USB Drivers installation issue & Fix

1   Introduction

This documents aims to provide a quickfix procedure regarding the driver installation issue on windows 10 for ALPAO Drive Electronics.

2   Problem description

On some later updates of windows 10, there seems to be a driver installation issue due to the unsigned drivers that were previously used with our drive electronics.

2.1   Pre-Check

Before trying anything, please follow the simple steps below to make sure if the drivers are properly installed or not:

- Connect the electronic to the computer with the Usb cable
- Turn on the electronic
- Wait ~10 seconds till the 3 green leds on the 'ELEC-X' slots are on
  (Power Led should be on, cf. 'Quick_Start_Guide'
- Using any web browser, connect to the following address :
  http://192.168.7.2/

If you can see a web page with the monitoring interface or the ALPAO logo on it, then the drivers are properly installed. You can skip this guide and keep following the quick start guide to get the electronic and the DM working.

In case of trouble, please contact Alpao at support@alpao.com

If you cannot connect, please check in your device manager if you can see a new device when you plug the Usb cable.

You should see a device popping in the 'Port' category

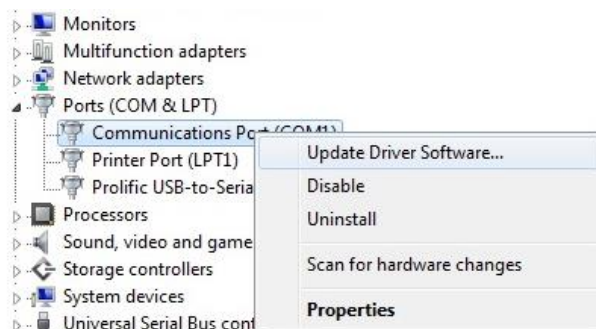| Guide	1	14/06/2018	PMA	BCH
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3 Installation of new drivers

3.1 Prepare files

Please copy and extract (using any file archiver) the file 'ALPAO_DE-Drivers.cab' into a local folder. You should see two files in the extracted folder.
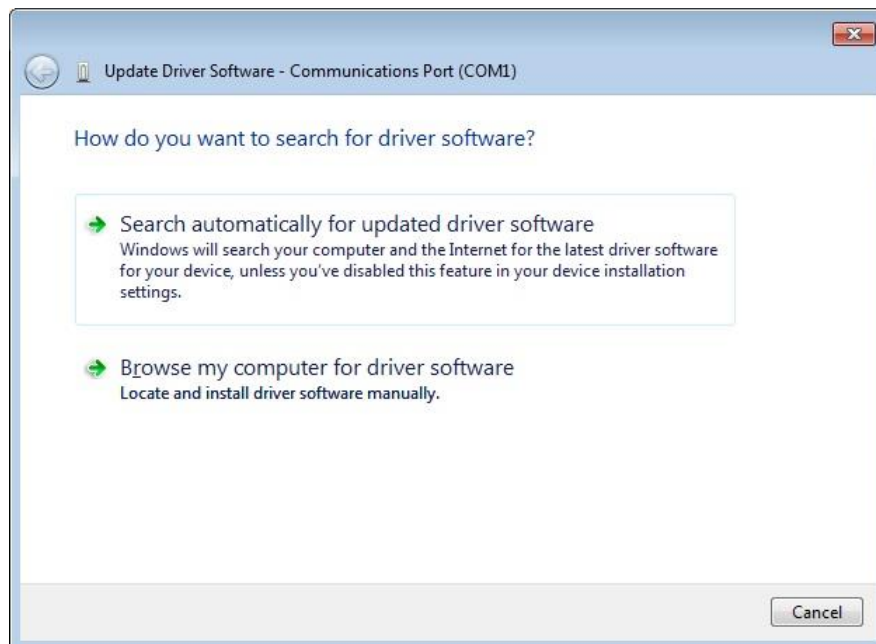
- rndis.cat
- RNDIS.inf

3.2 Update driver

Right click on the new detected device and select 'Update Driver Software…' option.

When asked choose the 'Browse my computer for driver software' option in the list:

Then, simply browse to the selected folder where you unzip the files to.

Windows will update the driver and your device should now appear as follow:

'USB Ethernet/RNDIS Gadget'

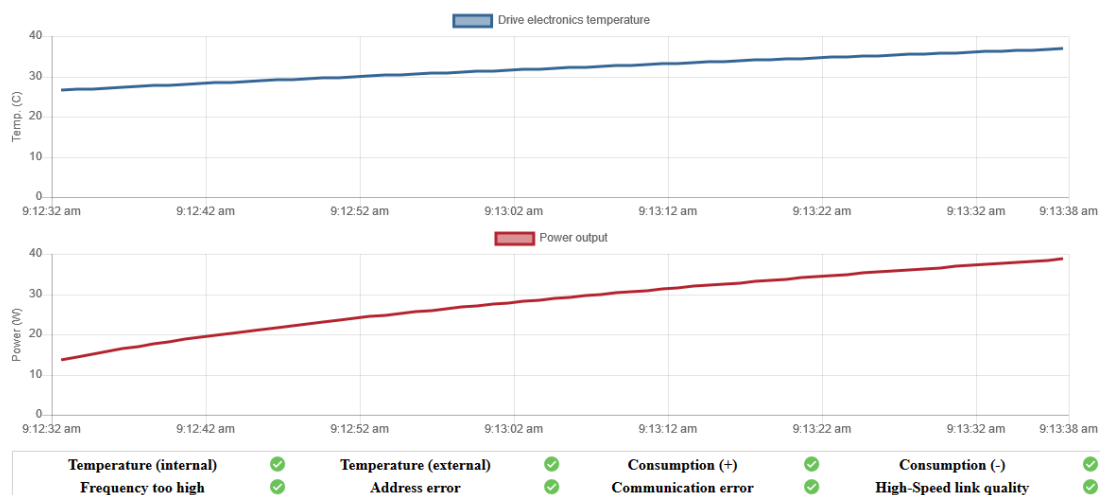| Guide	1	14/06/2018	PMA	BCH
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4   Final check

To verify that everything is working, please repeat the steps from paragraph 2.1.

You should now be able to see the monitoring webpage (or for older version of the electronic a simple page with ALPAO logo and electronic version).

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