

***EPOS***  
***Positioning Controllers***  
***USB Driver Installation***



***Document ID: rel6663***

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# 1 About this Document



## **We strongly stress the following facts:**

- *The present document does not replace any other documentation covering the basic installation and/or parameterization described therein!*
- *Also, any aspect in regard to health and safety, as well as to secure and safe operation are not covered in the present document – it is intended and must be understood as complimenting addition to those documents!*

The present document contains supplemental information to the «Getting Started» document of the respective EPOS Positioning Controller you are using. It provides information on the USB driver installation when connecting the EPOS Positioning Controller to the PC's USB port for the first time.

The present document covers the respective routines for the following Microsoft® operation systems:

- Windows 10
- Windows 8 / 8.1
- Windows 7
- Windows XP, SP3



## **Operating System Languages**

*Designation of program directories as well as menus and buttons may vary depending on the system language installed.*

## 1.1 How to use

Take note of the following notations and codes which will be used throughout the document.

Notation	Explanation
«Abcd»	indicating a title or a name (such as of document, product, mode, etc.)
▣Abcd▣	indicating an action to be performed using a software control element (such as folder, menu, drop-down menu, button, check box, etc.) or a hardware element (such as switch, DIP switch, etc.)
(n)	referring to an item (such as order number, list item, etc.)
➔	denotes “see”, “see also”, “take note of” or “go to”

Table 1-1 Notations used in this Document

## 1.2 Trademarks and Brand Names

For easier legibility, registered brand names are listed below and will not be further tagged with their respective trademark. It must be understood that the brands (the below list is not necessarily concluding) are protected by copyright and/or other intellectual property rights even if their legal trademarks are omitted in the later course of this document.

The brand name(s) ...	... is/are a registered trademark(s) of ...
Windows®	© Microsoft Corporation, USA-Redmond, WA

Table 1-2 Brand Names and Trademark Owners

## 1.3 Copyright

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## 2 Windows 10

### 2.1 Getting Started

- 1) Plug in USB cable to EPOS Positioning Controller's USB interface.
- 2) Plug in USB cable to any available USB port on your PC.

### 2.2 Troubleshooting: How to install Driver manually

In case of faulty installation, the entry "Unknown device" in the "Device Manager" is marked with a warning icon.

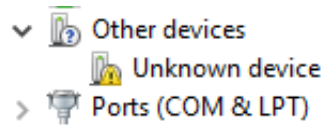


Figure 2-1 Windows 10 – "Other Devices" Message

#### 2.2.1 Update Driver Software

- 1) Open "Device Manager".
- 2) Select "Unknown device".
- 3) Click right to open context menu and select "Update Driver Software".

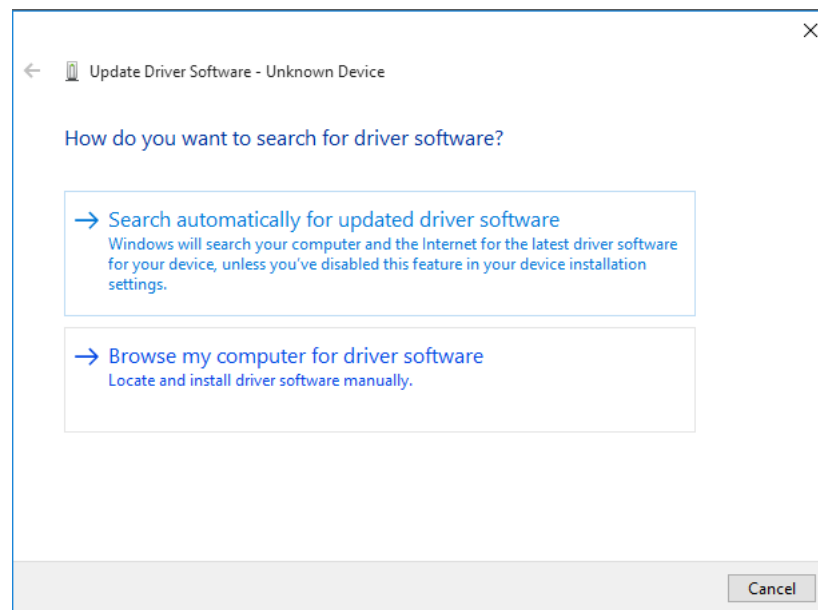


Figure 2-2 Windows 10 – "Update Driver Software" Screen

- 4) Click "Browse my computer for driver software".

- 5) Find and select «EPOS USB Driver» directory.



### Default Location of the Driver Directory

If you kept the default settings unchanged during initial installation of the software, the working directory will be “C:\Program Files\maxon motor ag\Driver Packages\EPOS USB Driver” (note that designation of program directory may vary depending on the system language installed).

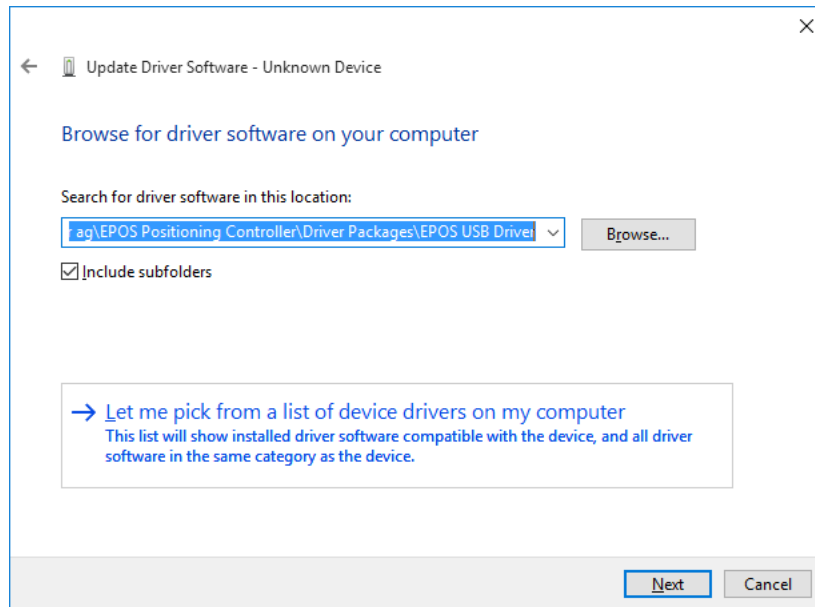


Figure 2-3 Windows 10 – “Browse for Driver Software” Screen

- 6) Click «Next».

## 2.3 Define Windows Security Settings

- 1) Tick checkbox «Always trust software from "maxon motor ag"».
- 2) Click «Install».

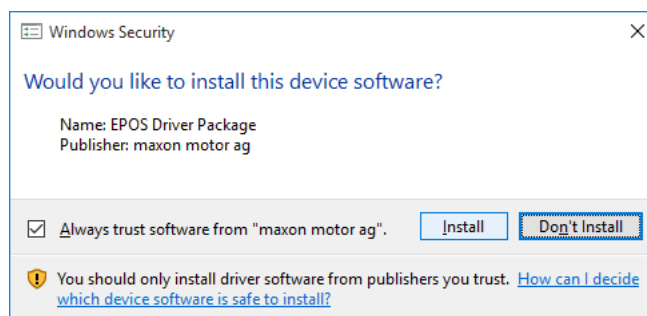


Figure 2-4 Windows 10 – “Windows Security” Screen

## 2.4 Complete Driver Installation

Click «Close» to complete the installation.

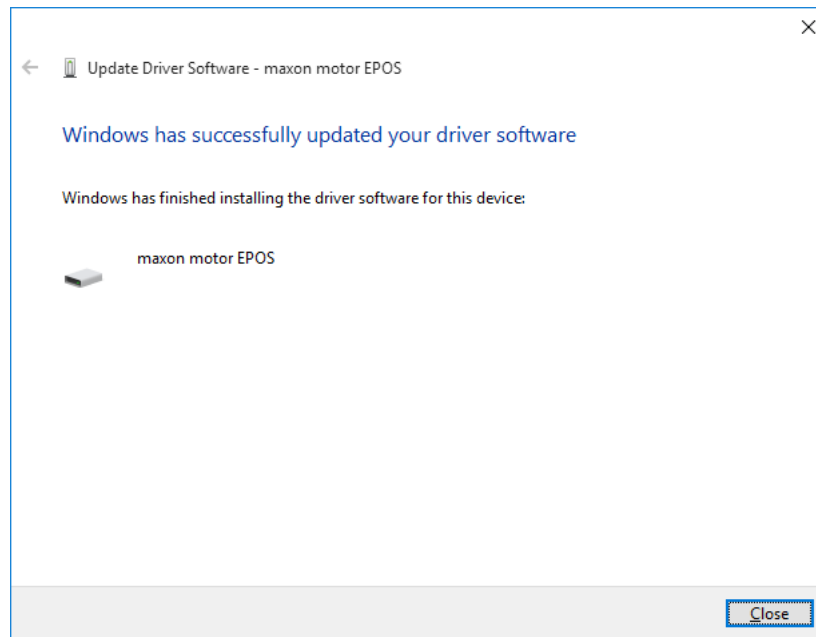


Figure 2-5 Windows 10 – “Update Driver Software” Confirmation

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## 3 Windows 8

### 3.1 Getting Started

- 1) Plug in USB cable to EPOS Positioning Controller's USB interface.
- 2) Plug in USB cable to any available USB port on your PC.

### 3.2 Troubleshooting: How to install Driver manually

In case of faulty installation, the entry "maxon motor EPOS2" in the "Device Manager" is marked with a warning icon.

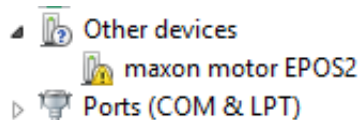


Figure 3-6 Windows 8 – "Other Devices" Message

#### 3.2.1 Update Driver Software

- 1) Open "Device Manager".
- 2) Select entry "maxon motor EPOS2".
- 3) Click right to open context menu and select "Update Driver Software".

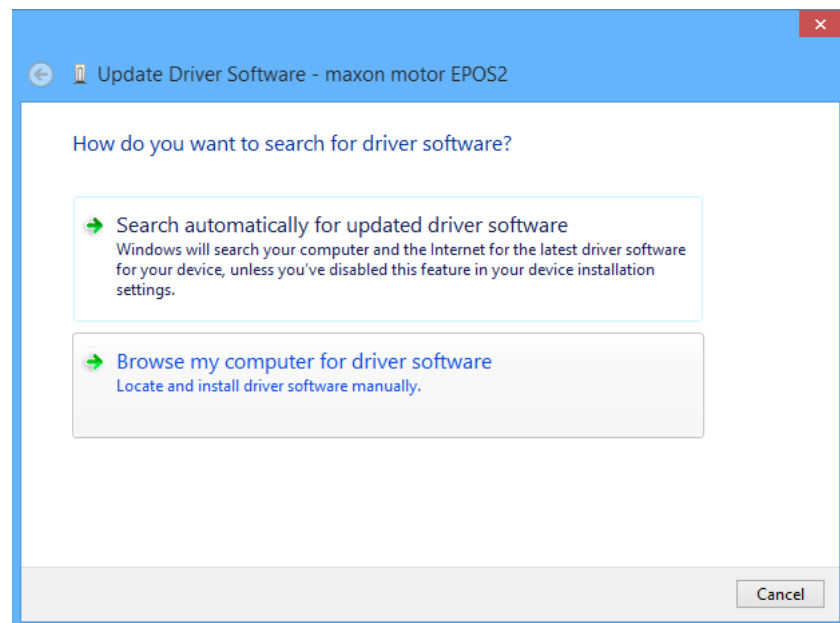


Figure 3-7 Windows 8 – "Update Driver Software" Screen

- 4) Click "Browse my computer for driver software".

- 5) Find and select «EPOS USB Driver» directory.



### Default Location of the Driver Directory

If you kept the default settings unchanged during initial installation of the software, the working directory will be “C:\Program Files\maxon motor ag\Driver Packages\EPOS USB Driver” (note that designation of program directory may vary depending on the system language installed).

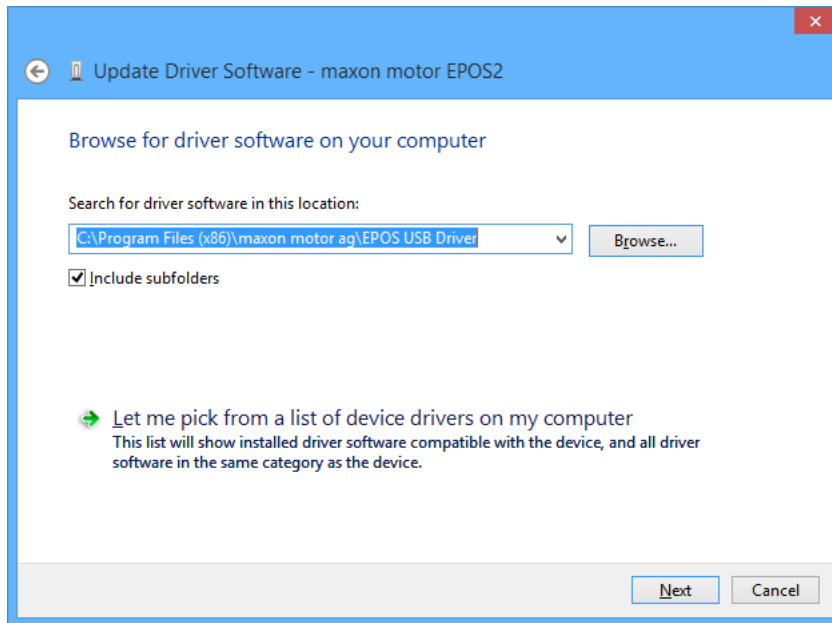


Figure 3-8 Windows 8 – “Browse for Driver Software” Screen

- 6) Click «Next».

## 3.3 Define Windows Security Settings

- 1) Tick checkbox «Always trust software from "maxon motor ag"».
- 2) Click «Install».

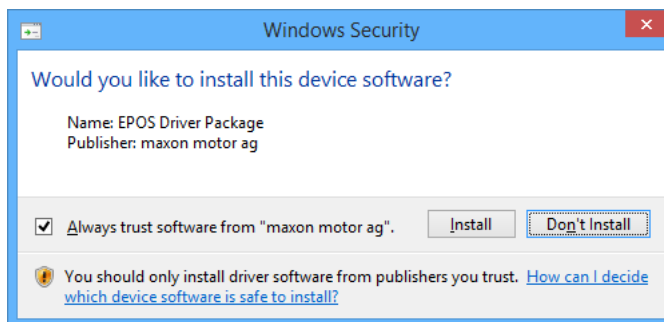


Figure 3-9 Windows 8 – “Windows Security” Screen

### 3.4 Complete Driver Installation

Click "Close" to complete the installation.

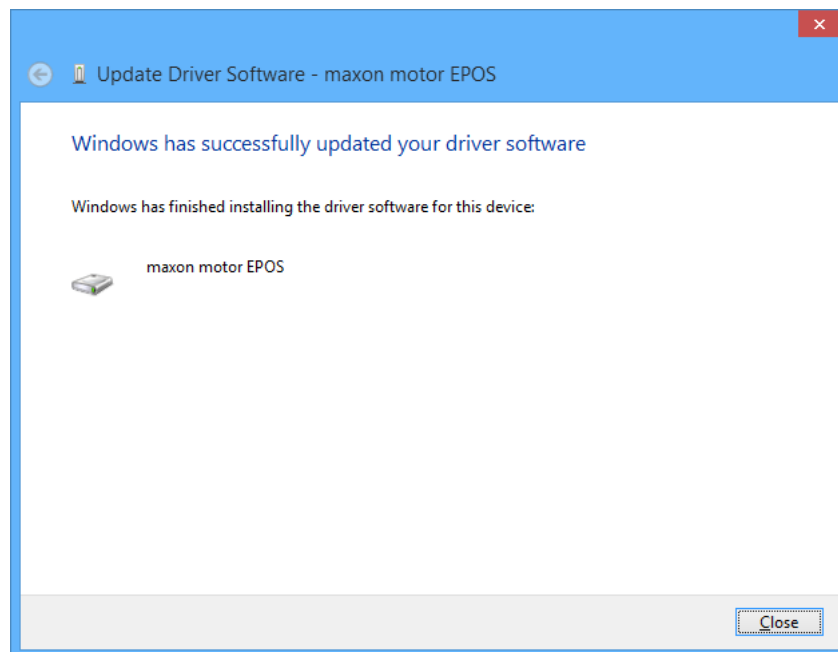


Figure 3-10 Windows 8 – "Update Driver Software" Confirmation

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## 4 Windows 7

### 4.1 Getting Started

- 1) Plug in USB cable to EPOS Positioning Controller's USB interface.
  - 2) Plug in USB cable to any available USB port on your PC.
- The following message will appear:

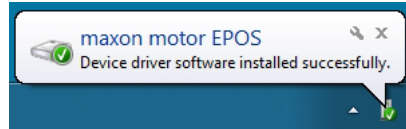


Figure 4-11 Windows 7 – “Device Driver Installation” Message

### 4.2 Troubleshooting: How to install Driver manually

In case of faulty installation, the following message will appear. Follow the subsequently described steps to install the driver manually.

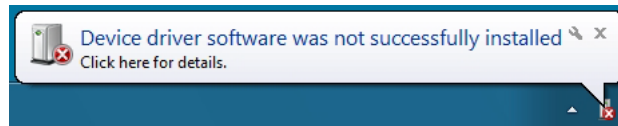


Figure 4-12 Windows 7 – “Device Driver Installation Failure” Message

#### 4.2.1 Open Control Panel

- 1) Click «Control Panel».
- 2) Select «Hardware and Sound».
- 3) Select «Devices and Printers».
- 4) Search for listing «Unspecified/Unknown Device».
- 5) Click right to open context menu and select «Properties».
- 6) Select «Hardware» tab.
- 7) Click «Properties».

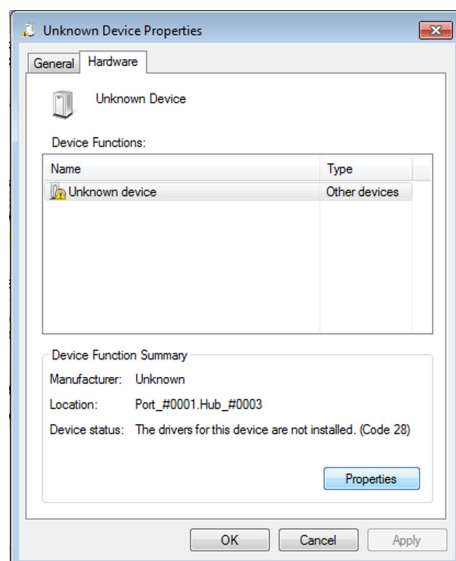


Figure 4-13 Windows 7 – “Unknown Device Properties” Context Window

- 8) Select "Change Settings".

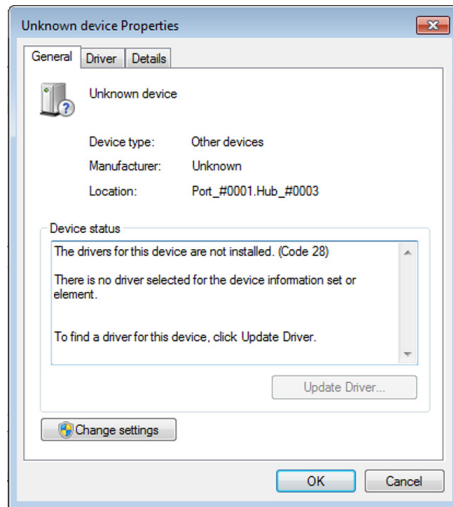


Figure 4-14 Windows 7 – "Unknown Device Properties" Window

- 9) Click "Update Drivers".  
The following screen will appear:

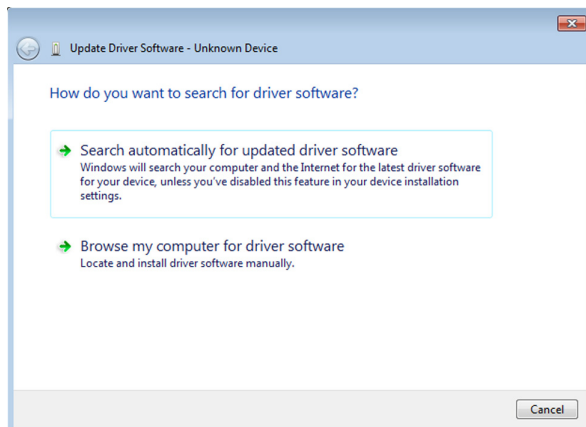


Figure 4-15 Windows 7 – "Update Driver Software" Screen

- 10) Click "Browse my computer for driver software".

#### 4.2.2 Update Driver Software

- 1) Click «Browse».
- 2) Find and select «EPOS USB Driver» directory.



##### **Default Location of the Driver Directory**

*If you kept the default settings unchanged during initial installation of the software, the working directory will be “C:\Program Files\maxon motor ag\Driver Packages\EPOS USB Driver” (note that designation of program directory may vary depending on the system language installed).*

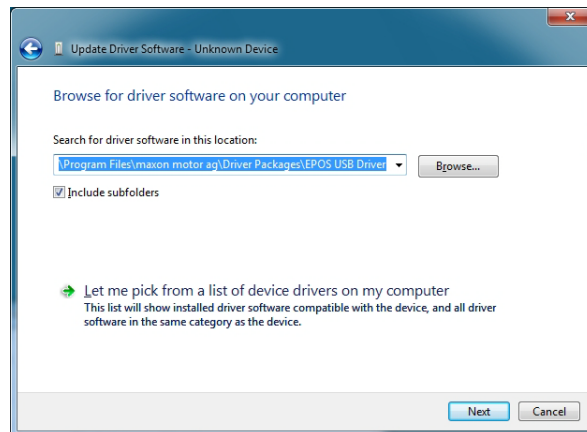


Figure 4-16 Windows 7 – “Update Driver Software” Browser

- 3) Click «Next».

### 4.3 Define Windows Security Settings

- 1) Tick checkbox «Always trust software from "maxon motor ag"».
- 2) Click «Install».

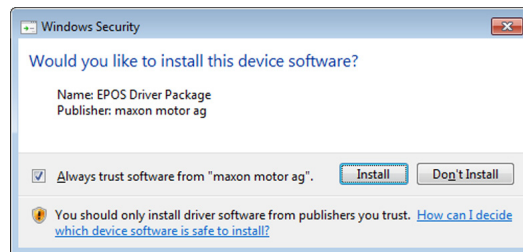


Figure 4-17 Windows 7 – “Windows Security” Screen

## 4.4 Complete Driver Installation

Click «Close» to complete the installation.

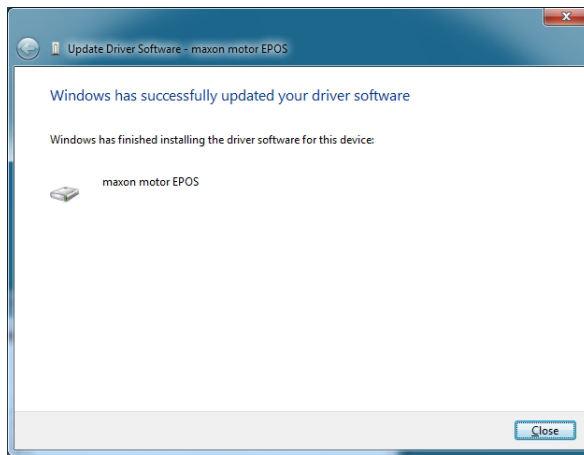


Figure 4-18 Windows 7 – “Update Driver Software” Confirmation

## 4.5 Troubleshooting: Problem with FTDI Driver (Version v2.12.16 or newer)

### 4.5.1 Problem Description

You install EPOS Studio v3, but as soon as you plug-in the EPOS2 via USB, you get this message: “Device driver software was not successfully installed”.

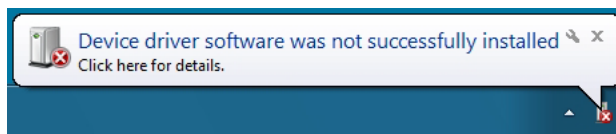


Figure 4-19 Windows 7 – “Device Driver Installation” Message

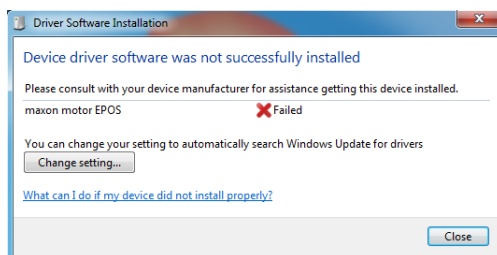


Figure 4-20 Windows 7 – “Driver Software Installation” Window



Shortly after you get the following pop-up message:

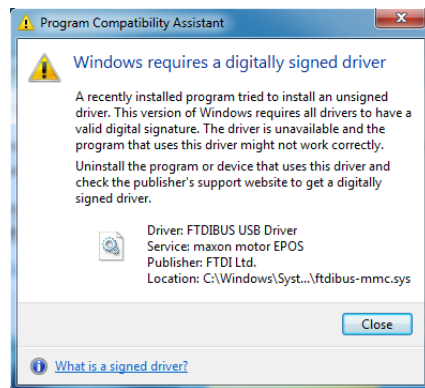


Figure 4-21 Windows 7 – “Program Compatibility Assistant” Window

The Device Manager shows a warning for the “maxon motor EPOS” controller.

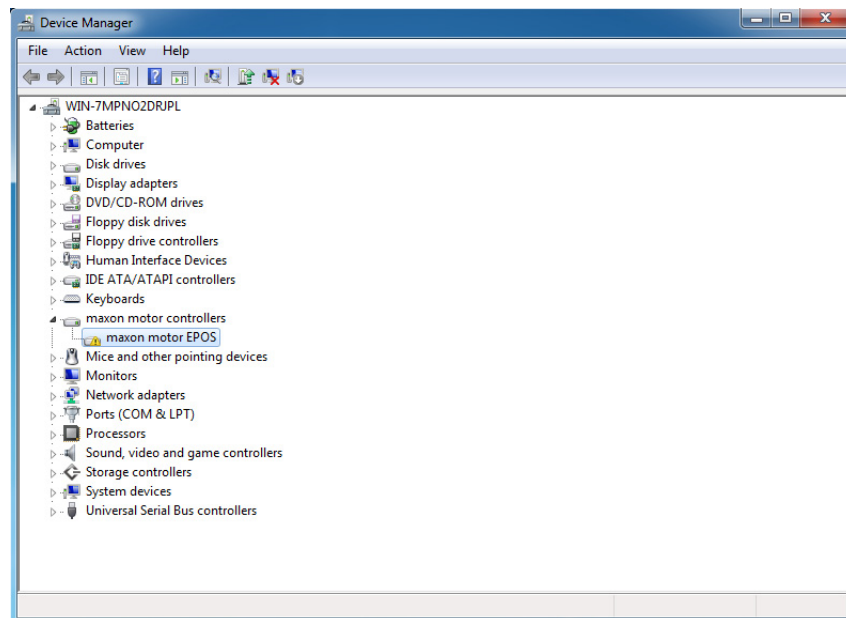


Figure 4-22 Windows 7 – “Device Manager” Window

The properties dialog of the maxon motor EPOS node shows the following message in the device status field:

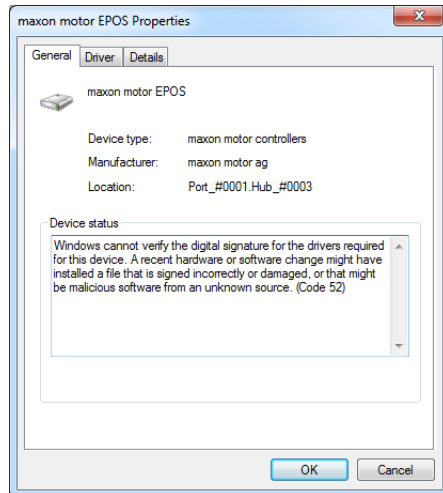


Figure 4-23 Windows 7 – “maxon motor EPOS Properties” Window

Switch to the “Driver” tab and check the “Driver Details”. The FTDI driver version v2.12.16.4 or newer should be installed on your PC.

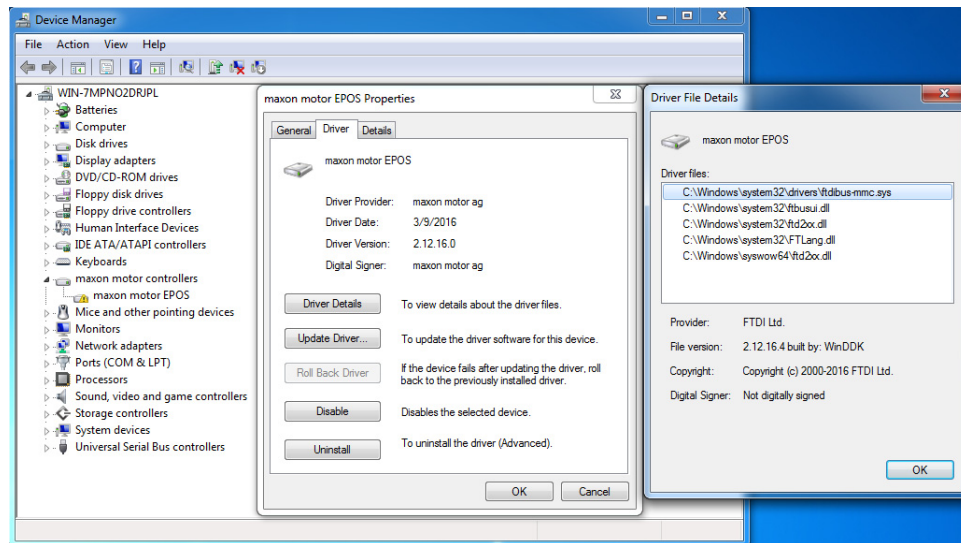


Figure 4-24 Windows 7 – “Driver Details” Window

#### 4.5.2 How to solve the Problem

- 1) Open "Windows Explorer".
- 2) Go to directory "..\Driver Packages\EPOS USB Driver\i386".



#### Default Location of the Driver Directory

If you kept the default settings unchanged during initial installation of the software, the working directory will be "C:\Program Files\maxon motor ag\Driver Packages\EPOS USB Driver\i386" (note that designation of program directory may vary depending on the system language installed).

- 3) Select file "ftd2xx.dll".

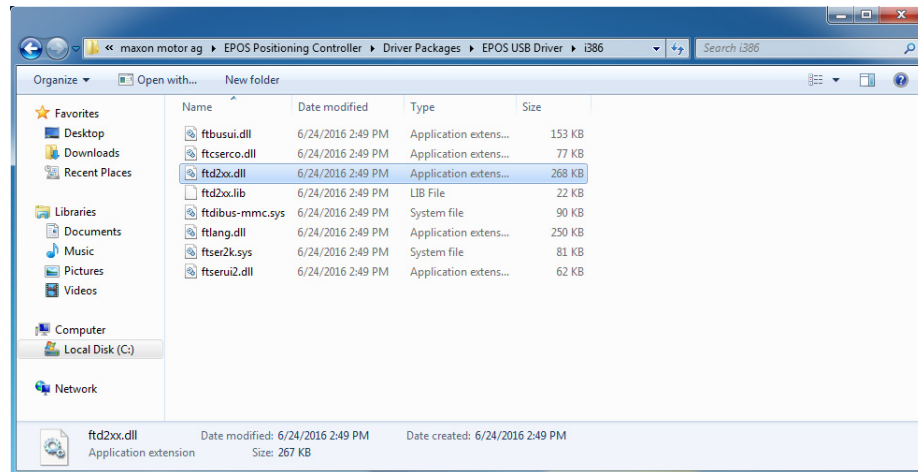


Figure 4-25 Windows 7 – "Path to file ftd2xx.dll" in Windows Explorer

- 4) Click right on "ftd2xx.dll" file, select "Properties".

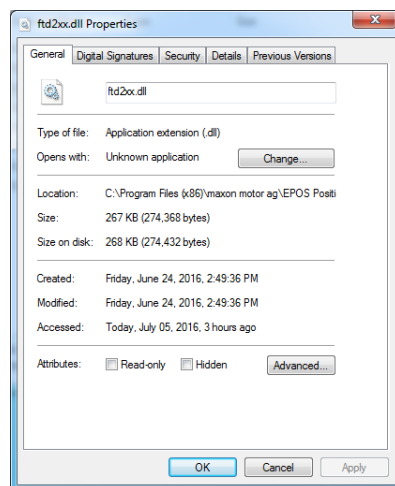


Figure 4-26 Windows 7 – "File properties" Window

5) Select "Digital Signatures" tab.

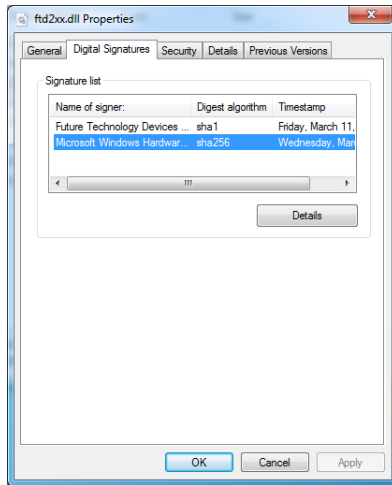


Figure 4-27 Windows 7 – "Digital Signatures Properties" Window

You should see **two** entries in the Signature list:

- "Future Technology Devices International Ltd"
- "Microsoft Windows Hardware Compatibility Publisher"

**If you can only see the entry for "Future Technology Devices International Ltd", you will need to update your Windows 7 system. Do so by downloading and installing the following Windows updates:**

#### Windows 7 and Windows Server 2008 R2 Service Pack 1 (KB976932)

→ <https://www.microsoft.com/en-US/download/details.aspx?id=5842>

Download and install the required file according to your system architecture:

- windows6.1-KB976932-X86.exe  
This application installs SP1 to a 32-bit machine running Windows 7.
- windows6.1-KB976932-X64.exe  
This application installs SP1 to a 64-bit machine running Windows 7 or Windows Server 2008 R2.
- windows6.1-KB976932-IA64.exe  
This application installs SP1 to an Itanium 64-bit Windows Server 2008 R2.

#### Microsoft Security Advisory 3033929

→ <https://technet.microsoft.com/en-us/library/security/3033929>

Download and install the required file according to your system architecture:

- → Windows 7 for 32-bit Systems Service Pack 1
- → Windows 7 for x64-based Systems Service Pack 1

## 5 Windows XP

### 5.1 Getting Started

- 1) Plug in USB cable to EPOS Positioning Controller's USB interface.
- 2) Plug in USB cable to any available USB port on your PC.  
The following message will appear:



Figure 5-28 Windows XP – “Found New Hardware Wizard” New Hardware found 1

- 3) Tick “No, not this time”.
- 4) Click “Next”.

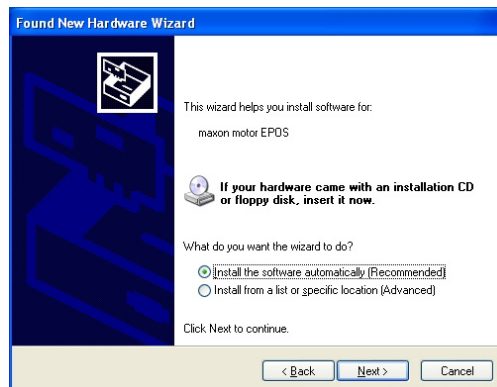


Figure 5-29 Windows XP – “Found New Hardware Wizard” New Hardware found 2

- 5) Select «Install the software automatically (Recommended)».



Figure 5-30 Windows XP – “Found New Hardware Wizard” New Hardware found 3

- 6) Click «Finish».

## 5.2 Troubleshooting: How to install Driver manually

### 5.2.1 Install Driver

- 1) Select «Install from a list or specific location (Advanced)».
- 2) Click «Next».

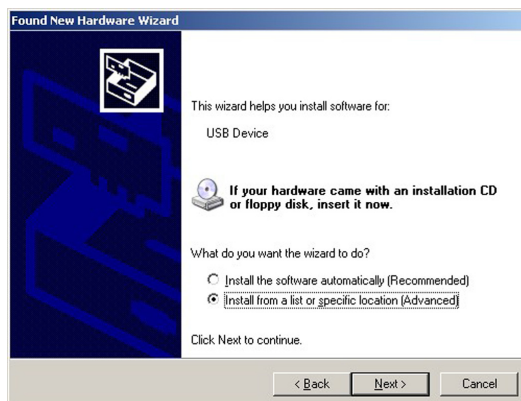


Figure 5-31 Windows XP – “Found New Hardware Wizard” Installation Type

### 5.2.2 Update Driver Software

- 1) Click «Browse».
- 2) Find and select «EPOS USB Driver» directory.
- 3) Click «Next».



#### **Default Location of the Driver Directory**

If you kept the default settings unchanged during initial installation of the software, the working directory will be “C:\Program Files\maxon motor ag\Driver Packages\EPOS USB Driver” (note that designation of program directory may vary depending on the system language installed).

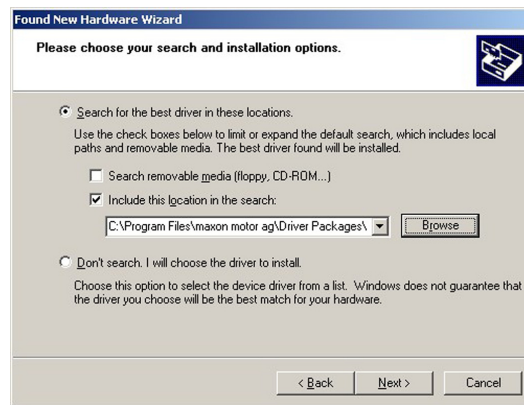


Figure 5-32 Windows XP – “Found New Hardware Wizard” Browser

- 4) Wait for completion of copy and setup process.
- 5) Click “Next”.

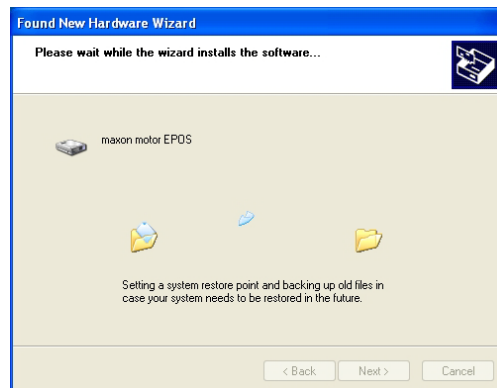


Figure 5-33 Windows XP – “Found New Hardware Wizard” Copy & Setup

### 5.3 Complete Driver Installation

Click “Finish” to complete the driver installation.



Figure 5-34 Windows XP – “Found New Hardware Wizard” Confirmation

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