

Symptom

The communication does not work and I cannot register.

Problem description .

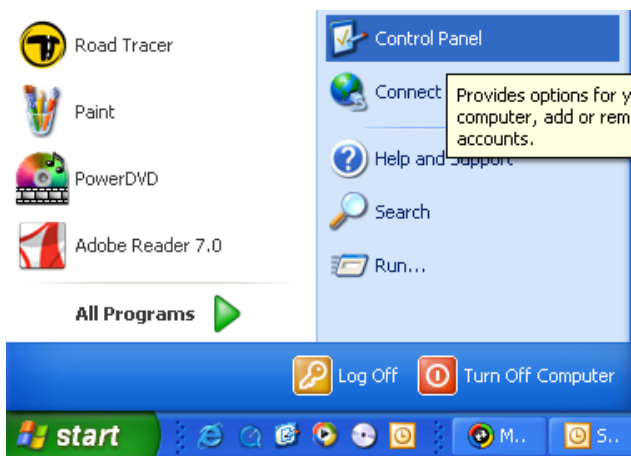
Some Windows configurations do not automatically recognise the Tripy cable driver.

Resolution

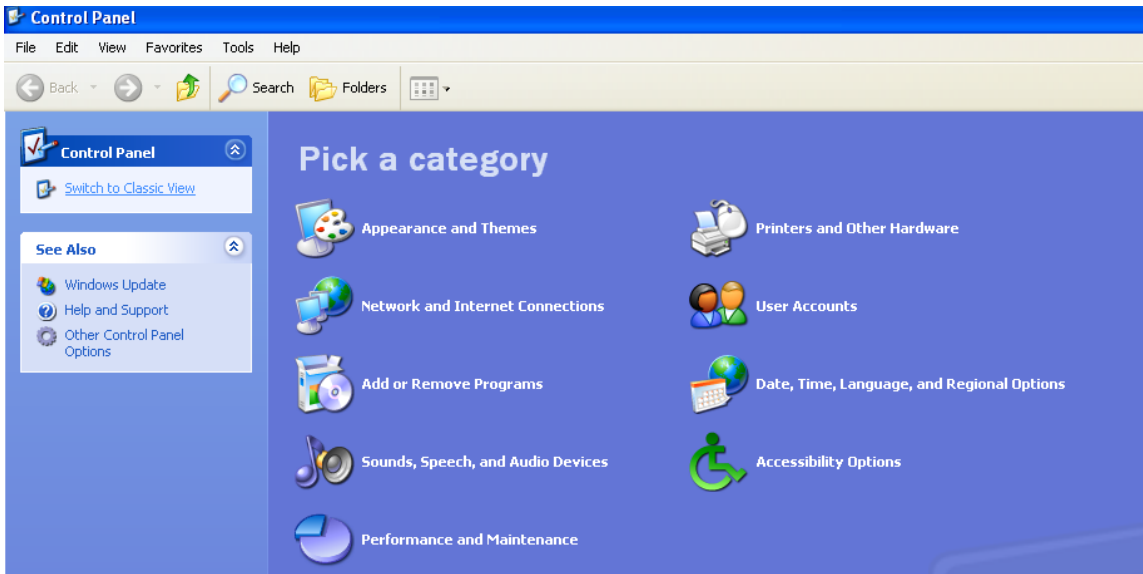
Connect the cable directly to a USB port of your computer (not via a USB hub) and always use the same USB port. Connect the grey adapter to the other cable end.

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

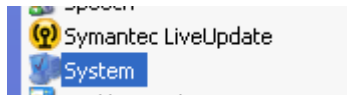
- 1) Connect the USB cable to your computer and wait a few seconds.
- 2) Launch **Start-> Control Panel**



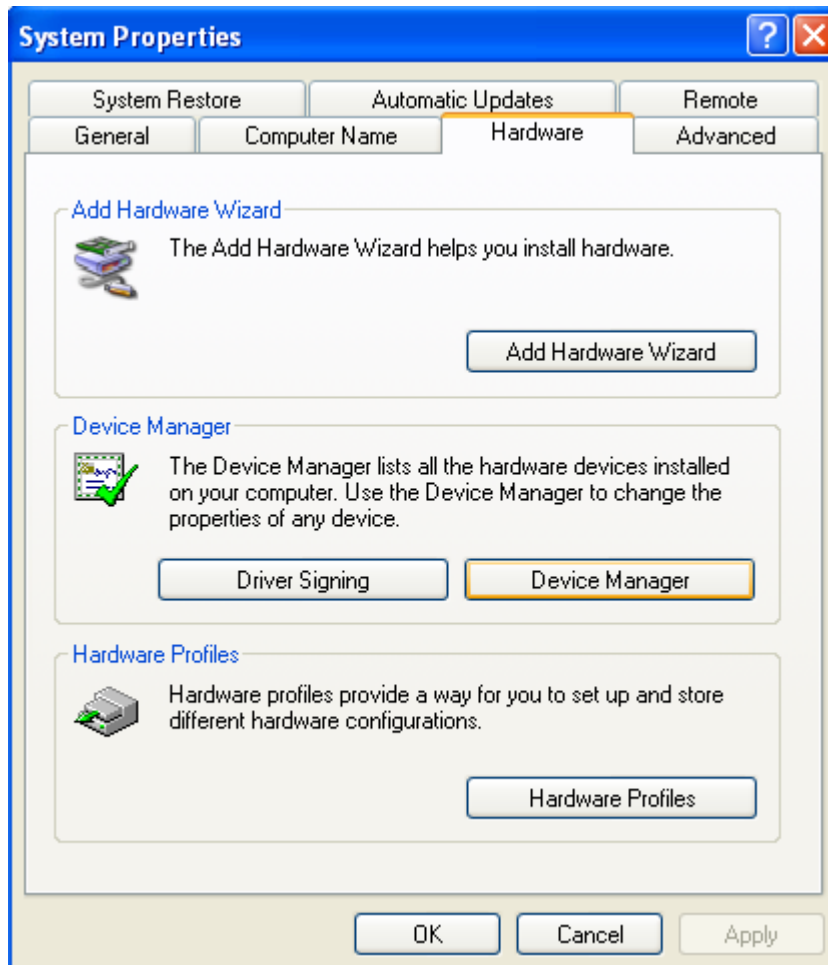
- 3) Click on **Switch to Classic View** at the top left if the view as below is active.



4) Double-click on **system**



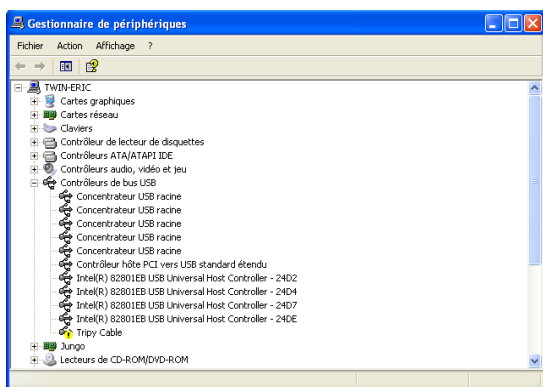
5) Select the **Hardware** tab and then the **Device Manager**



6) If the driver is not correctly installed you should see one of the following screens below :

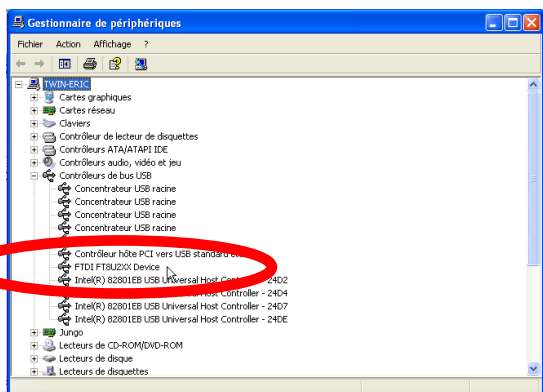


The cable is not properly installed...
(yellow question mark?)



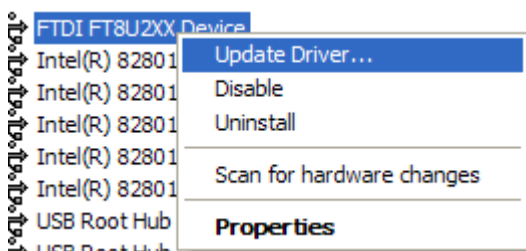
The cable is not properly installed...
(yellow exclamation point !)

If the cable is properly installed :



Click on the box of the « **USB Bus controller** », you should see « **FTDI FT8U2XX Device** ». If there is no yellow exclamation mark or red cross ahead of it, the cable is properly installed !

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



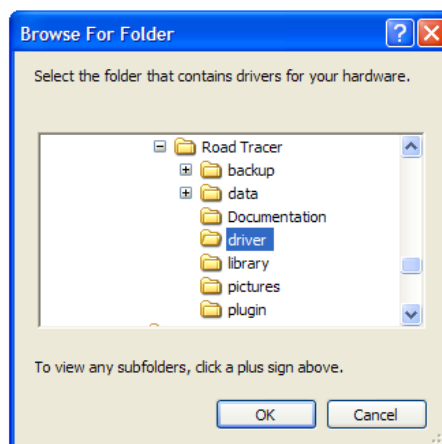
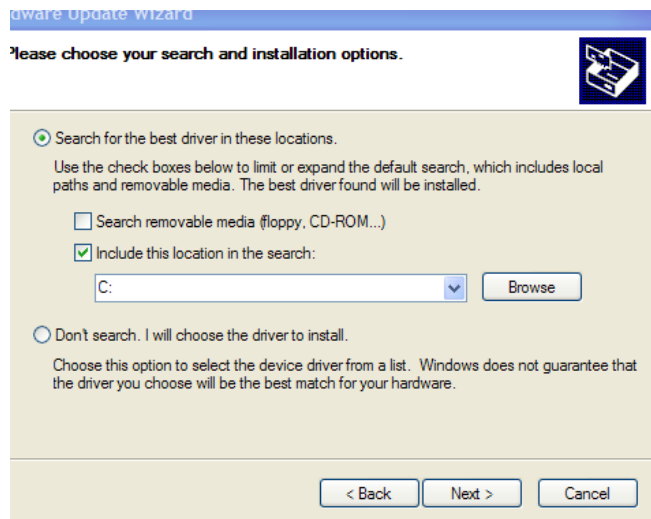


8) Select the 2nd option and select Next



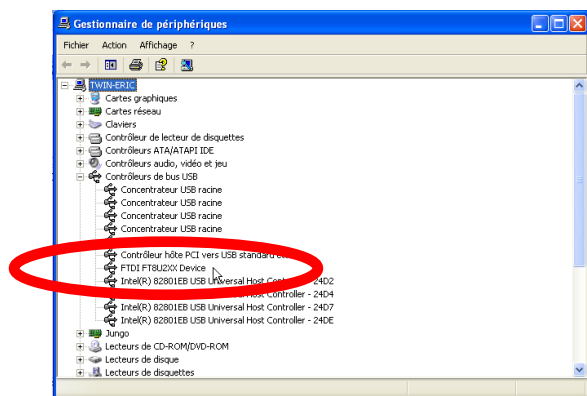


9) Select include this location to search ; un-select the above option and click on Browse



Select the following path **C:\Program Files\Tripy\Road Tracer\driver** and click OK. Follow the instructions.

You may verify that the cable is properly installed by returning to the device manager as explained above:



Click on the box of the «**USB Bus controller**» you should see «**FTDI FT8U2XX Device**». If there is no yellow exclamation mark or red cross ahead of it, the cable is properly installed !