



# Dealer4



## USB Driver issue November 2015 ver: 1.0

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**Version Information:**

Version 1.0 - issued 19.11.2015 – initial issue

# 1 General information

USB driver is a small program which is required for the Dealer4 PC software to communicate with the USB connector on the PC and therefore it is essential for communication between the Dealer4 machine and PC.

USB drivers are normally preinstalled together with the Dealer4 software and this installation process is not visible to the user. The driver version which is installed is 3.3.0.0. Final installation happens when the machine is connected to the computer for the first time. Windows recognises the Dealer4 machine as a USBXpress device (USBXpress is the name of the USB chip used inside the Dealer4), finds the preinstalled driver and finalizes the installation. From that time, the driver is installed and the machine is ready to use.

On 12<sup>th</sup> of November 2015 Silicon Labs – which is manufacturer of the USB chip used in the Dealer4 and driver provider released an incorrect version of this driver in a Windows Update – version 6.7.2.0. Because this version of the driver is newer than the one used by the Dealer4 it will update and result in a communication error with the machine. It will be impossible to operate the machine with an incorrect driver installed.

The issue varies depending on which version of Windows is being used:

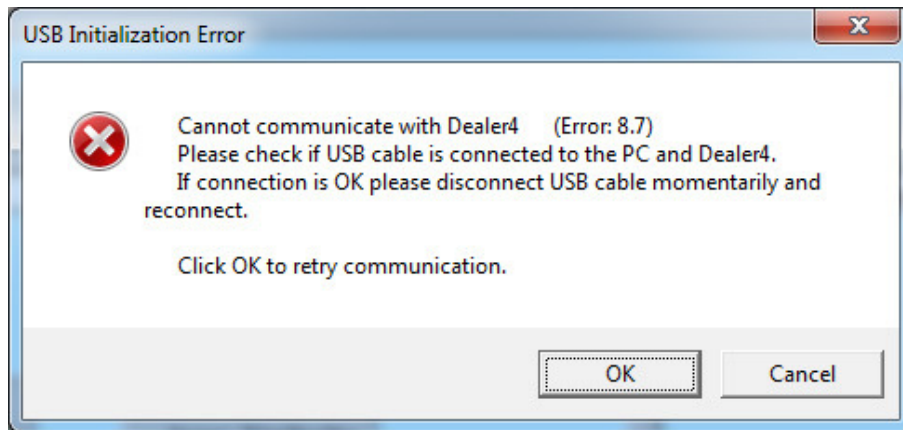
- Windows 7 – the newer driver was put as an optional update – so it was not automatically updated. The customers running Windows 7 will only get the wrong driver when they install the Dealer4 software on a new computer.
- Windows 8 and 10 – the driver is part of critical updates – so everybody who performs a Windows Update (in most cases automatically) will get wrong driver.

We immediately reported this issue to Silicon Labs as soon as it was discovered – they acknowledged it and on 18<sup>th</sup> of November they removed the incorrect driver from the Windows Update and replaced it with an older version (version 3.2.0.0) which will work with the Dealer4 software. So from 18<sup>th</sup> of November the problem does not exist anymore however it may take couple of more days until all Microsoft servers are updated.

Despite the fact that the problem has been resolved it is possible that a number of customers have the wrong driver installed so we prepared these instructions to fix the issue. The only way to fix an affected computer is to manually remove the incorrect driver and install the correct one.

## 2 Wrong driver symptoms

If the wrong driver is installed when Deal or Maintenance is clicked, the following message will appear:



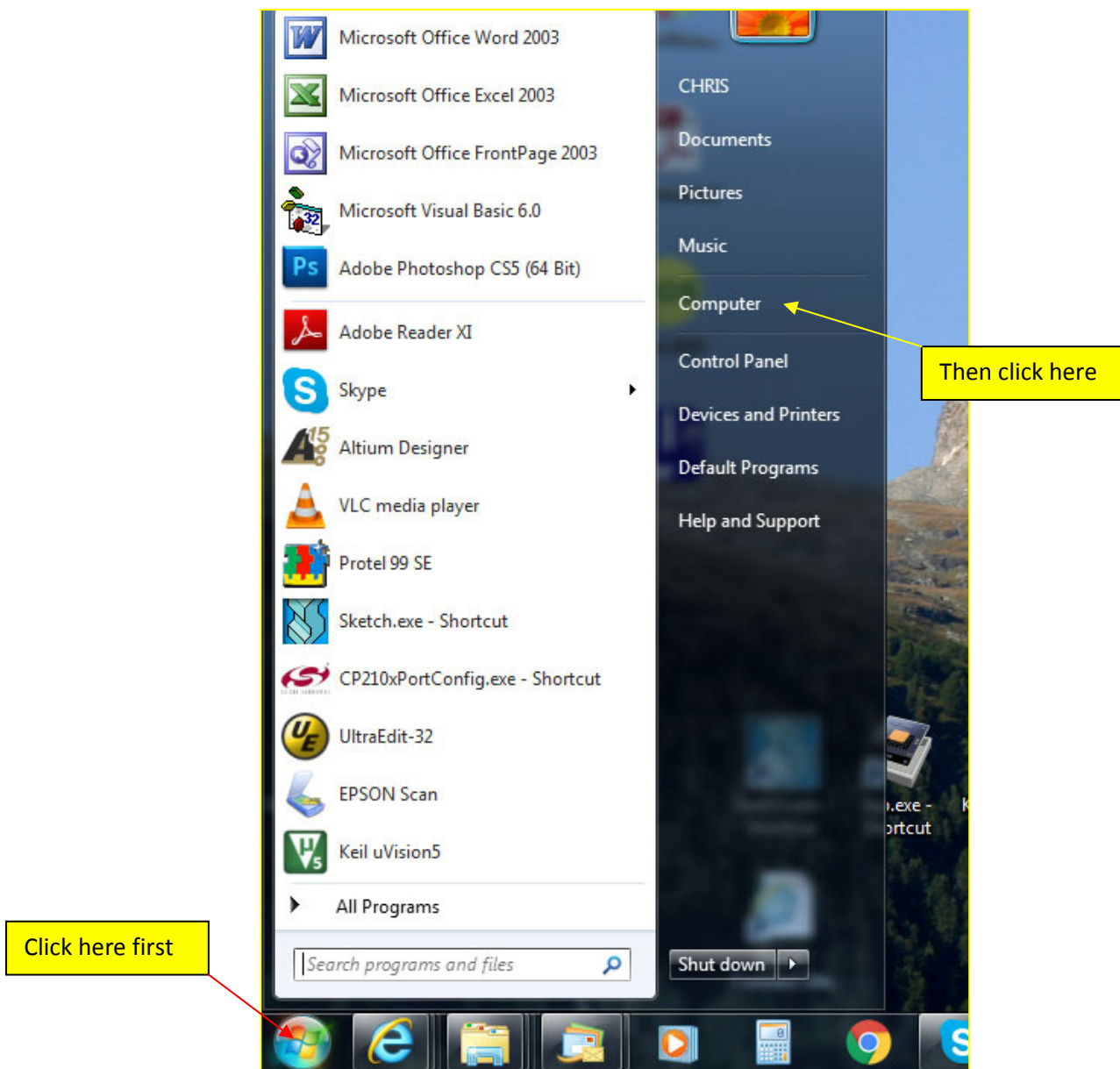
Please note that only Error 8.7 indicates a driver problem – any other errors such as 255.1 or 255.4 relate to other problems with communication and not to the wrong driver.

### 3 Wrong driver removal

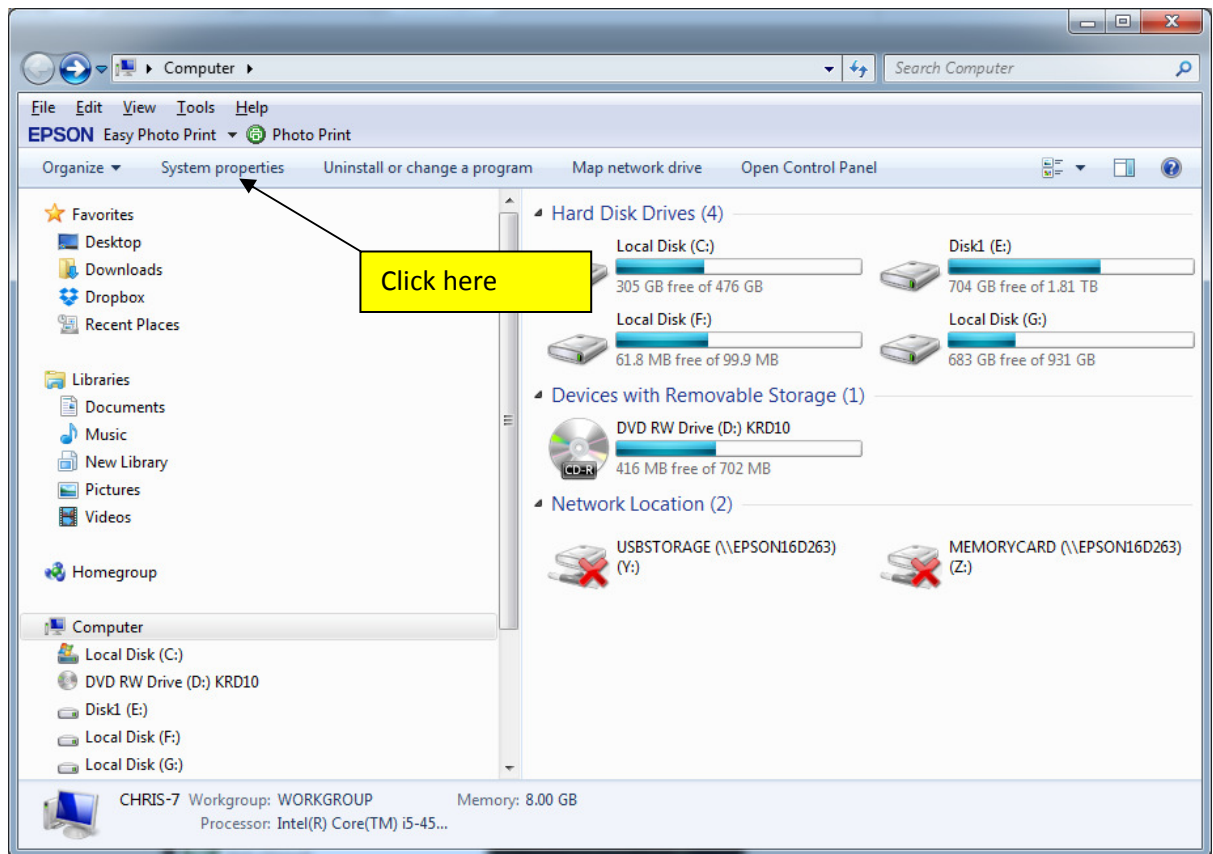
To remove the wrong driver and install the correct one please execute the following steps depending on Windows version. In the transitional period until all Microsoft servers are updated (which should be done by 21<sup>st</sup>-22<sup>nd</sup> of November it is recommend **to disconnect** the computer from the internet during this procedure.

#### 3.1 Windows 7

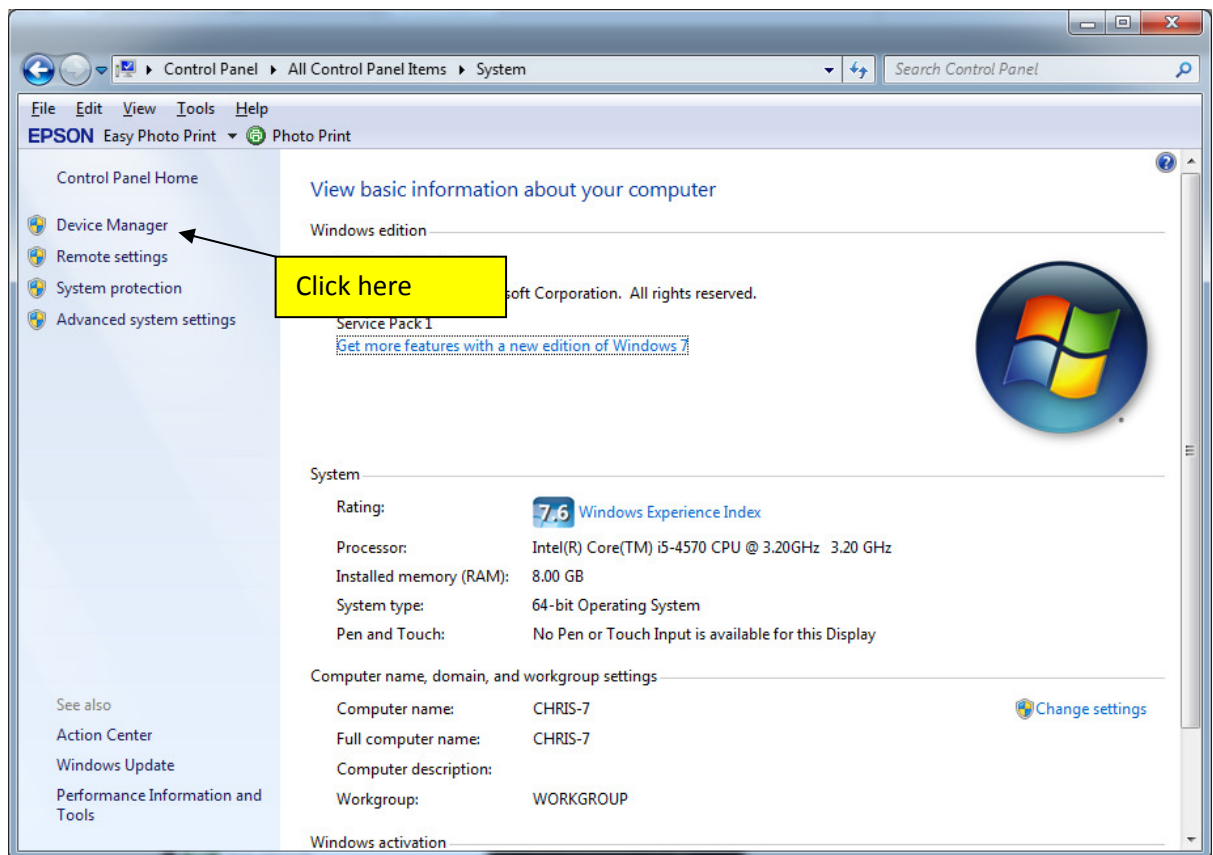
1. Connect machine to the computer. Do not start Dealer4 software but Dealer4 software should be installed on this computer.
2. Click on Start (left bottom corner of the Desktop) then click on Computer:



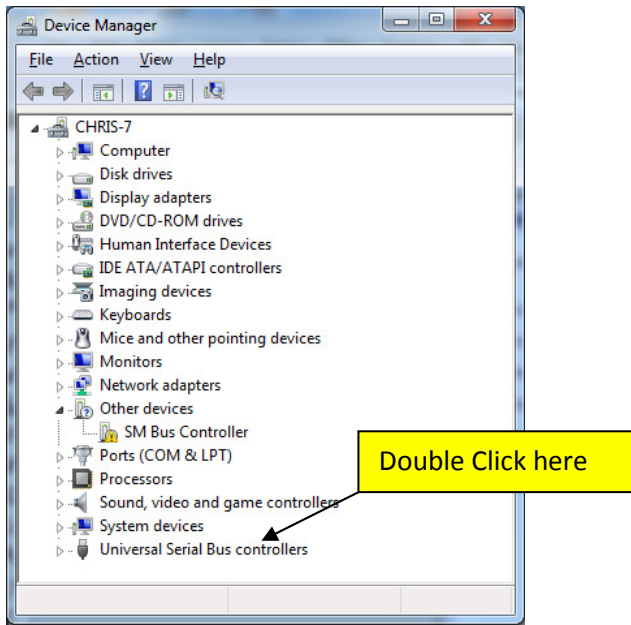
3. On the next screen click on System properties:



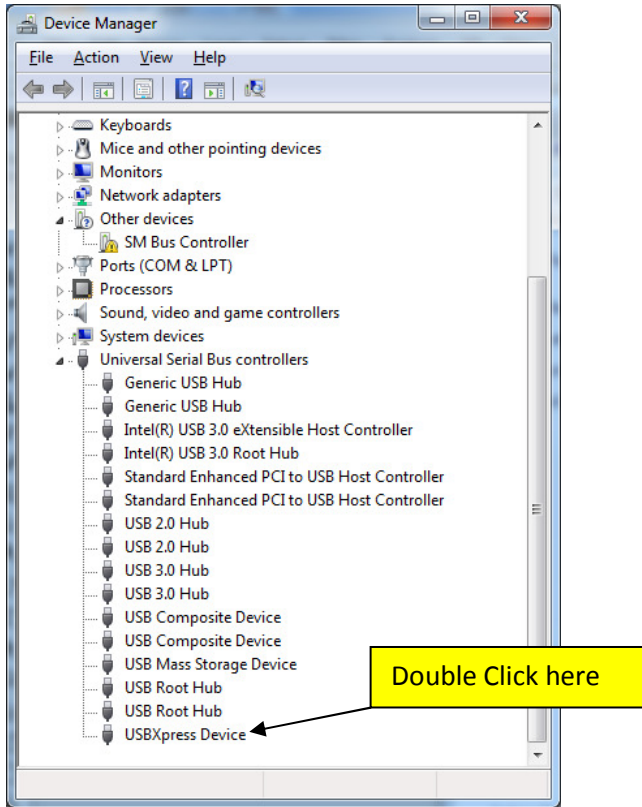
4. Then click on Device Manager – at that point it may be required to enter Administrator password.



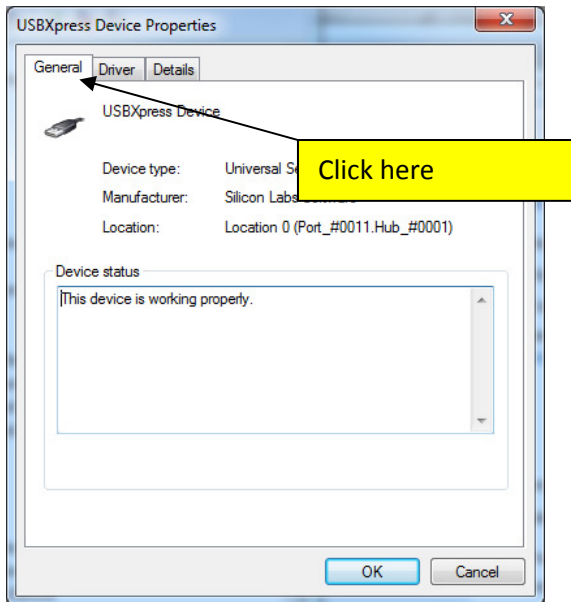
5. On the Device Manager list click on Universal Serial Bus controllers



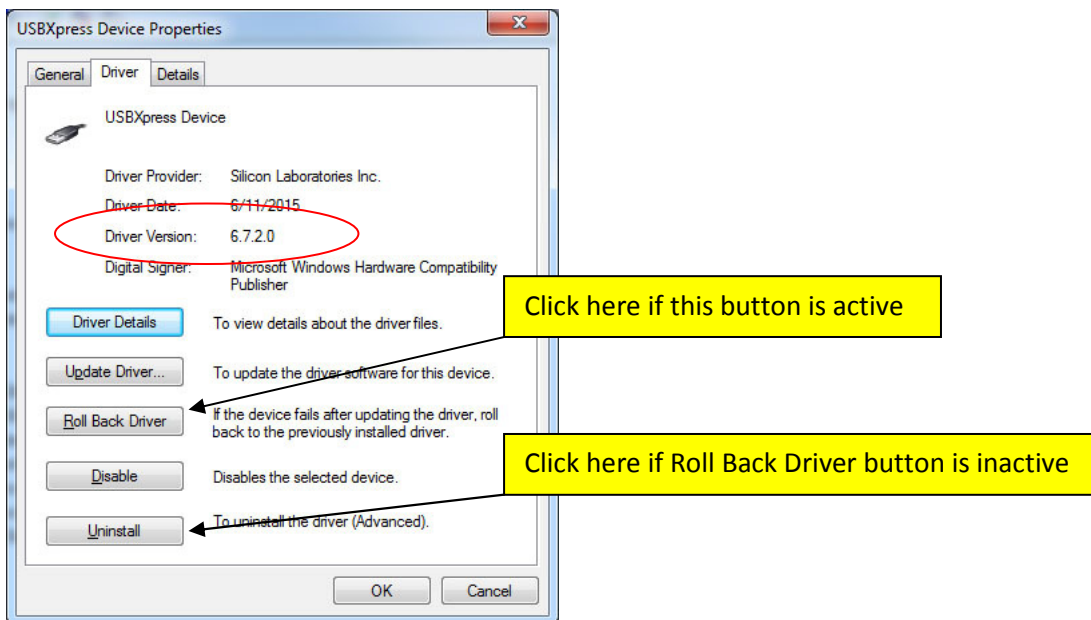
6. On the pulled down list find USBXpress device and double click on it.



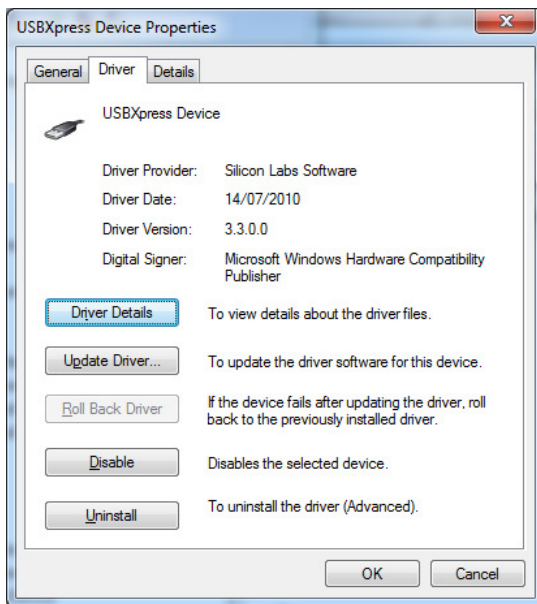
7. On the USBXpress Device Property click on Driver:



8. Driver property page will appear. If wrong driver is installed, the Driver Version will be 6.7.2.0. If driver version is 3.3.0.0 that means the driver is correct and there is some other reason for the communication problem.

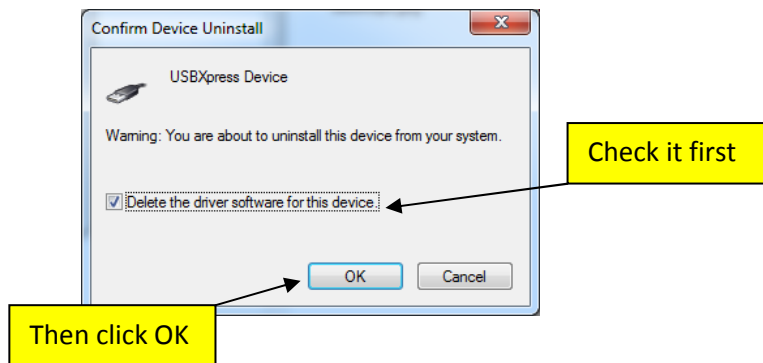


9. To fix the wrong driver please either:
  - if Roll Back Driver button is active – click on it. Confirm Yes on the next window. It will uninstall wrong driver and come back to the previously installed correct one:



Then close all system windows and try to deal – machine should work correctly

- if Roll Back Driver is inactive - click on Uninstall – on the next screen check Delete the driver software for this device and click OK

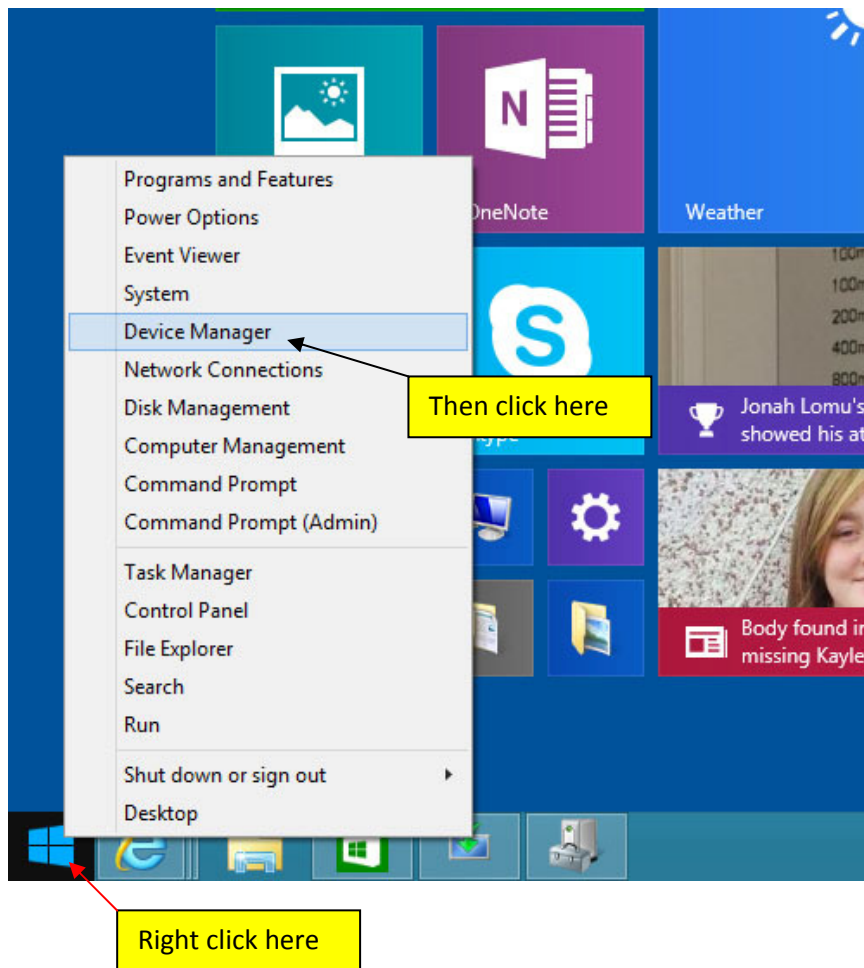


USB driver is now uninstalled – disconnect machine for few seconds and connect it again – correct driver should be installed back and machine should works normally.



## 3.2 Windows 8

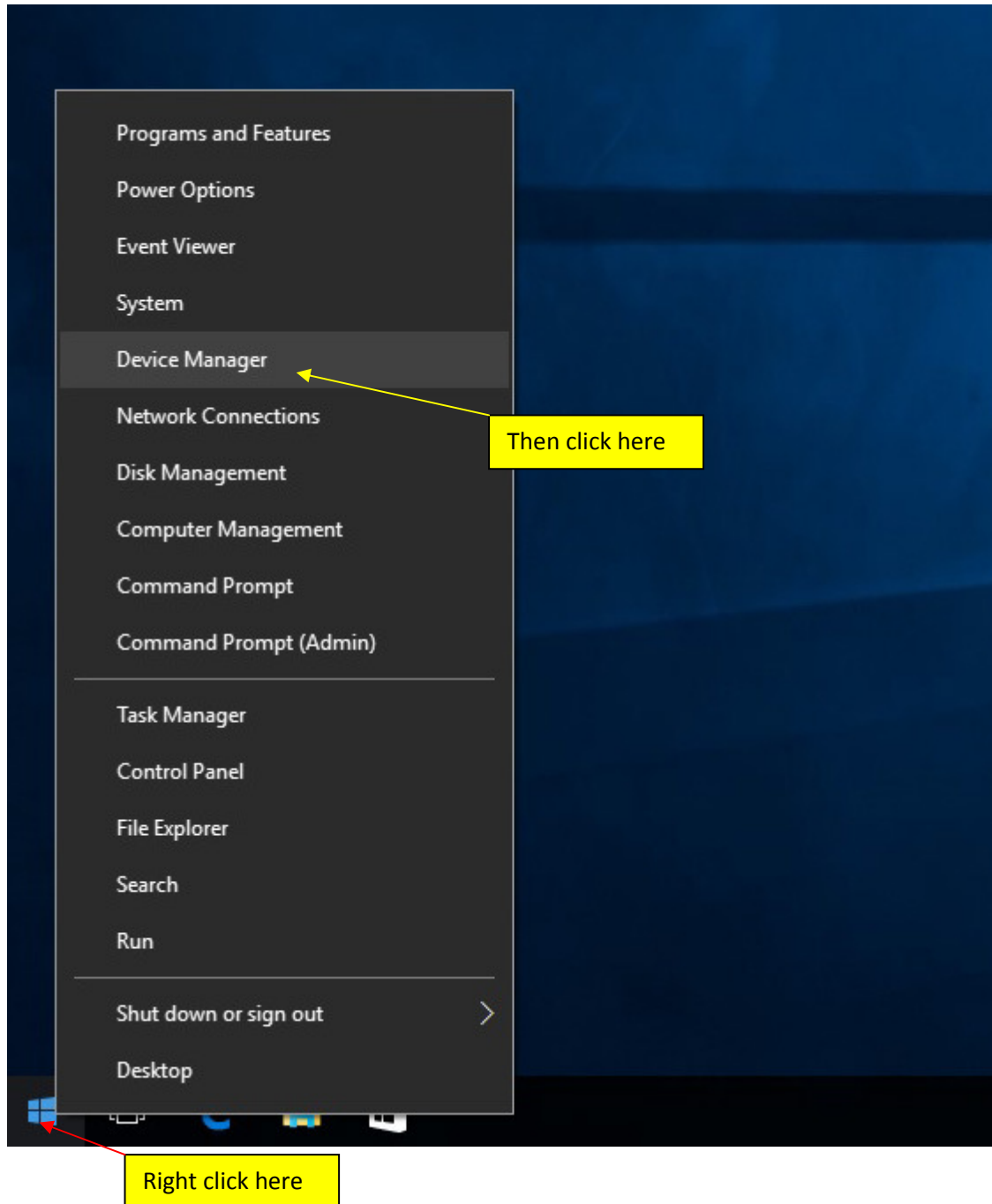
On the desktop right click on Windows button in the left bottom corner then click on Device Manager:



The rest of the procedure is identical as for Windows 7 – go to the point 5 chapter 3.1

### 3.3 Windows 10

On the desktop right click on Window button in the left bottom corner then click on Device Manager:



The rest of the procedure is identical as for Windows 7 – go to the point 5 chapter 3.1