

## 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.

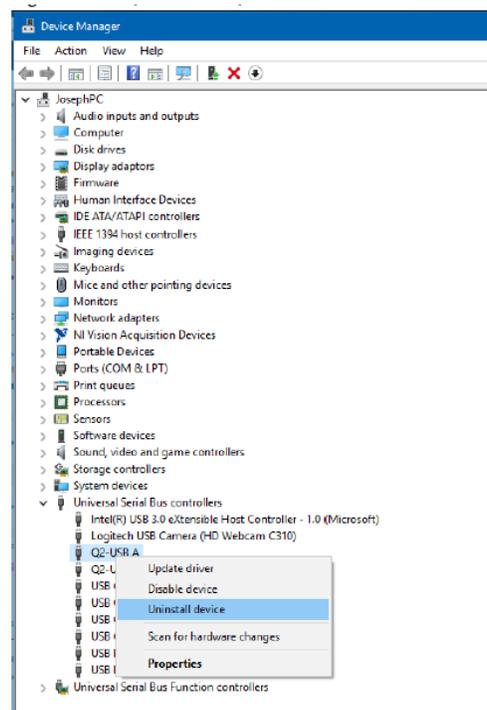
*Support for the given board type does not appear to be installed. Verify that you have selected the correct card in the HIL Initialize block or hil\_open function.*

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:

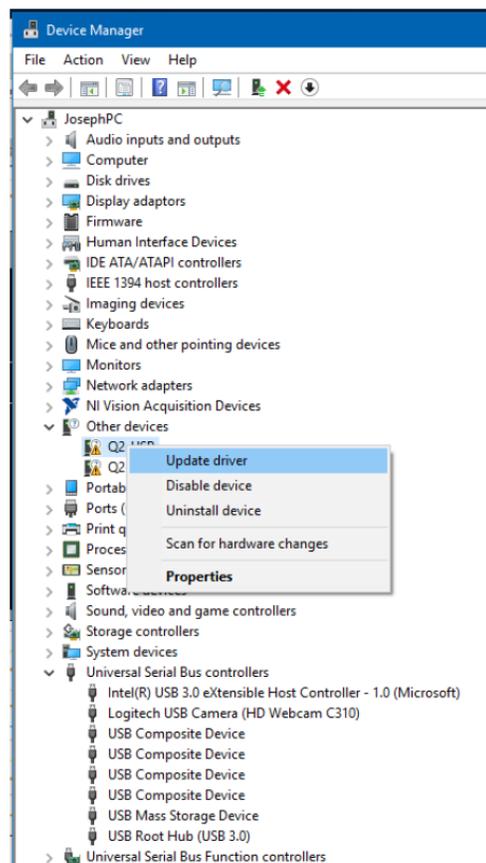
1. Open the Windows Device Manager.
2. Connect the Quanser USB-based DAQ or device, e.g., Q2-USB or Q8-USB, to your system. The procedure below shows use the Q2-uSB DAQ as an example.
3. Right-click on **Q2-USB A** or **Q8-USB A** and select "Uninstall device".



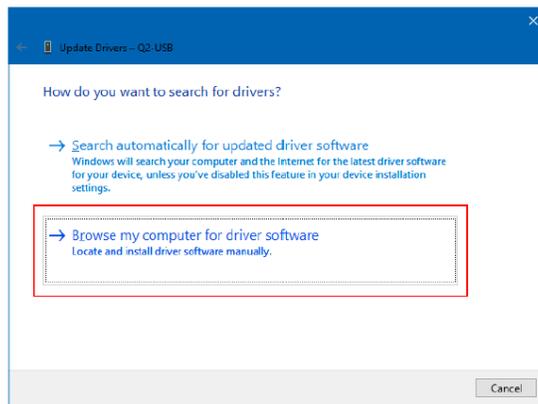
4. Select the "Delete the driver software for this device" option.



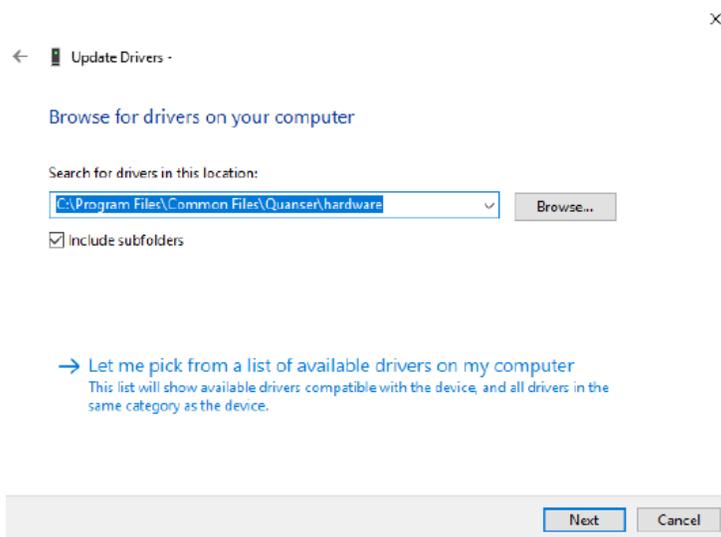
5. Repeat the same step for Q2-USB B or Q8-USB B (only the first one would have the option for "Delete the driver software for this device").
6. If you are using **Windows 10 Home/Professional**, wait for a few seconds for Windows Update to automatically retrieve the drivers (when the Q2-USB or Q8-USB 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".



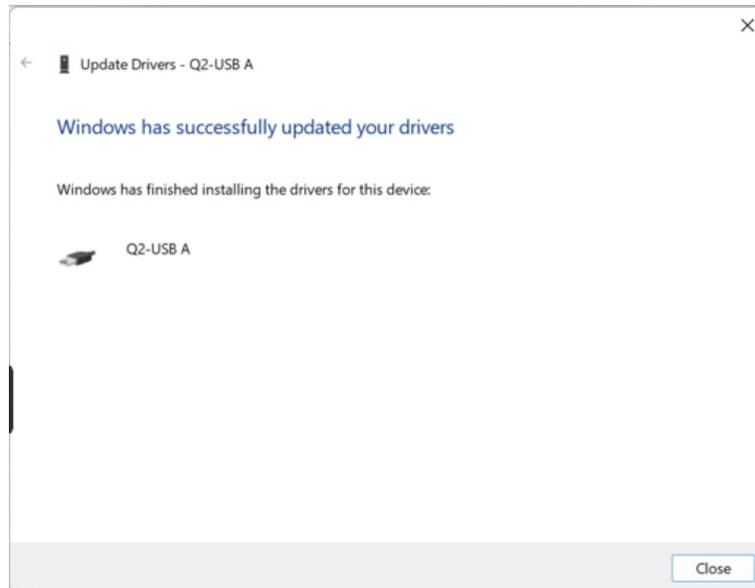
9. Click on "Browse my computer for driver software".



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



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



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).



© 2024 Quanser Inc., All rights reserved.

Quanser Inc.  
119 Spy Court  
Markham, Ontario  
L3R 5H6  
Canada

info@quanser.com  
Phone: 19059403575  
Fax: 19059403576  
Printed in Markham, Ontario.

For more information on the solutions Quanser Inc. offers, please visit the web site at:  
<http://www.quanser.com>

This document and the software described in it are provided subject to a license agreement. Neither the software nor this document may be used or copied except as specified under the terms of that license agreement. Quanser Inc. grants the following rights: a) The right to reproduce the work, to incorporate the work into one or more collections, and to reproduce the work as incorporated in the collections, b) to create and reproduce adaptations provided reasonable steps are taken to clearly identify the changes that were made to the original work, c) to distribute and publicly perform the work including as incorporated in collections, and d) to distribute and publicly perform adaptations. The above rights may be exercised in all media and formats whether now known or hereafter devised. These rights are granted subject to and limited by the following restrictions: a) You may not exercise any of the rights granted to You in above in any manner that is primarily intended for or directed toward commercial advantage or private monetary compensation, and b) You must keep intact all copyright notices for the Work and provide the name Quanser Inc. for attribution. These restrictions may not be waved without express prior written permission of Quanser Inc.