

Knowledge Base Quanser's USB Device Driver Reinstallation

What this document covers

This document describes how to reinstall the drivers for the following Quanser data acquisition (DAQ) devices:

- Q2-USB
- Q8-uSB

Why do I need to reinstall?

In some instances, Windows keeps using old drivers for the USB devices causing the error below.

Support for the given board type does not appear to be installed. Verify that you have selected the correct card in the HIL Initialize block or hil_open function.

This typically occurs after upgrading from certain version of QUARC.

IMPORTANT: Before doing the reinstallation, make sure you first try to reconnect the device. To do this, power off the device, disconnect the USB, reconnect the USB cable, and then power it ON. Then test to see if this resolve the issue.

Procedure:

- 1. Open the Windows Device Manager.
- 2. Connect the Quanser USB-based DAQ or device, e.g., Q2-USB or Q8-USB, to your system. The procedure below shows use the Q2-uSB DAQ as an example.
- 3. Right-click on Q2-USB A or Q8-USB A and select "Uninstall device".



4. Select the "Delete the driver software for this device" option.

Uninstall Device	×		
Q2-USB A			
Warning: You are about to uninstall this device from your system.			
Delete the driver software for this device			
Uninstall	Cancel		

- 5. Repeat the same step for Q2-USB B or Q8-USB B (only the first one would have the option for "Delete the driver software for this device").
- If you are using Windows 10 Home/Professional, wait for a few seconds for Windows Update to automatically retrieve the drivers (when the Q2-USB or Q8-USB no longer shown under the "Other devices" heading), then skip to step Error! Reference source not found., otherwise continue to step 7.
- 7. In the Device Manager, go to "Other devices". You should see the Q2-USB or Q8-USB device with an exclamation mark ("!").
- 8. Right-click on Q2-USB or Q8-USB and go to "Update driver".



9. Click on "Browse my computer for driver software".

	Update Drivers – Q2-USB	
	How do you want to search for drivers?	
	→ Search automatically for updated driver software Windows WII search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
	→ Browse my computer for driver software Locate and install driver software manually.	
L		
	c	ancel

10. Click on "Browse" and go to the directory C:\Program Files\Common Files\Quanser\hardware.

		×
←	Update Drivers -	
	Browse for drivers on your computer	
	Search for drivers in this location:	
	C:\Program Files\Common Files\Quanser\hardware 🗸 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

11. Click on the "Next" button. If the driver installed properly, you should see the following.

		×
~	Update Drivers - Q2-USB A	
	Windows has successfully updated your drivers	
	Windows has finished installing the drivers for this device:	
	Q2-USB A	
	Clos	e

- 12. Click on the "Close" button.
- 13. Repeat these steps for Q2-USB B. .

The same procedure can be used for other Quanser USB-based DAQs (e.g, Q8-USB) and devices (e.g,, Qube-Servo 2).



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