Industrial Automation

Tech Note 18 Crimson 3.0® USB Driver Update Procedure

Abstract:

This document outlines updating the USB driver.

Products:

G3 Series HMI / Graphite® HMI / Modular Controller / Data Station Plus / ProducTVity Station

Problem Solved: USB Connectivity Issues

Trouble downloading via USB may indicate an issue with the USB driver. If Windows Device Manager shows HMI as device/driver name, it is not using the correct driver, it should show G3 HMI. Even if G3 HMI is shown, there may still be a driver issue.

Required Software:

Crimson 3.0

Procedure:

This procedure must be followed precisely, otherwise Windows will end up using information that it has cached, and will not force the driver to reinstall. This may result in different version being used, which is suspected of being a problem. Even if Windows has the proper version cached, forcing Windows to release and reinstall it can resolve issues caused by an improper installation.

1. Right click the HMI or G3 HMI device.
2. Select *Update Driver Software.*
3. DO NOT click Next, instead choose the bottom option *Browse my computer for driver software.*
4. In the next dialog select *Let me pick from a list of device drivers on my computer*".
5. On the next page you click the *Have Disk* button.
6. In the Install From Disk dialog, browse to the following location:
    a. "C:\Program Files\Red Lion Controls\Crimson 3.0\Device\G3USB" *
    b. Note: If it is a 64 bit system, use the Program Files (x86) directory.
7. In this Locate File dialog, select the g3usb.inf file, and click Open.
8. In the Install From Disk dialog, select OK.
9. Now click Next to force the driver to reinstall this specific driver.

    *If using Crimson 2, the procedure is the same, but the directory is "C:\Program Files\Red Lion Controls\Crimson 2.0\Device"