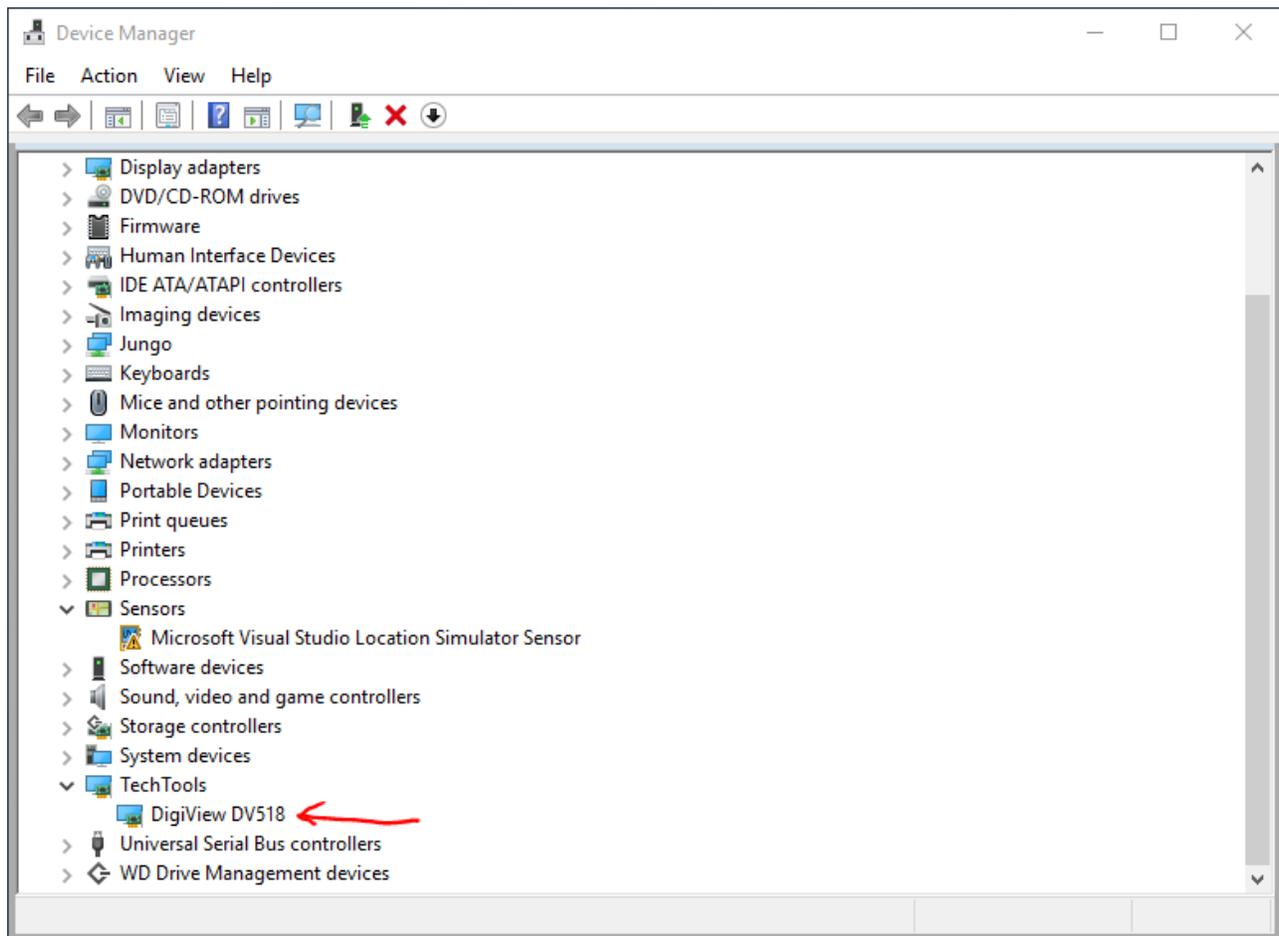
17. Start the DigiView software and create or load a project that uses your model. You should see your model listed in the lower left corner of the app, and 'halted' in the upper right corner.
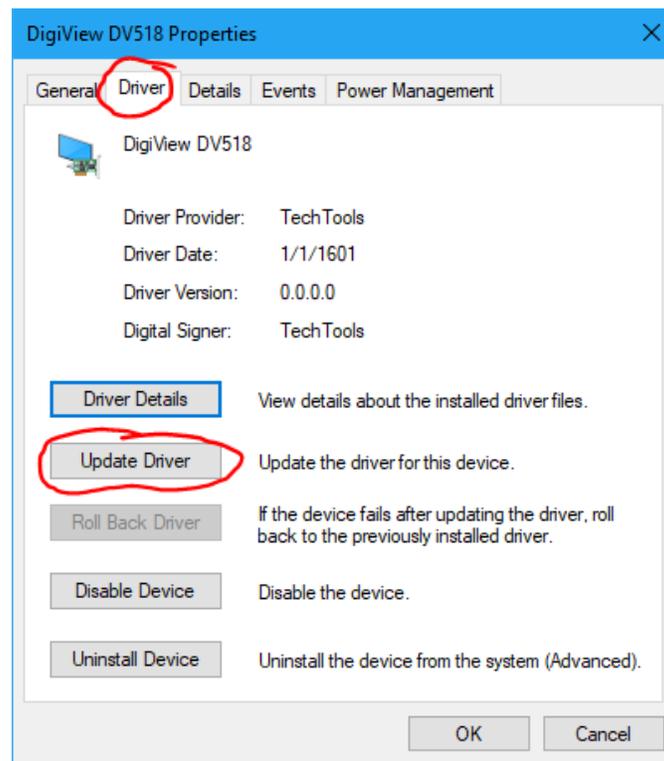
Forcing a Driver Update

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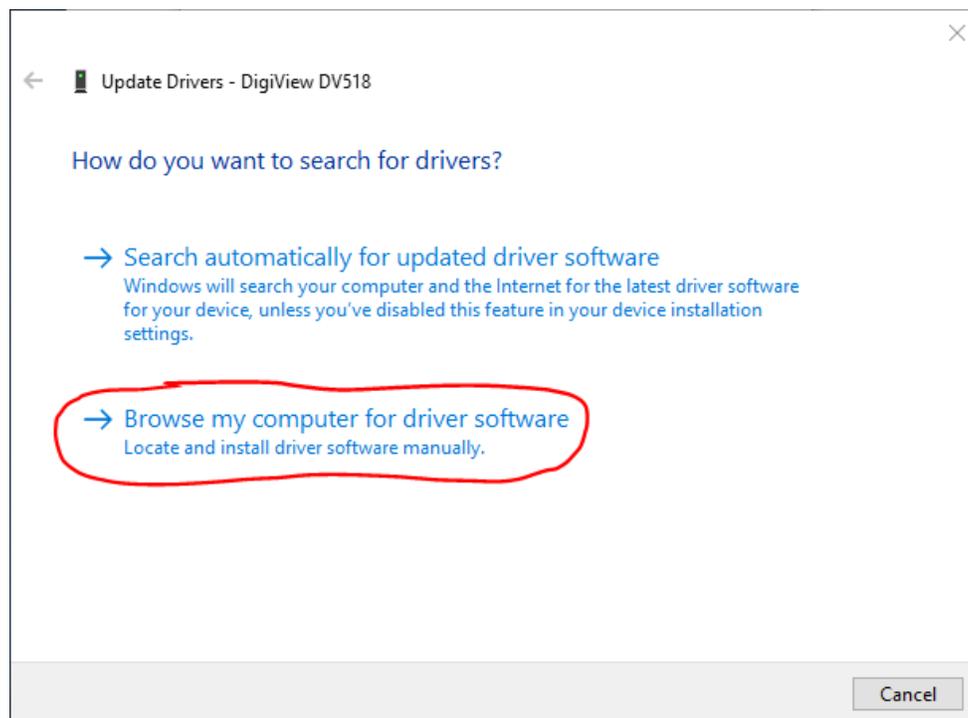
1. **Shut-down** the DigiView software.
2. Open the Device Manager (Right click on the start menu and select 'Device Manager')
3. **Plug in** the DigiView hardware. The DigiVew model should appear under the 'TechTools' category. If it appears under the 'Other Devices' category, use the '**Clean Sweep**'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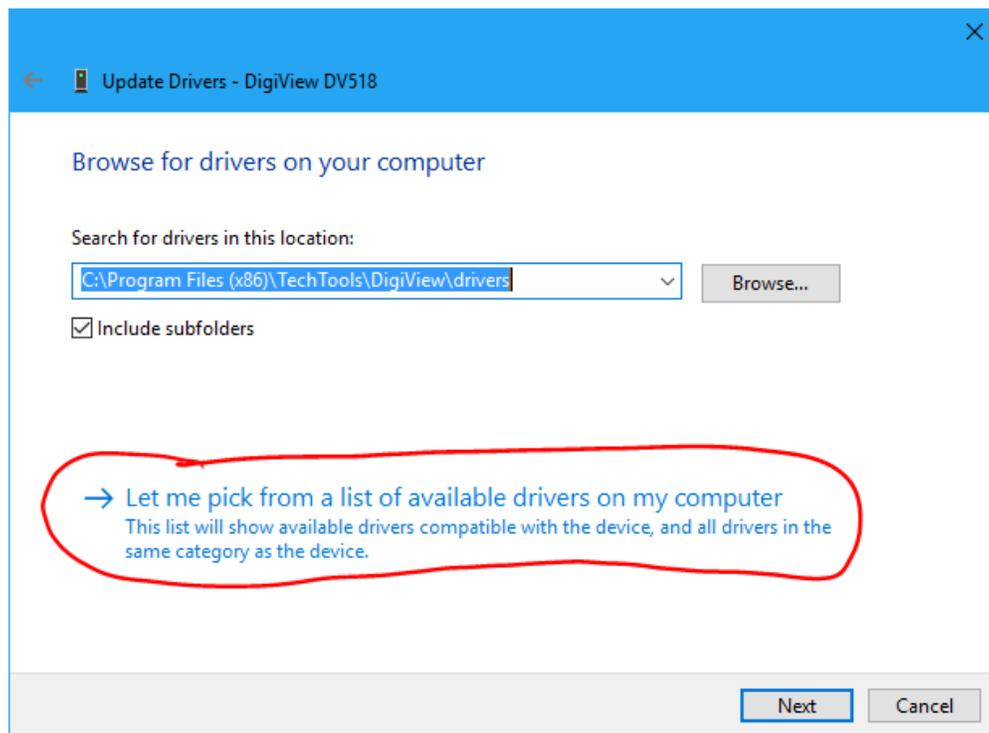
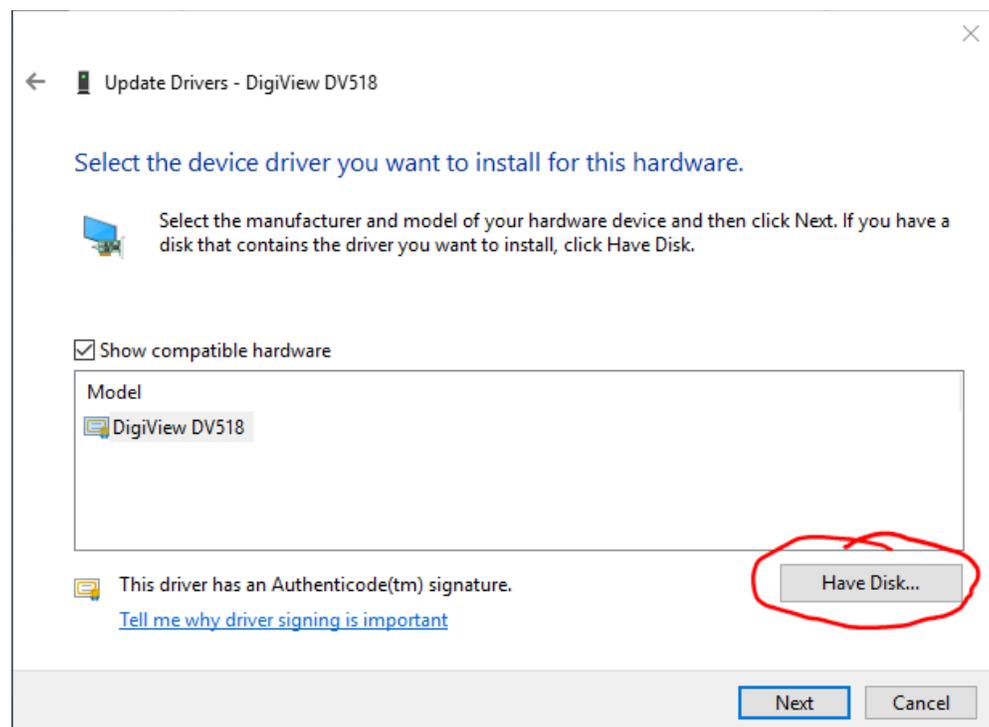**4.** Double-click on the device. Click on the 'Driver' tab and then click 'Update Driver'
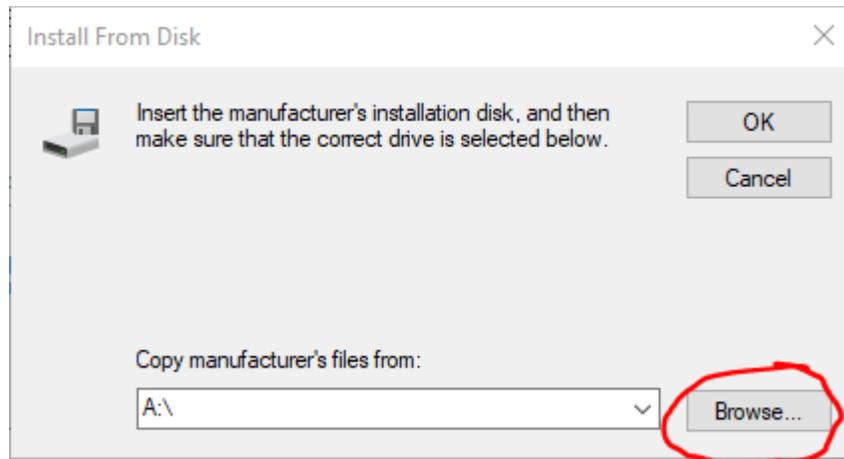

5. Select 'Browse my computer...'

6. Click 'Let me pick...'

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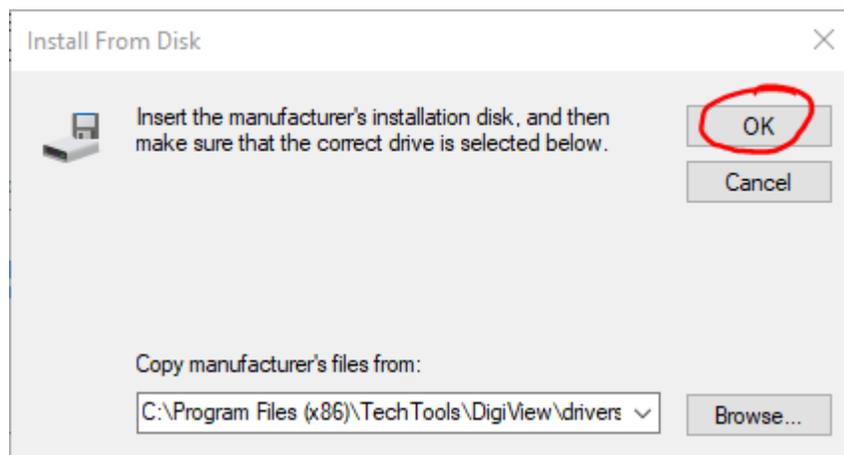
8. Click 'Browse'

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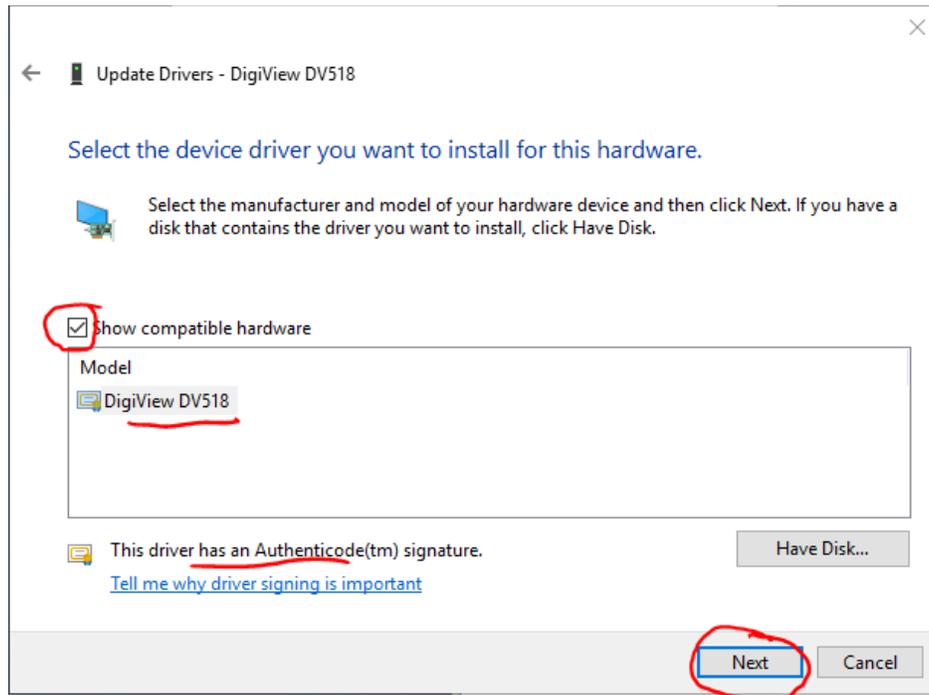
If you are installing drivers for a DV3xxx device, then navigate to the 'drivers' subfolder. If you are installing drivers for a DV5xx device, navigate to the 'drivers\FTDI' subfolder.
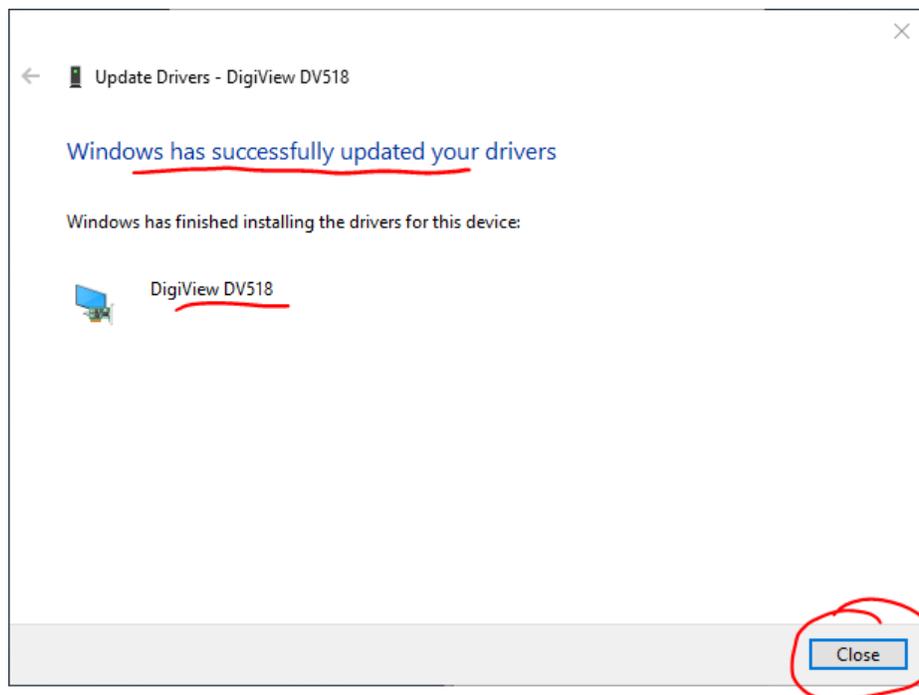
Click 'OPEN'

10. Click 'OK'

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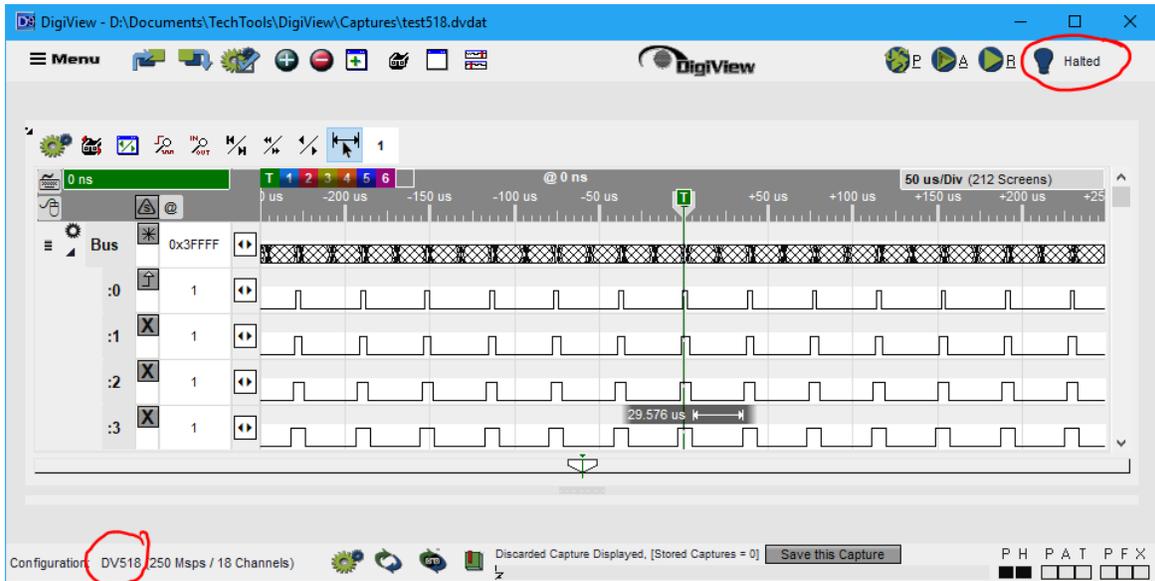

12. Windows will install the drivers and show 'success'. Close the dialog.

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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