

Engineering Note

Topic: Correcting Device Driver Issues
Product Affected: SpectraSuite, OceanView, OmniDriver, SPAM Software
Date Issued: 3/16/2015

Overview

If you connect your Ocean Optics USB or PCI device to the computer prior to installing your Ocean Optics software application, you may encounter installation issues that must be corrected before your Ocean Optics device will operate properly.

Follow the applicable steps in this document to install device drivers, and to remove the incorrectly installed device, device driver, registry entries, and installation files.

Note

Ezusb device driver files are used for 32-bit SpectraSuite and OmniDriver software only. All others use winusb driver files.

Installing the Spectrometer Driver Software

Do not plug your spectrometer in until after you have finished installing the spectrometer operating software on your system. Installing the spectrometer driver software is straightforward for 32-bit systems. Follow the wizard prompts. The following instructions help guide you through installing the spectrometer driver for 64-bit systems. For 64-bit systems, the procedure differs depending on the Windows version.

For *QE Pro* spectrometers, see [QE Pro and Spark Spectrometer Device Driver Installation](#).

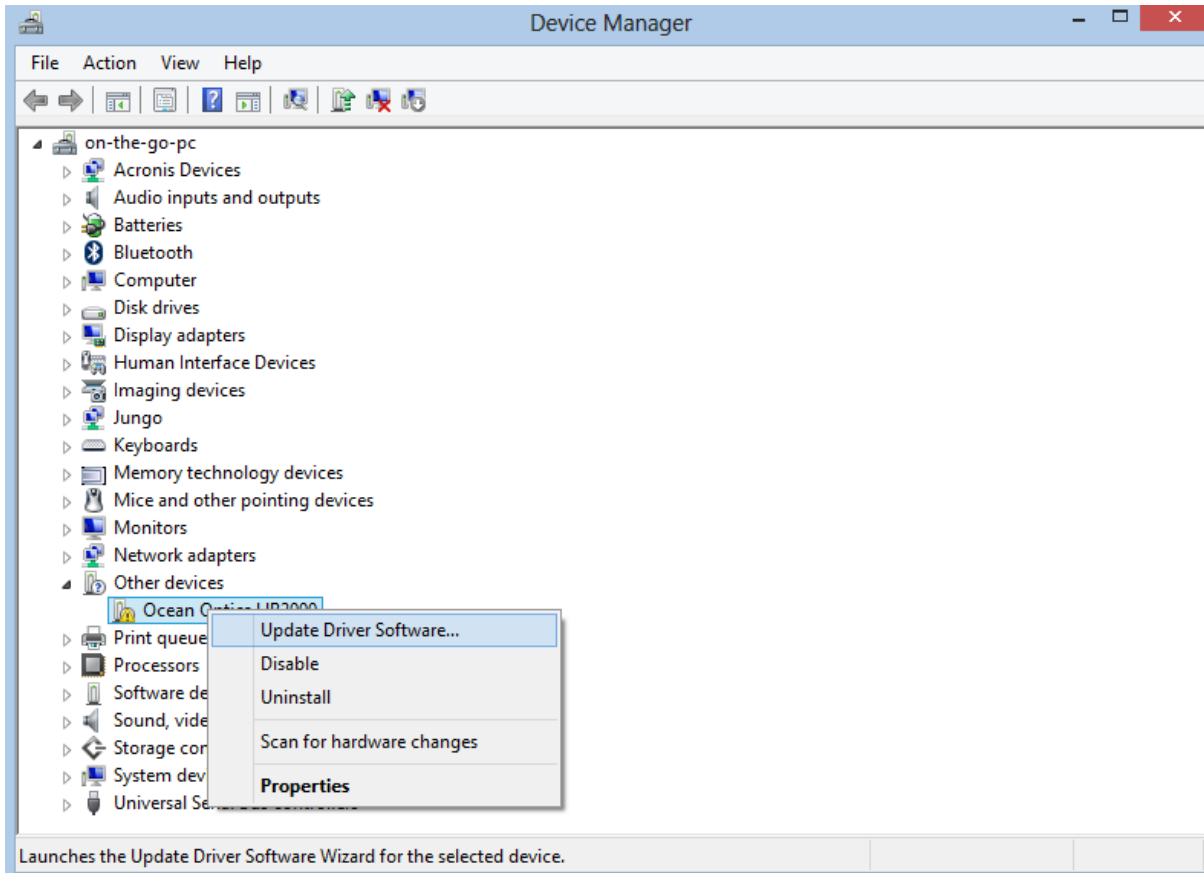
Manual Device Driver Installation on Windows 8/8.1

After you install your spectrometer operating software, attach your spectrometer to the computer. The Windows Found New Hardware wizard then opens, but may not find the device driver.

► **Procedure**

To manually install the device driver,

1. Go to Device Manager and find the **Ocean Optics spectrometer** (it should be under the category **Other Devices**).
2. Right-click on **Ocean Optics spectrometer** and select **Update Driver Software**. You have the choice of finding the driver automatically or browse.



3. Select **Browse** and then browse to the directory: **C:\Program Files\Ocean Optics**.
4. Click **OK** and then **Next**.

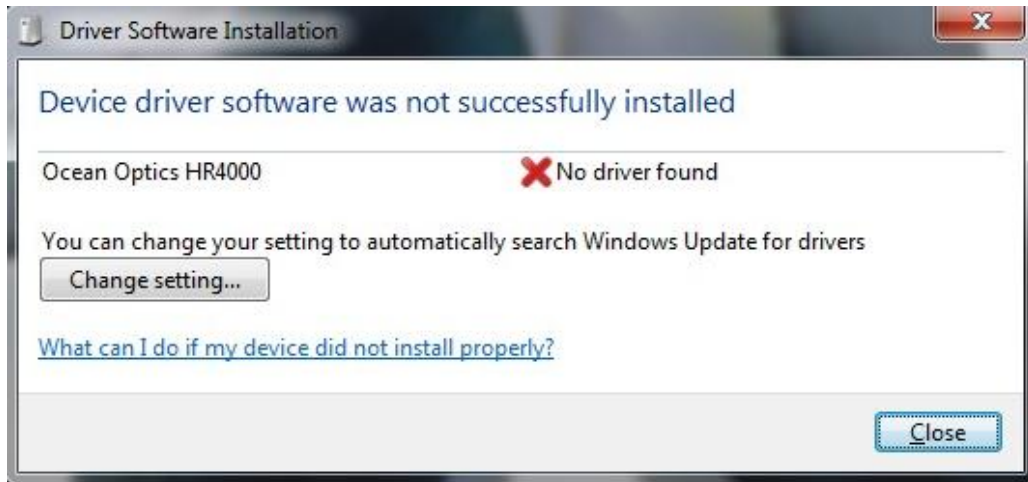
Note

You may get the message **Do you trust Ocean Optics, Inc. as the publisher?**. Click **yes** to install.

The device driver installation starts. The message **Your hardware was installed successfully** appears when finished.

Manual Device Driver Installation on Windows 7

When you first plug in your spectrometer, Windows 7 will attempt to automatically install the driver for your spectrometer. Click **Close** if you get the following warning message:



► **Procedure**

To manually install the new driver for your spectrometer:

1. Make sure your spectrometer is plugged in.
2. Select Start | Control Panel | Device Manager.
3. Right-click on your spectrometer and choose **Update Driver Software....**
4. Choose the **Browse my computer** for driver software option.
5. Highlight the **Ocean Optics** directory and click **OK**.
(located at C:\Program Files\Ocean Optics\)
6. Click **Next**. On Windows 7 systems, you may see the following Windows Security warning:



7. Choose **Install this driver software anyway**.

8. If you are installing OmniDriver, verify your installation was successful by running the SpectrumTest64.exe application or the SpectrumTest32 executable (located in the C:\Program Files\Ocean Optics\OmniDriver\OOI_HOME directory).

Installing Driver Software on Windows XP (64-bit)

► Procedure

1. When you first plug in your spectrometer, Windows XP displays the following screen. Choose **No, not this time**.



2. Choose **Install from a list or specific location (Advanced)**.



3. Navigate to C:\Program Files\Ocean Optics\OmniDriverSPAM\winusb_drivers (for example).



4. The Progress window appears. When the installation has completed, the final window appears. Click **Finish** to complete the installation.

QE *Pro* and Spark Spectrometer Device Driver Installation

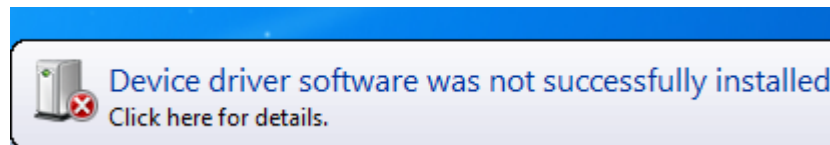
The QE *Pro* spectrometer requires special device driver installation instructions. Choose the appropriate instructions listed below depending on the type of Windows system your computer is running.

Installing Driver Software for QE *Pro* and Spark Spectrometers on Windows 7/8/8.1 with Internet Connectivity

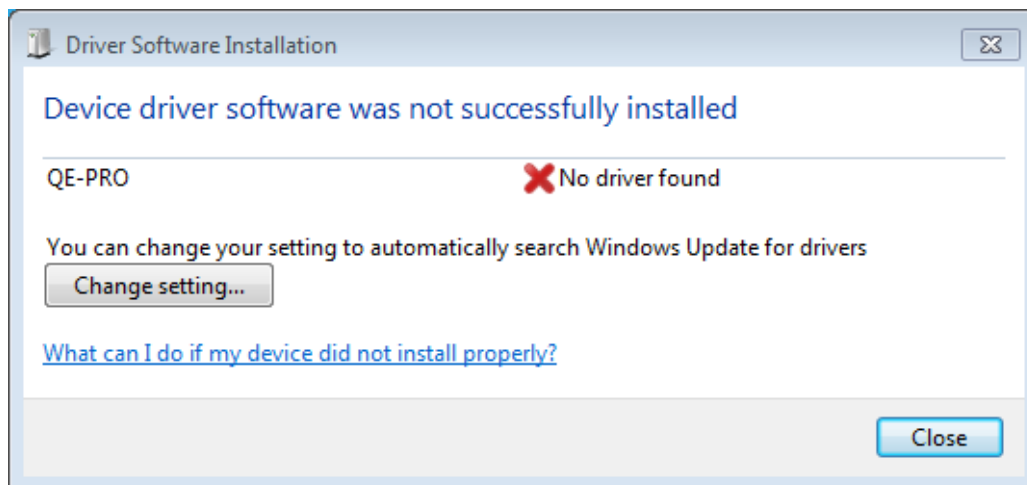
Note

This procedure assumes you have Internet connectivity. If you are not connected to the Internet, see the procedures for manually installing drivers ([Manual Device Driver Installation on Windows 8/8.1](#) or [Manual Device Driver Installation on Windows 7](#)).

When you first plug in your spectrometer, Windows will attempt to automatically install the driver for your spectrometer. If you see the following message, click for details:



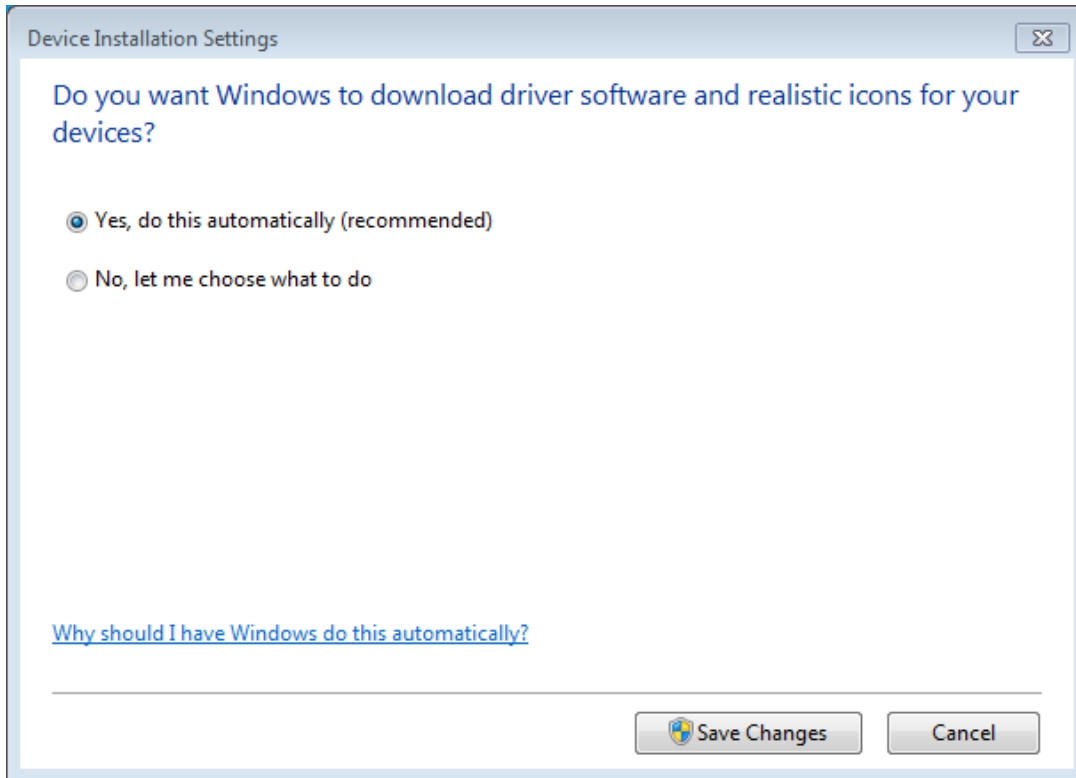
The following screen appears, indicating that you must manually install the driver:



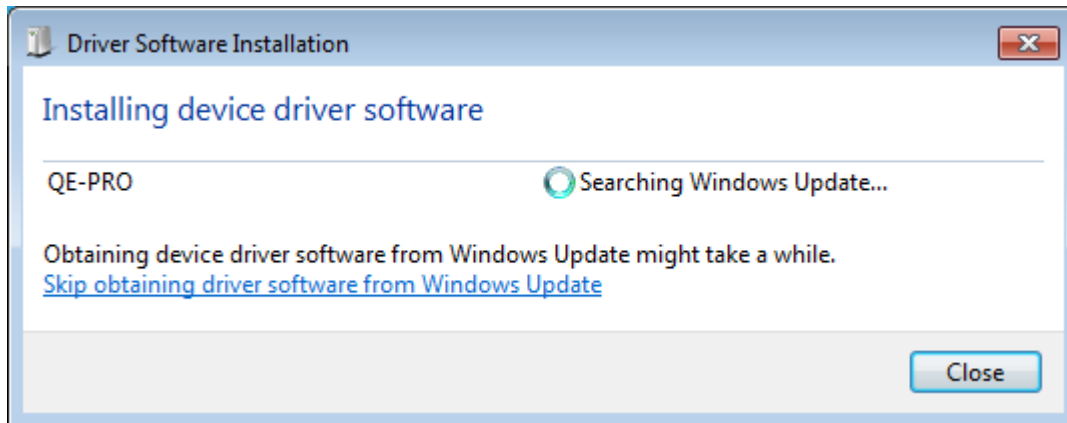
► Procedure

To manually install the driver for your spectrometer:

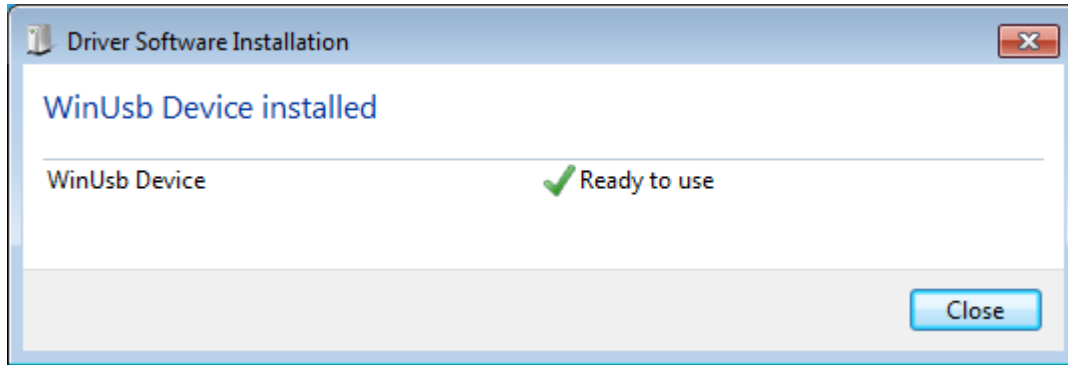
1. Click **Change setting**.
2. Select **Yes, do this automatically**.



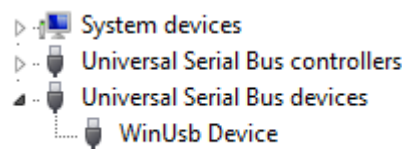
3. Click **Save Changes**. The system installs the device driver software.



When the installation process has finished successfully, the following screen displays:



The Device Manager reports the following information:



Installing the Driver Software for QE *Pro* Spectrometers on Windows XP (32 and 64-bit) With or Without Internet Connectivity

► Procedure

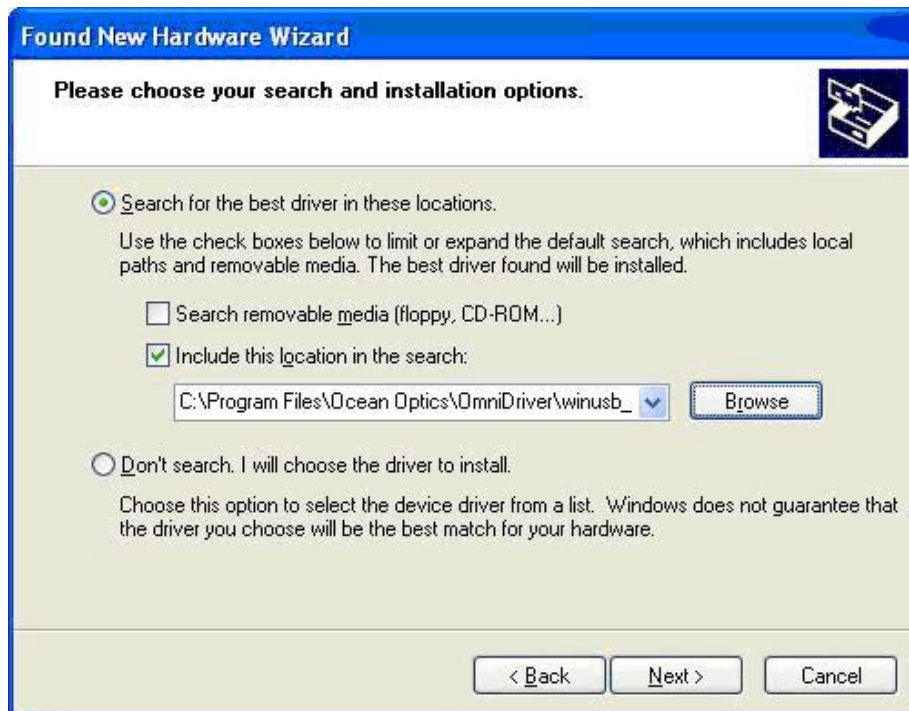
1. When you first plug in your spectrometer, Windows XP displays the following screen. Choose **No, not this time**.



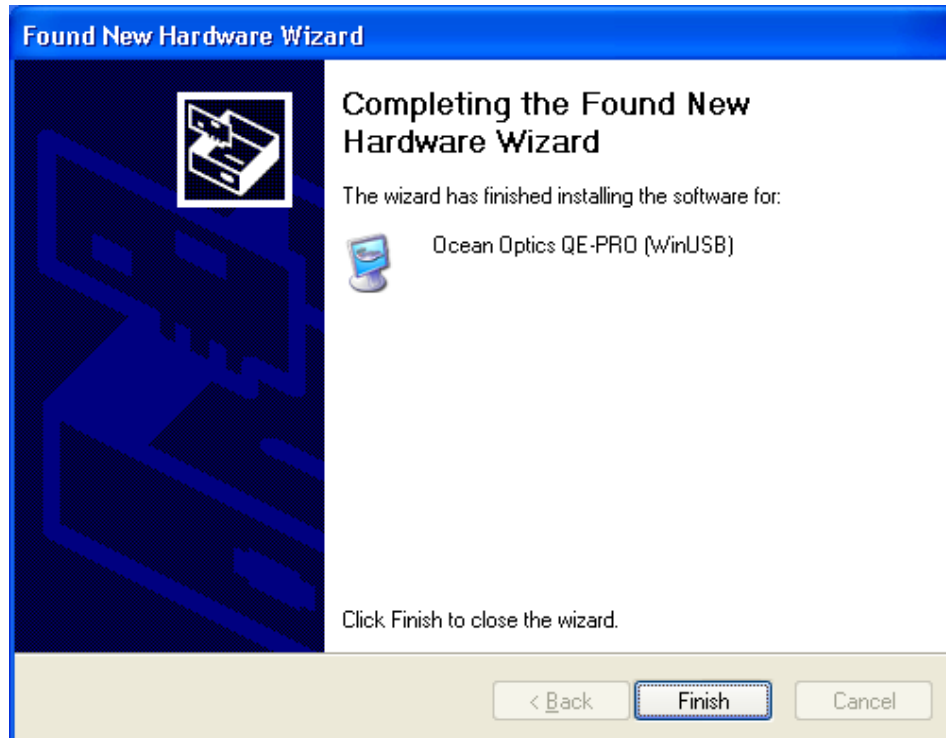
2. Choose **Install from a list or specific location (Advanced)**.



3. If using OmniDriver, navigate to C:\Program Files\Ocean Optics\OmniDriver\winusb_drivers. If using OceanView, navigate to C:\Program Files\Ocean Optics\OceanView\System files. If using SpectraSuite navigate to C:\Program Files\Ocean Optics\SpectraSuite\System files.



4. The Progress window appears. When the installation has completed, the final window appears. Click **Finish** to complete the installation.



Uninstalling an Incorrect Driver for Windows Vista/7/8/8.1

If you need to uninstall an incorrect driver, use the Windows Device Manager.

► **Procedure**

1. Right-click on **My Computer** and choose **Properties**.
2. Select the **Hardware** tab and then click the **Device Manager** button.
3. Expand the Ocean Optics section.
4. Unplug the spectrometer.
5. Shut down Windows. This removes the device artifacts from the Windows registry.
6. Plug the spectrometer back in and restart Windows.

Uninstalling an Incorrect Driver for Windows XP

► **Procedure**

1. Open Windows Device Manager as follows:
 - a. Click Start | Settings | Control Panel | System.
 - b. Select the **Hardware** tab.
 - c. Click on the **Device Manager** button.
2. Locate the Other Devices option and expand the Other Devices selection by clicking on the + sign to the immediate left.

Note:

Improperly installed USB devices may also appear under the Universal Serial Bus Controller option. Be sure to check this location if you cannot locate the unknown device.

3. Locate the unknown device (marked with a large question mark). Right-click on the **Unknown Device** listing and select the **Uninstall** or **Remove** option.
4. Click the OK button to continue. A warning box appears confirming the removal of the Unknown Device. Click the **OK** button to confirm the device removal.
5. Remove the USB or PCI device from your computer.

