Windows USB console drivers troubleshooting

Introduction

You may find your Vista control surfaces are no longer being recognized by the main Vista application. This can sometimes happen if your computer has completed a Windows update.

This procedure outlines how to uninstall and reinstall your Windows USB Vista control surface drivers.

- This technote assumes one only USB device is causing problems. If more than one USB device is causing problems, follow this process for each problem device in turn.

- It is recommended that all non-essential USB devices be disconnected during this procedure; essential USB devices such as mice and keyboards can be left connected.

- This technote does not cover issues with the DMX channel dongle.

Step by Step Guide

1. Disconnect the computer from the internet. This is usually most easily achieved by unplugging the computers Ethernet connection. Windows 10 regularly searches the Internet for updated drivers and no Internet prevents Windows loading new drivers in the middle of this procedure.

2. Open the Device Manager by clicking in the Windows search bar and typing "device manager", then selecting "Device Manager Control Panel" from the list. A new window will open showing a list of the connected device categories. Categories can be expanded by clicking on the arrow on the left of each entry.

3. Plug the USB device into the computer. After a second or so the Device Manager list should refresh as Windows discovers the new device. Find the Vista device and double check it's the correct one by plugging it in and out a few times while watching for the change in the Device Manager list. When you're certain you have the device, proceed to step 4.

    Note: If the list doesn't refresh when the device is plugged in, Windows is not detecting the device:

    - *Try un-plugging the device and plugging it back in.*
    - *Try another computer USB port.*
    - *Try another USB cable.*
    - *Restart the computer.*
    - *Try another computer.*
    - *Launch Vista.*
    - *Vista S1 and S3 products can have their firmware updated by holding down the red and yellow modifier buttons while turning power on. Try this mode to see if the list refreshes.*

    If the list cannot be made to refresh when plugging/unplugging it from the computer, then the device is probably faulty.

4. Right click on the device and select "Uninstall".

5. If presented with the check box to "Delete the driver software for this device", tick the check box.

6. Click OK. The driver will be removed, and the dialogues will close

7. If the computer asks to reboot, select "No".

8. Unplug the device, wait a moment for the device manager list to refresh, then plug it back in, and wait again for it to refresh. If the driver has been successfully deleted the device will appear under "Other Devices" - in this case proceed to step 9.

9. Unplug the device.

10. Reboot the PC.

> *Note: All Vista USB devices should be disconnected and Vista not running at this point.*

11. Open a command prompt by typing "command" into the Windows Start search bar and selecting "Command Prompt Desktop app" from the list of matches.

12. Change to the disk drive where the Vista software is installed eg type: "c:[enter] "

13. Change directory to the Vista USB software directory eg type:"cd \Program Files (x86)\Chroma-Q\Vista3\WinUsbDriver[enter]"

> *Note: Case is not important in this command.*

14. Type: "windowsusbdrivers --justInstall[enter]"

> *Note: Case IS important in this command.*

15. Click "Yes" to allow the program to make changes to your computer. The program may take a few minutes to run as it loads each Vista USB device driver. It will generate a window similar to the below:

Skipping the creation of driver packages (--justInstall command line switch).

Processing inf file:C:/Program Files (x86)/Jands/Vista2/WinUsbDriver/UsbDriverPackage/UD512_4a41_5733.inf

Processing inf file:C:/Program Files (x86)/Jands/Vista2/WinUsbDriver/UsbDriverPackage/Vista M1_4a41_4d4a.inf

Processing inf file:C:/Program Files (x86)/Jands/Vista2/WinUsbDriver/UsbDriverPackage/Vista M1_4a41_4d4b.inf

Processing inf file:C:/Program Files (x86)/Jands/Vista2/WinUsbDriver/UsbDriverPackage/Vista Wing USB_4a41_5731.inf

Processing inf file:C:/Program Files (x86)/Jands/Vista2/WinUsbDriver/UsbDriverPackage/Vista Wing USB_4a41_5732.inf

16. If the USB device is mains powered (S1, S3, EX) then power cycle it ie briefly switch it off and back on again.

17. Plug in the device to the computer and wait for the Device Manager list to refresh. Check the device appears under "Universal Serial Bus Devices". Watch for a popup dialogue similar to "Device driver successfully loaded" as the device is plugged in.

18. Run Vista and click through any startup dialogues, then create a new show

19. Check for correct operation of the USB device.

20. Reconnect the computer to the Internet if necessary.

21. When running properly the Vista products will appear in the "Universal Serial Bus Devices" at the bottom of the list. The below screen shot shows four USB devices working, including a UD512, M1, S1, and S3.

✔ 🖴 Universal Serial Bus devices
   🖴 UD512
   🖴 Vista M1
   🖴 Vista Wing USB
   🖴 Vista Wing USB