

Windows XP Installation Issues (Drivers Fail To Register)

Windows XP is no longer supported by Microsoft or DG. However, certain Windows XP machines with Service Pack 3 (SP3) installed have issues with the USB chip drivers that DG uses in DG products. The Netchip USB drivers used may not be recognized by Windows XP SP3.

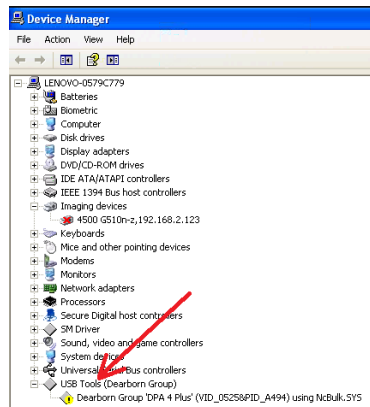
When plugging in a DG adapter product, typically you will hear the familiar positive “da-ding” Windows sound showing the device was recognized by the USB host controller and the drivers for it were registered successfully. In some circumstances when you plug in the adapter you may hear nothing, or you will hear a negative set of tones “duh duh dump”. In this case the device drivers are not recognized and the adapter will be inoperable. Follow these steps to manually install and register the device drivers.

Verify the Adapter Is Not Recognized

The following example shows a DPA 4 Plus, however the process is the same for the DPA 5. Press the Windows **Start** button, find the **My Computer** entry and then right click on **Properties**. Select the **Hardware** tab and press the **Device Manager** button.

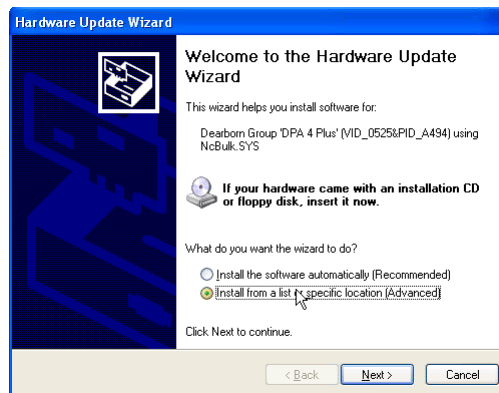


Find the **USB Tools (Dearborn Group)** entry. Notice the yellow exclamation point. This means the USB drivers are not registering properly. Select the entry with the yield sign, right click and select **Update Driver**.



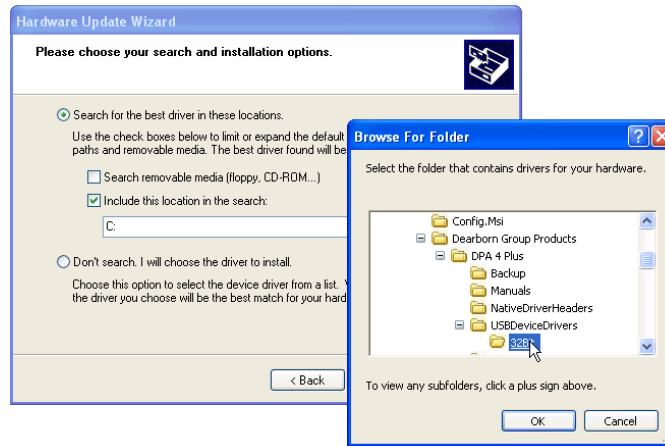
Run the Hardware Update Wizard

The following screen will appear. Select **Install from a list or specific location (Advanced)** and then press the **Next** button.

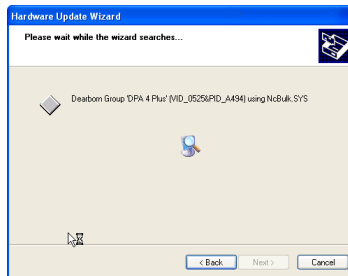


Select the **Search for the best driver in these locations** radio button. Then check the **Include this location in the search:** checkbox, then press the **Browse** button.

You must now locate the correct directory for the USB device drivers. The typical install base directory for DG products is **C:\Dearborn Group Products** however the user can change this at install time. Go to the base directory, press the [+] plus sign and choose the correct product subdirectory (this example shows the **DPA 4 Plus** directory). Then press the [+] plus sign on the **USBDeviceDrivers** folder and select the **32Bit** subfolder and press **Ok**.



This screen will then appear showing progress as the USB device drivers are registered. On an even smaller number of machines with Windows XP SP3, this process will hang and the computer will freeze (usually on the file NCGen.sys or NCPnP.sys file). In this case, see the next section.



After the device is successfully registered, this screen will appear and you will then be able to use your adapter.



Windows XP Installation Issues (Drivers Lock-Up the PC)

On a very small number of machines with Windows XP SP3, when you plug in the DPA, it will lock up the PC while the device drivers are being installed (usually on the file NCGen.sys or NCPnP.sys file).

If this screen (below) is displayed for more than 5 minutes, try to start any other program to see if the PC is frozen.

If the PC is frozen:

1. Unplug the adapter.
2. Reboot the PC.
3. Press **F8** repeatedly as machine boots. When the **Safe Mode Menu** appears, choose the **Safe Mode** entry.
4. After the PC boots into **Safe Mode**, plug in the adapter to **every** USB port and run the New Hardware Wizard.
5. Reboot the PC and then you will be able to use the adapter.

