

## Technical Note TN0002

### How to troubleshoot problems with USB drivers for Pyro Science devices

*System requirements: PC with Windows 2000/XP/VISTA/7/8/10 in combination with any USB-based device from Pyro Science.*

If USB devices from Pyro Science are not recognized by your Windows PC, it usually helps to uninstall the USB drivers and reinstall again the latest USB drivers provided by Pyro Science. The following instructions are based on the software package **Pyro USB Driver Utilities**, available on the download page from Pyro Science (<http://www.pyro-science.com/downloads.html>). Please follow exactly the following steps:

1. Disconnect all Pyro Science devices from the computer.
2. Right click on **CDMUninstallerGUI** found in the folder **PyroScience USB Uninstaller** and select **Run as administrator**. The window **CDM Uninstaller** will open.
3. Adjust **Vendor ID = 0403** and **Product ID = 6001** (needed e.g. for FireStingO2, TeX4)
4. Click on **Add**.
5. Adjust **Vendor ID = 0403** and **Product ID = 6015** (needed e.g. for Piccolo2).
6. Click on **Add**.
7. Click on **Remove Devices**. You might get the warnings "Failed to remove device VID\_0403 PID\_60xx". Ignore these warnings. Now all old USB drivers have been uninstalled.
8. Close the **CDM Uninstaller** window.
9. Right click on **dp-chooser** found in the folder **PyroScience USB Driver** and select **Run as administrator**. Follow the installation instructions. Now the USB drivers for the Pyro Science devices are installed again.
9. You might be asked to restart Windows.
10. Connect the Pyro Science devices and wait for notifications from Windows that the driver has been installed correctly. (Hint: Sometimes this process is slowed down if Windows is looking for online updates of the USB drivers. Disconnecting the computer from the internet might therefore speed up the USB recognition process.)
11. Run e.g. the **Pyro Oxygen Logger** software from Pyro Science.