

SymptOme

The communication does not work and I cannot register

Problem description

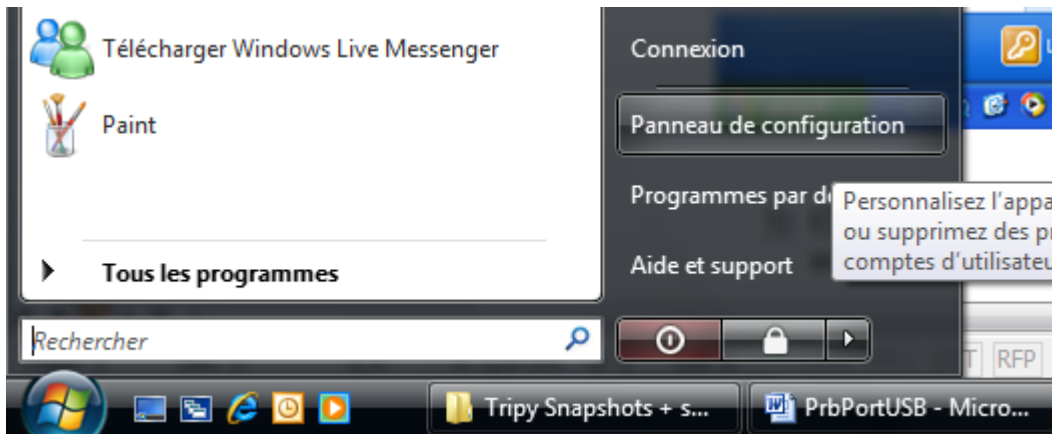
Some Windows configurations do not automatically recognise the Tripy cable driver.

Resolution

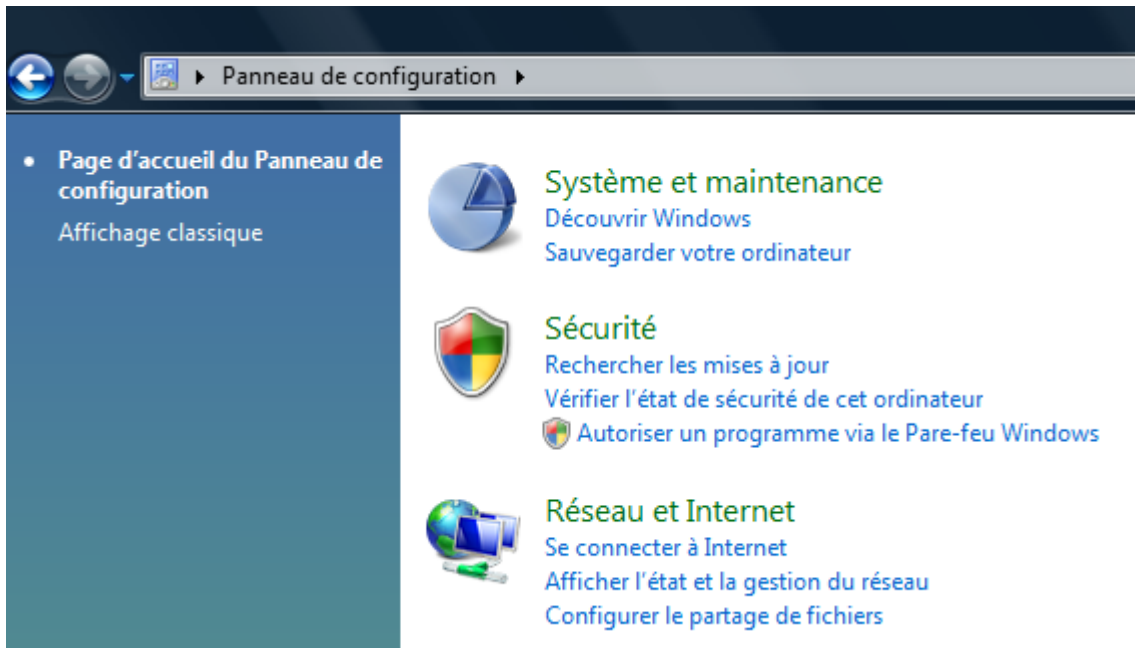
Connect the cable directly to a USB port of your computer (not via a USB hub) and always use the same USB port.

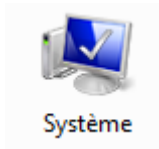
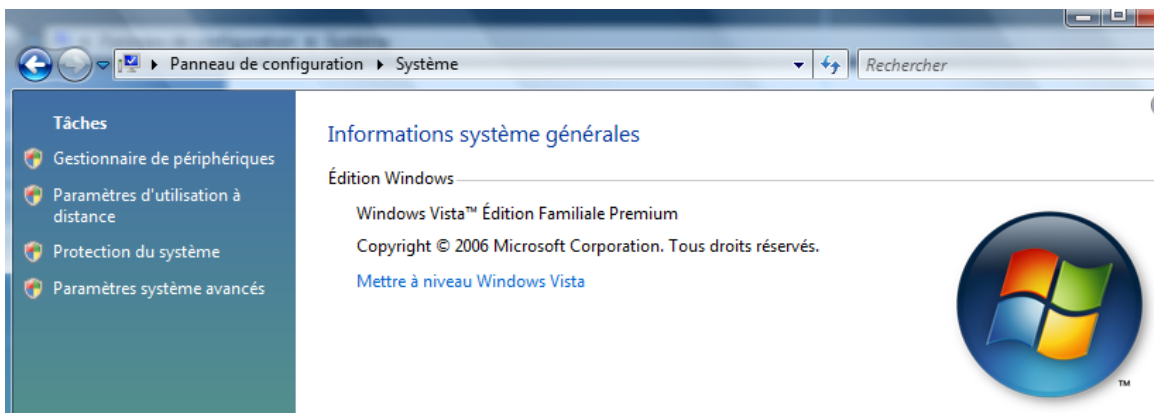
If it does not work yet, follow the procedure below:

- 1) Connect the USB cable to your computer and wait a few seconds.
- 2) Launch **Start-> Control Panel**



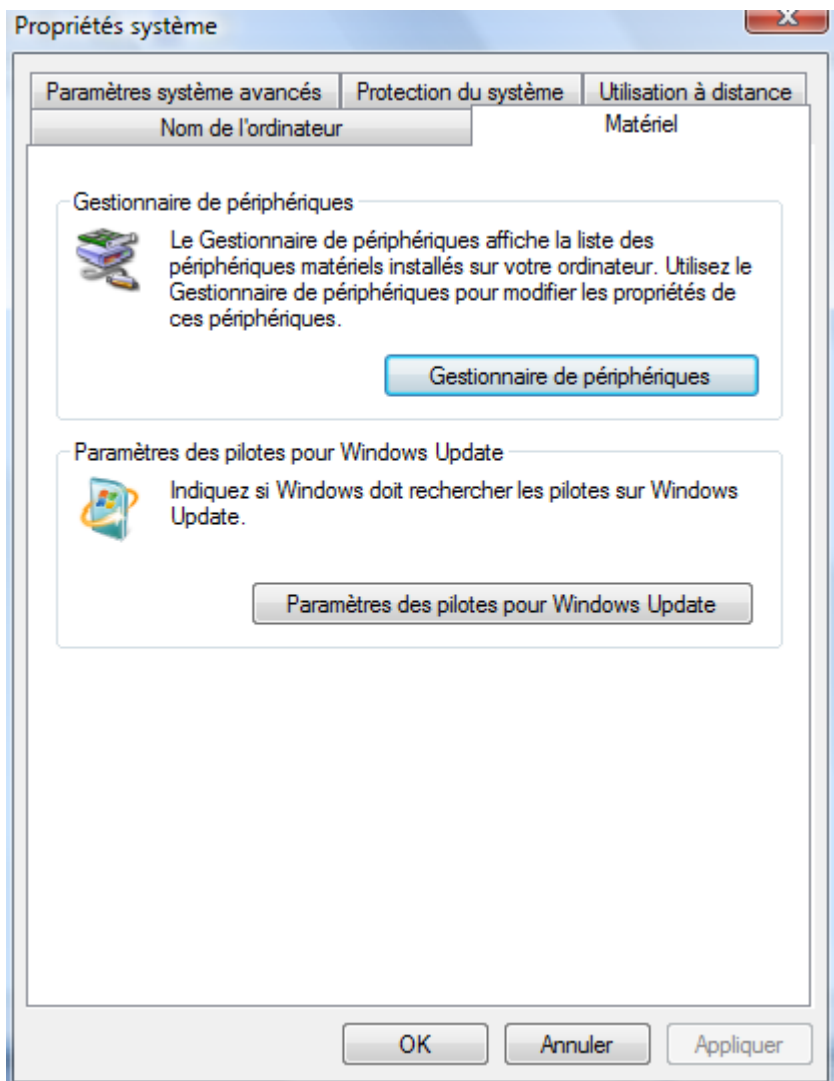
- 3) Click on **Switch to Classic View** at the top left if the view as below is active.



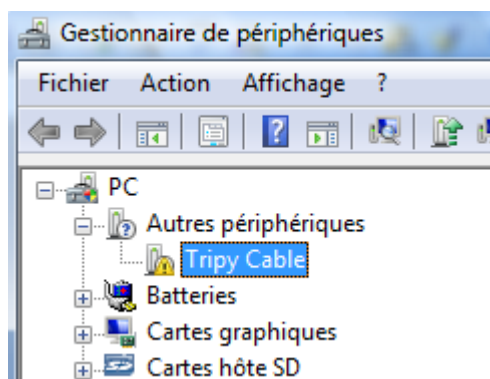
4) Double click on **System**5) Select **Advanced System Parameters**



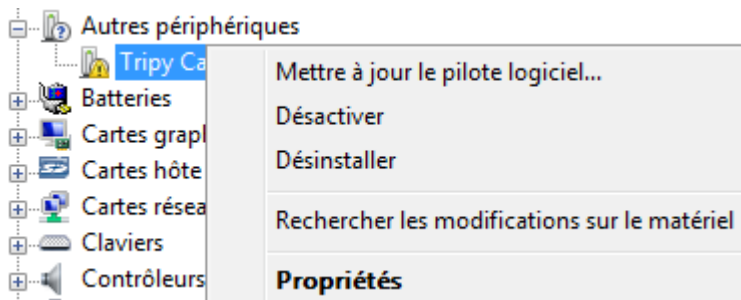
6) Select the Hardware tab and then the Device Manager



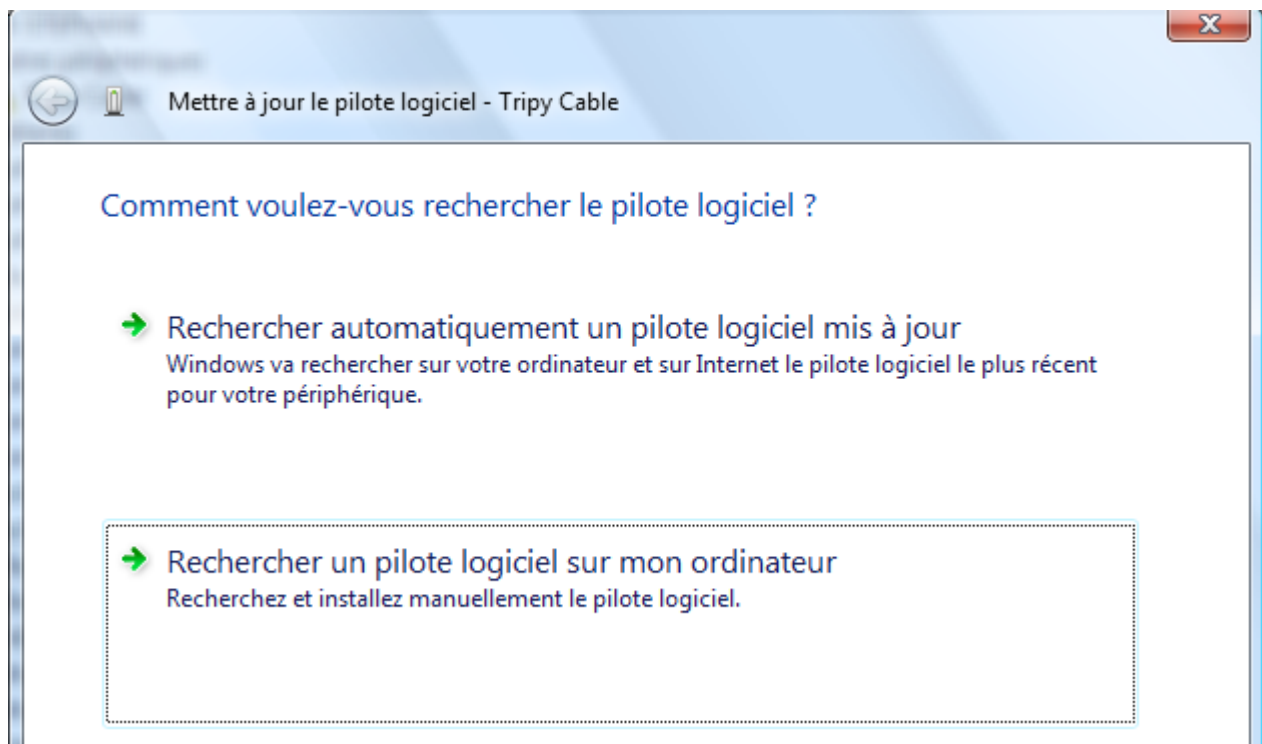
7) Select the line **Tripy Cable**



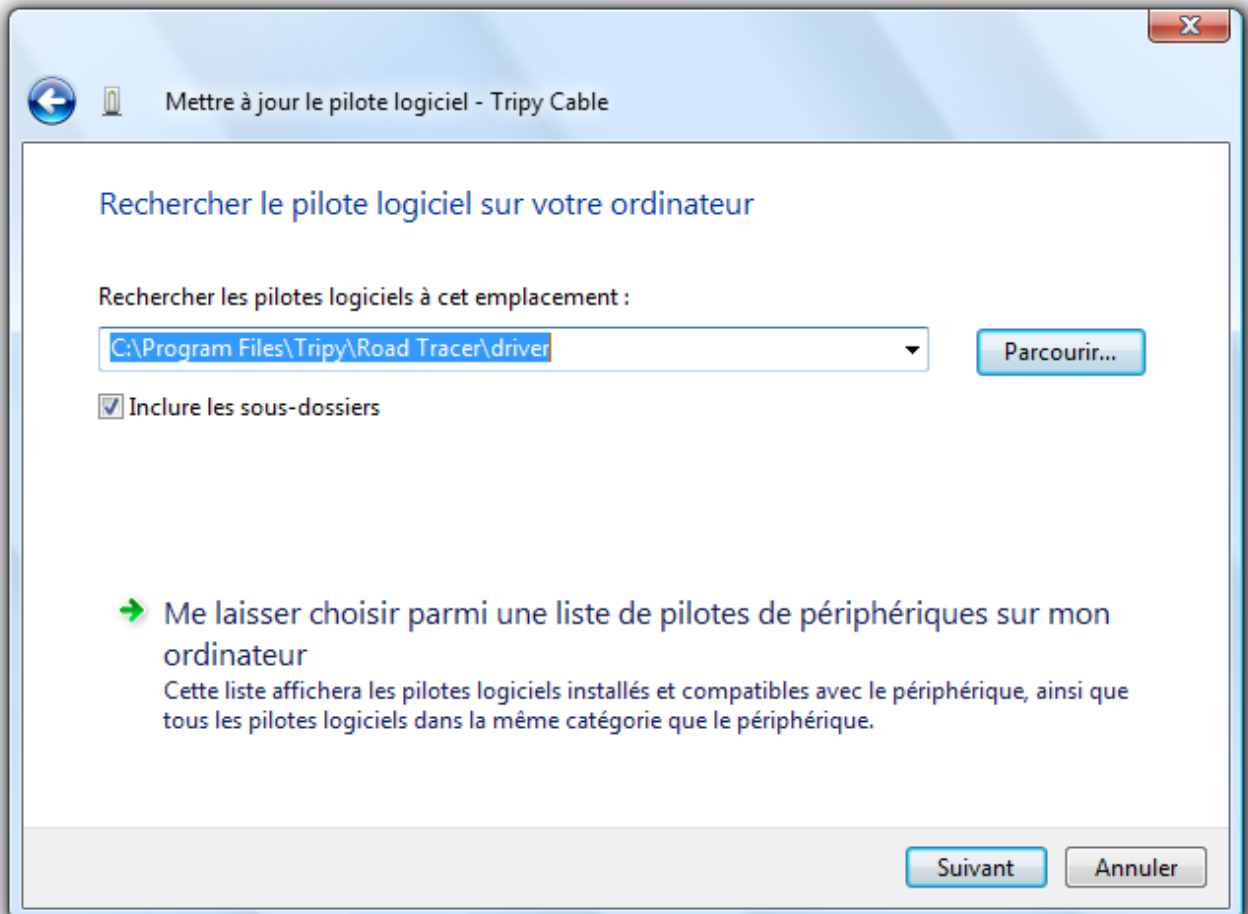
8) Use the right mouse button and click on **Update driver ...**



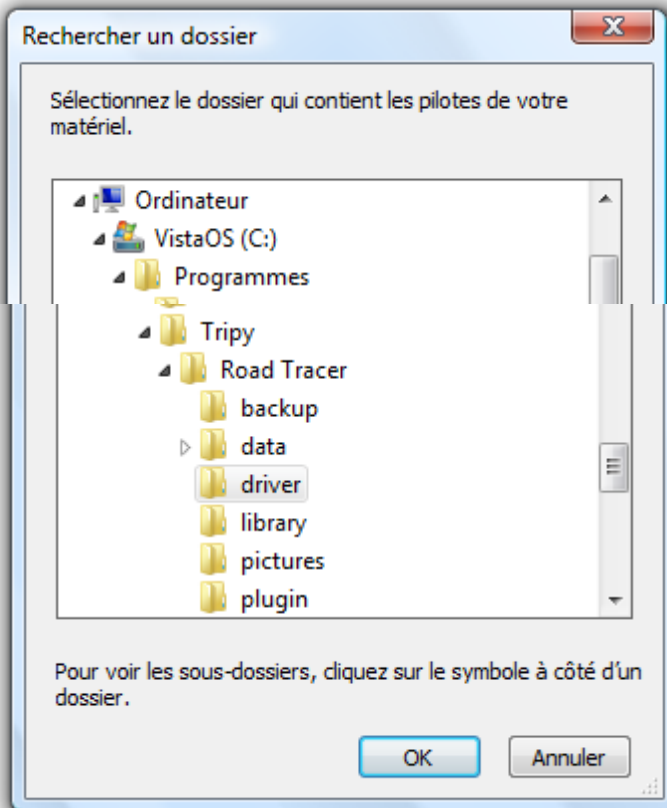
9) Select : Search a driver on my computer



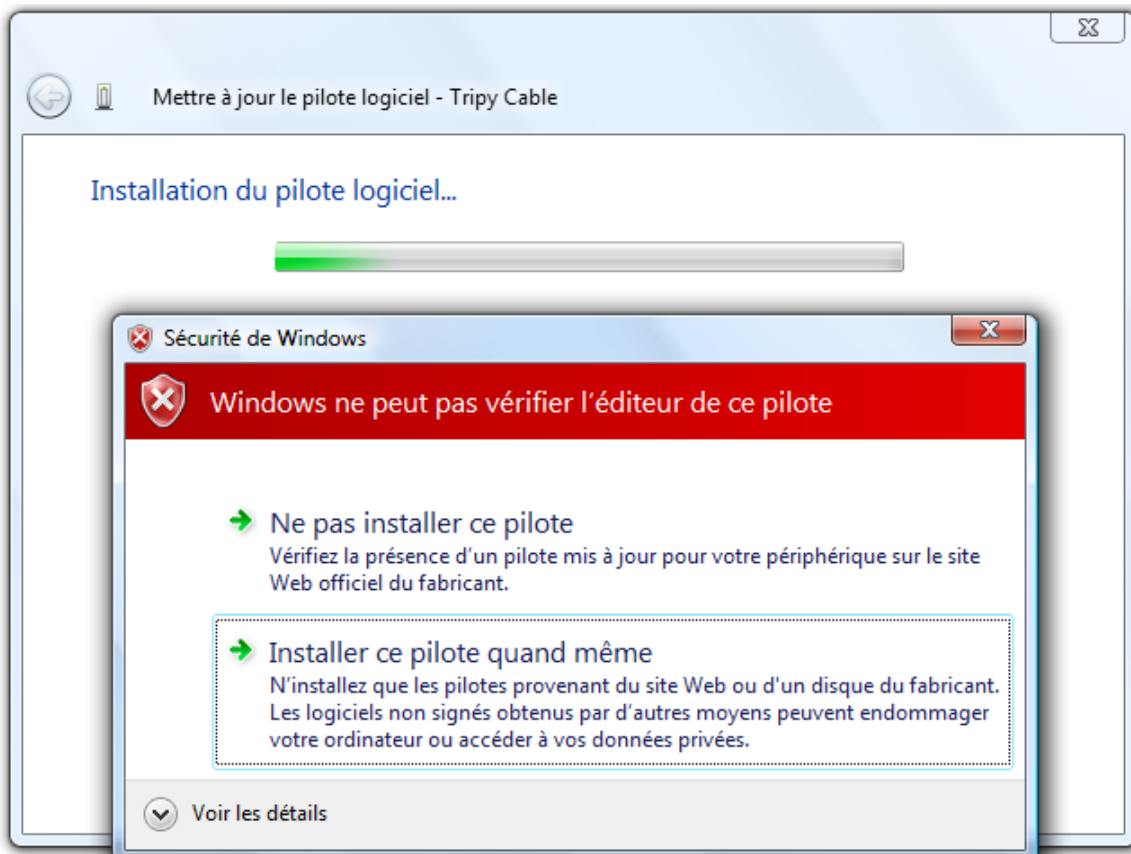
10) Select **Include sub-directories** and click **Browse**



Select the following path **C:\Programes\Tripy\Road Tracer\driver** and click **OK** then **Next**.



If the following screen is displayed, choose **Install driver anyway**





Wait a few seconds and the following window is displayed

