

Reinstalling the USB device driver for your Stable Micro Systems instrument

If your instrument appears in Windows Device Manager but your Stable Micro Systems software still cannot find it, the USB driver may not have installed correctly. This guide takes you through removing the existing driver and reinstalling the one supplied with your software.

Applies to

All USB-connected instruments

Time needed

About 10 minutes

You will need

Administrator rights

Before you start

You will need Windows Administrator rights on the PC. Many laboratory PCs are managed centrally and restrict driver changes. If you are unsure whether you have these rights, speak to your IT department before you begin.

Use the latest version of your software. All current versions of Stable Micro Systems software are supplied with suitable, up-to-date USB drivers, which are normally installed correctly alongside the software. Older versions carry older drivers, so we always recommend downloading the latest version from our website when you update a PC or an operating system.

Your version of Windows may look a little different from the screenshots in this guide, but the steps and the option names are the same.

Prepare the instrument and the PC. Close your Stable Micro Systems software before you begin, connect the instrument's USB cable directly to the PC rather than through a USB hub, and use the same port throughout.

1 Try the restart routine first

Most connection problems are not driver faults. An [Invalid port](#) message means the COM port named in your software does not exist on the PC. Usually the port reference held in memory no longer matches the connection the instrument is using, and restarting both the PC and the instrument clears it.

Clear it from both the PC and the instrument before you change any drivers:

1. Unplug the USB cable from the PC.
2. Restart the instrument.
3. Restart the PC.
4. Open your Stable Micro Systems software.
5. Plug the USB cable back into the PC and try to connect again.

If the instrument now connects, you are finished.

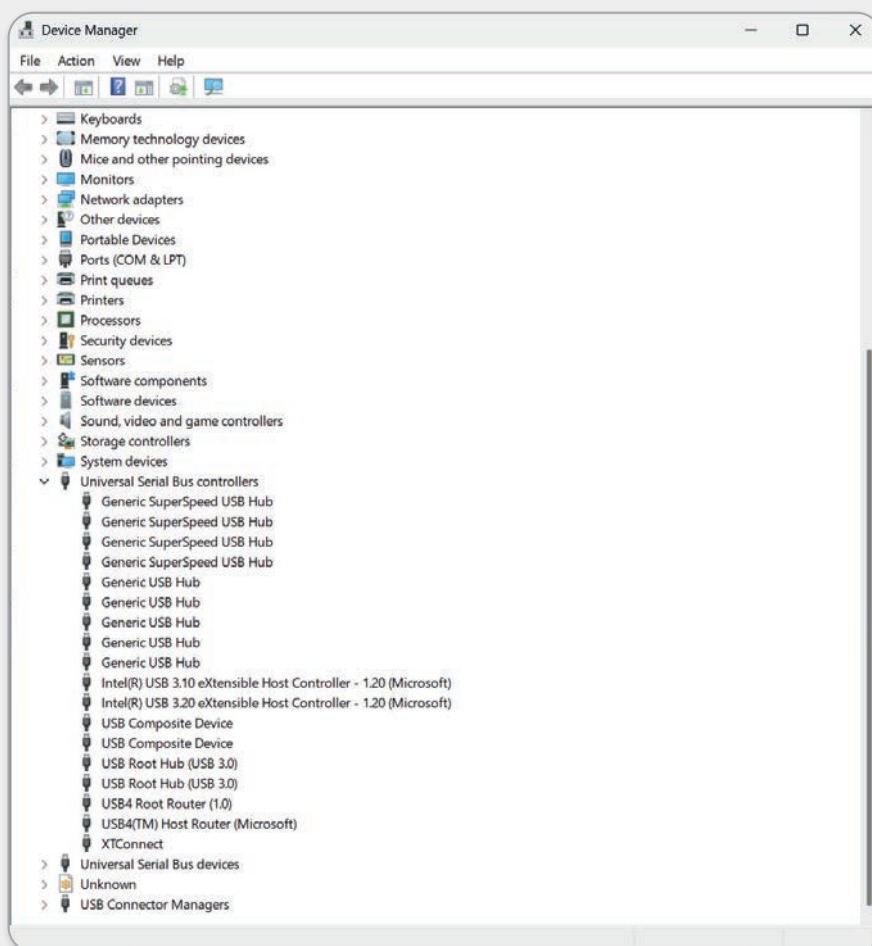
If it still does not connect, continue to step 2.

2 Find your instrument in Device Manager

Open Windows Device Manager and expand **Universal Serial Bus controllers**. The entry name depends on the instrument you are using.

Device Manager entry	Instrument
XTConnect	Any instrument in the Connect range – Texture Analyser or Volscan
Volscan	Original Volscan instrument, and Ceramscan
XTPlus Texture Analyser	Original USB XTplus or HDplus Texture Analyser
XTExpress Texture Analyser	Original USB XTExpress Texture Analyser
XTPlus USB Adapter	Stable Micro Systems serial-to-USB adapter

Some older software versions display this entry as [VolScan](#). Either spelling refers to the same device.



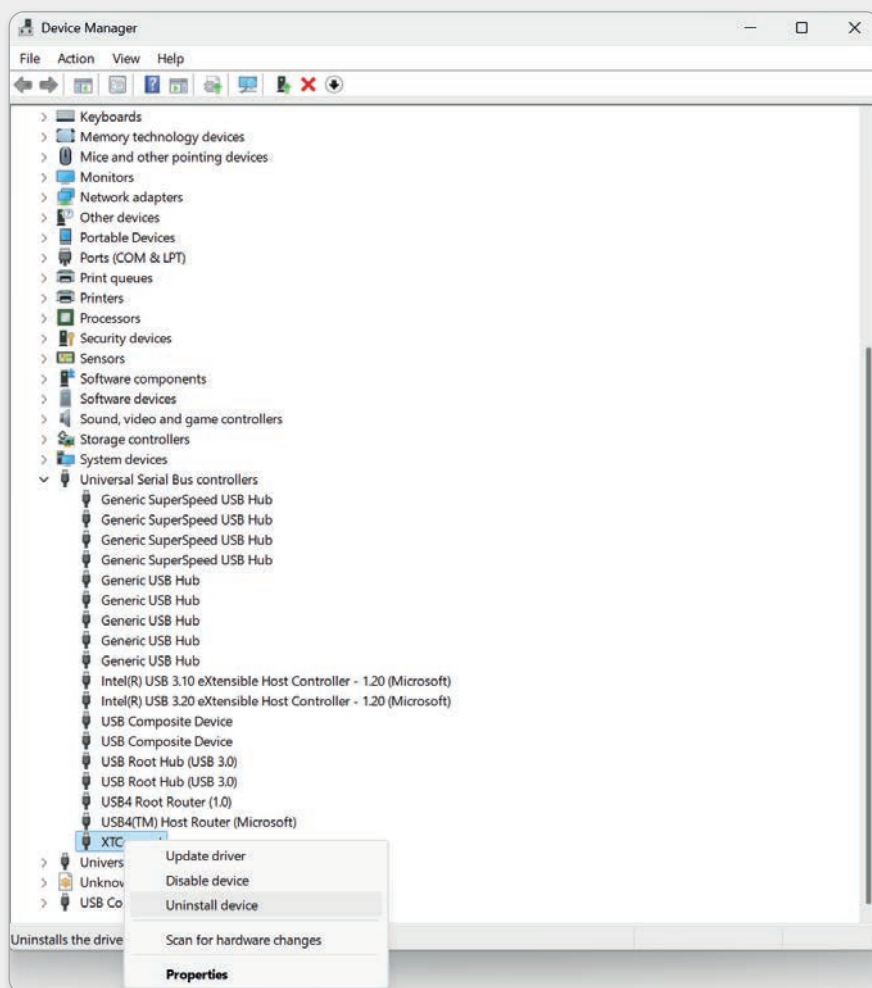
The instrument entry appears at the foot of the Universal Serial Bus controllers list.

The USB driver is the same for every Stable Micro Systems instrument, so the steps below apply whichever entry you see.

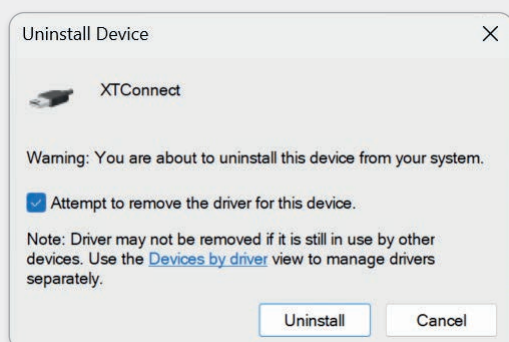
If no entry appears at all, there is a fault with the USB cable or the instrument. Go straight to “Still not connecting?” at the end of this guide.

3 Remove the existing driver

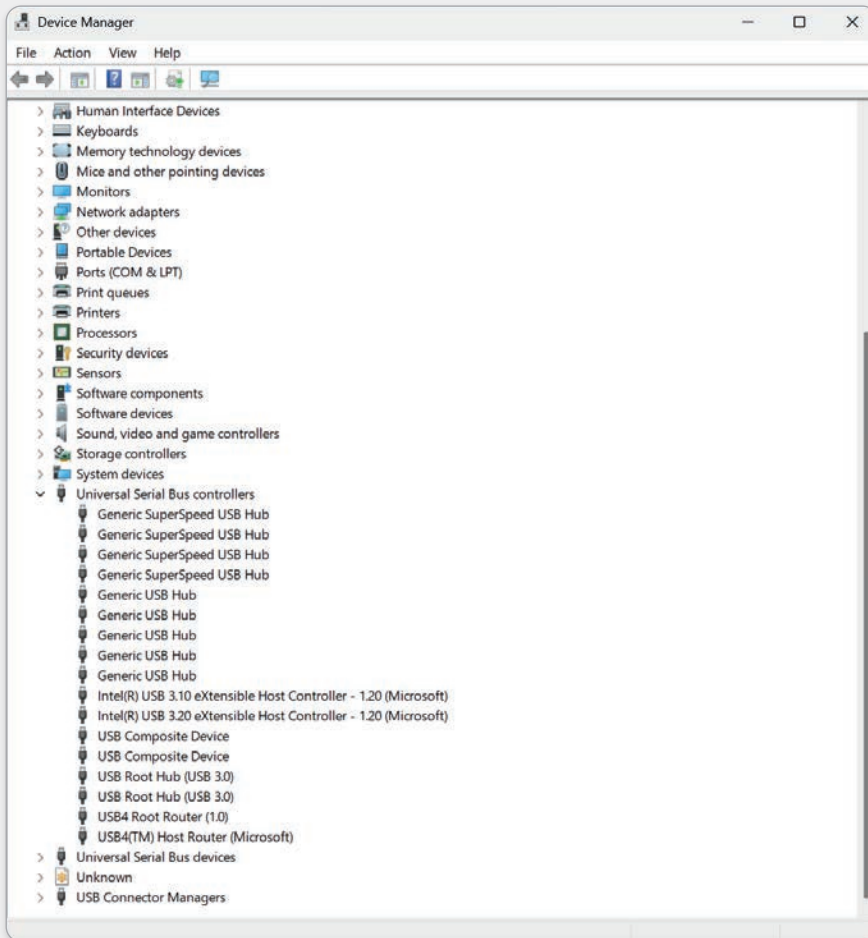
1. Right-click the instrument's entry and select **Uninstall device**.



2. In the dialogue that appears, tick **Attempt to remove the driver for this device**. Some versions of Windows label this **Delete the driver software for this device**.



3. Click **Uninstall**. The driver is removed and the entry disappears from Device Manager.



4. Unplug the USB cable from the PC, then plug it back in.

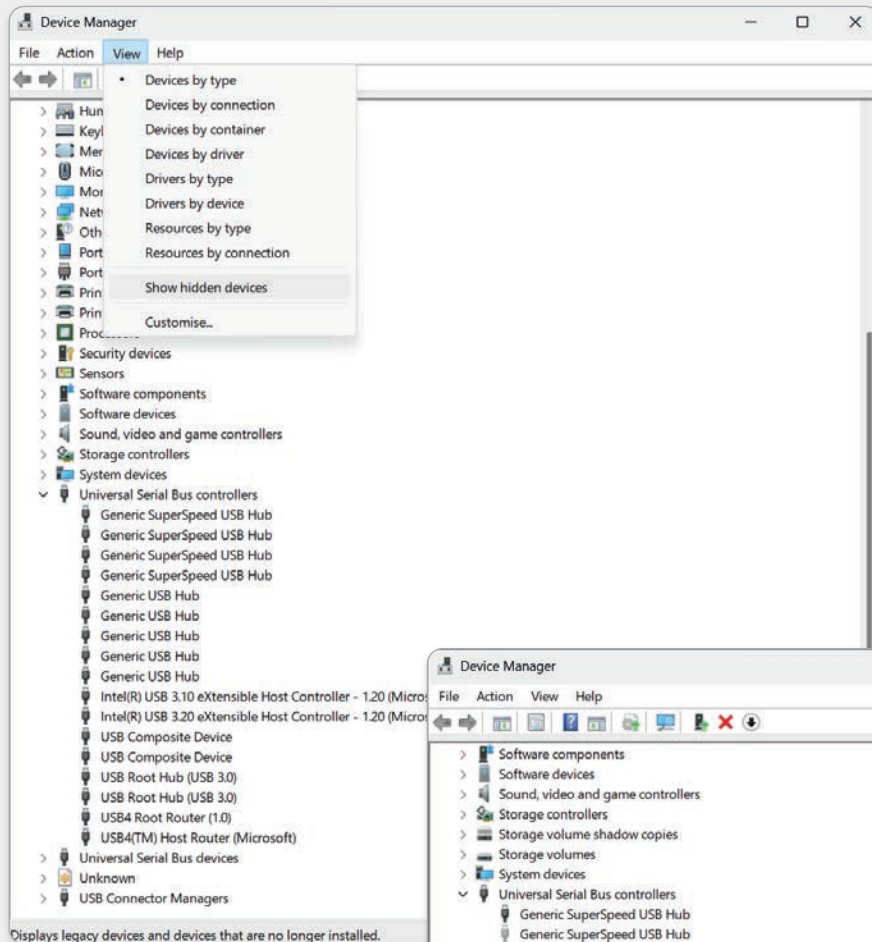
If the entry reappears exactly as before, the driver has not been removed. Continue to step 4.

If the entry reappears under Other devices with a yellow warning symbol, the driver has been removed successfully. Skip to step 5.

4 Remove hidden devices

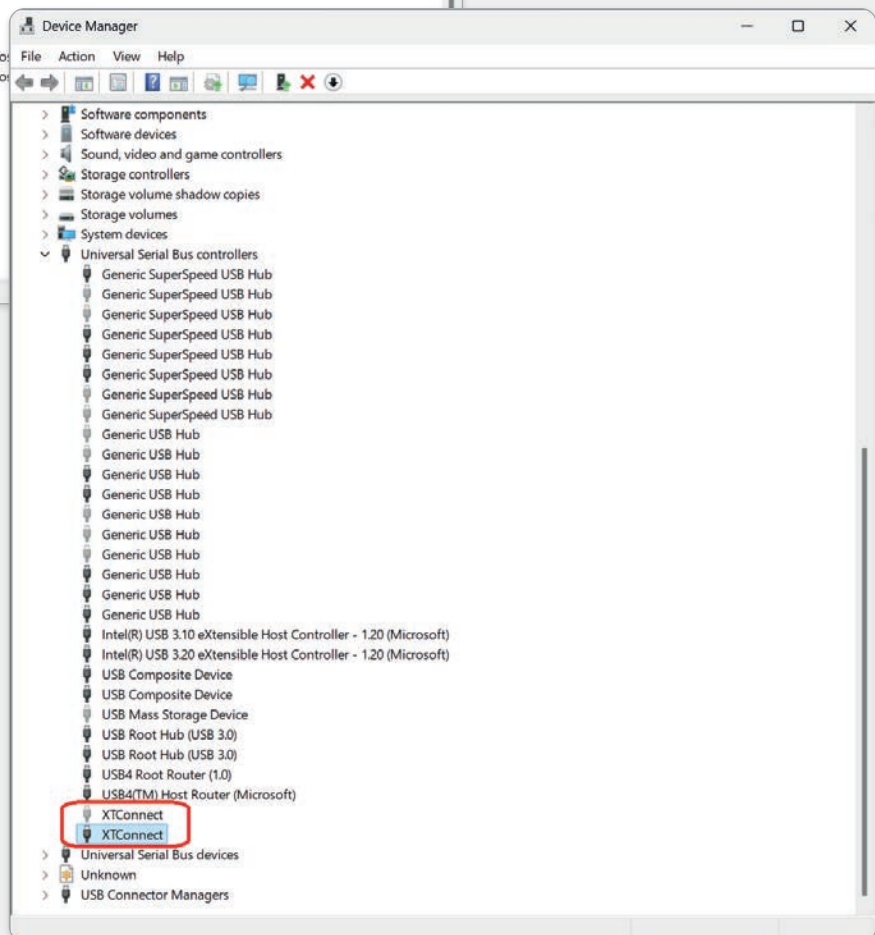
The driver may still be in use by an inactive device, most often because the same instrument has previously been connected to a different USB port on the PC.

1. In Device Manager, open the **View** menu and select **Show hidden devices**.



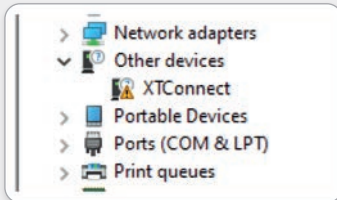
Displays legacy devices and devices that are no longer installed.

2. Every remembered device that is not currently connected is now listed. Inactive devices are shown with a greyed-out icon.



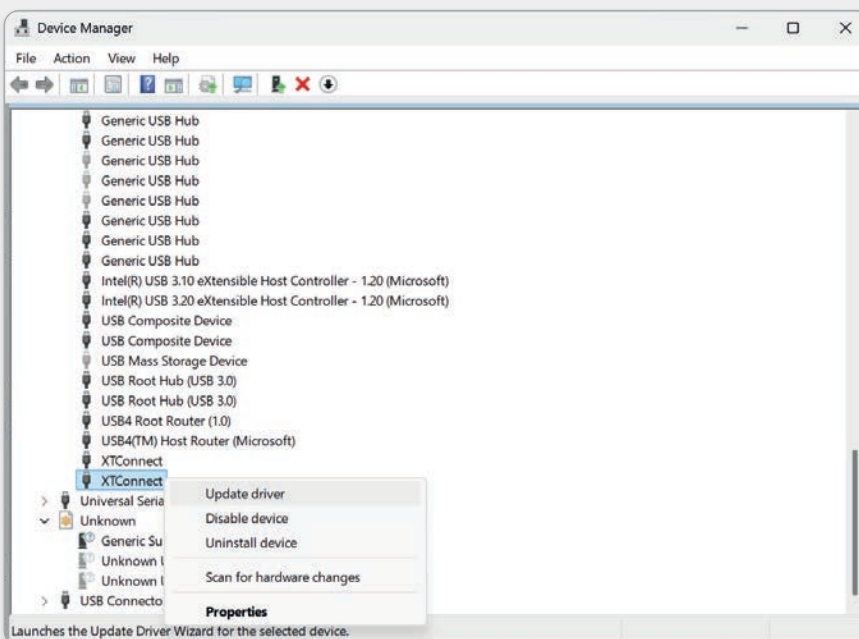
3. Right-click and uninstall every inactive Stable Micro Systems device in the list. You will not see the **Attempt to remove the driver for this device** option for inactive devices, which is expected.
4. Once all inactive devices have been removed, select the active device again and uninstall it as in step 3, this time ticking **Attempt to remove the driver for this device**.
5. Unplug the USB cable from the PC and plug it back in.

The instrument should now appear under **Other devices** with a yellow warning symbol, indicating that no driver is installed for it. If no instrument appears at all, there is a fault with the USB cable or the instrument.

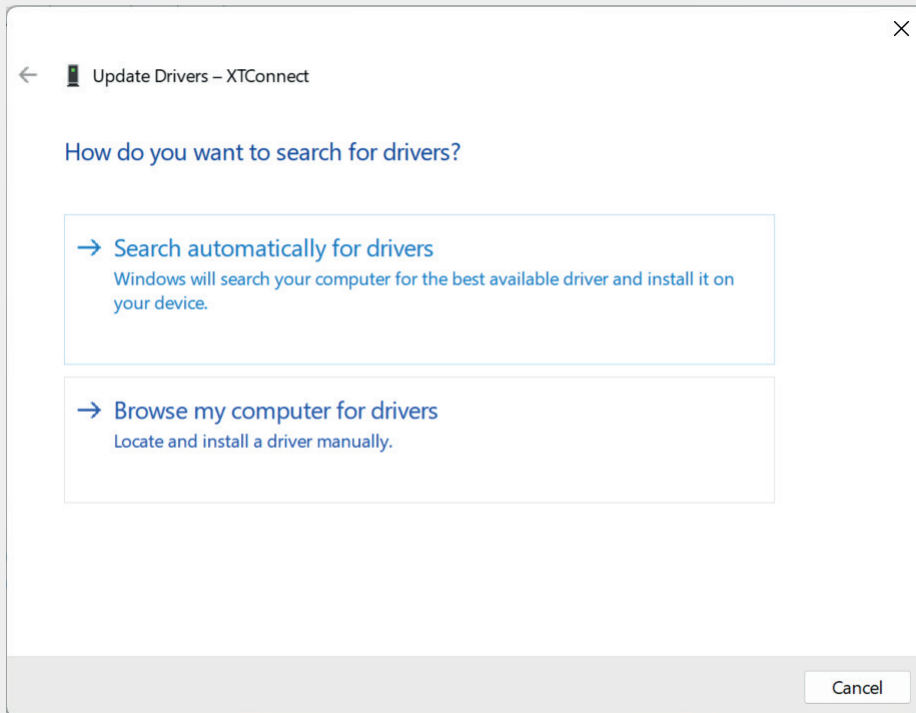


5 Install the driver supplied with your software

1. Right-click the instrument's entry under **Other devices** and select **Update driver**.



2. Choose **Browse my computer for drivers**.

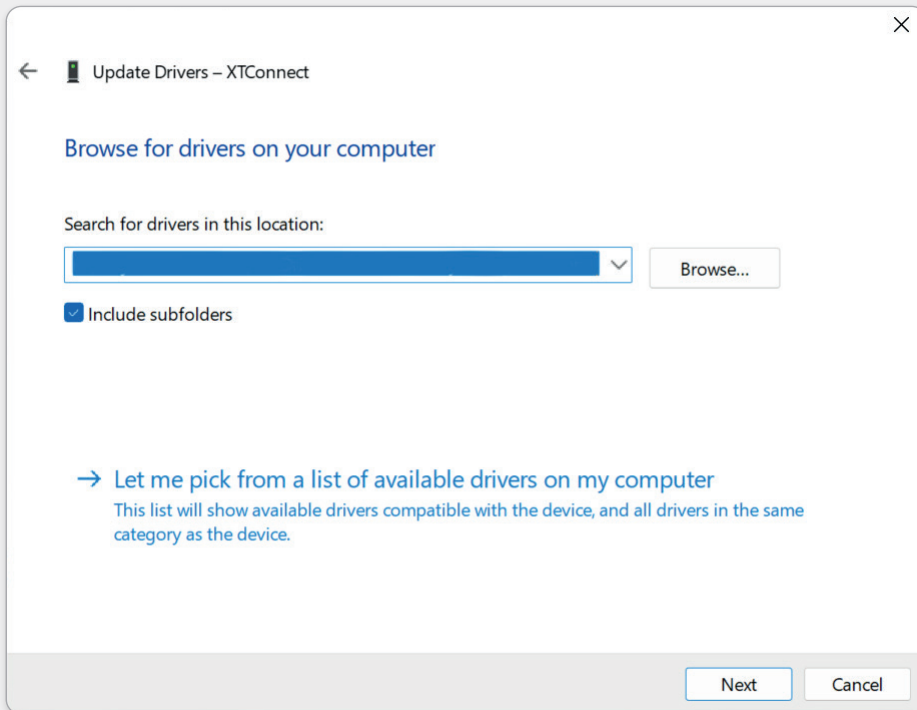


3. Click **Browse** and select the **USBDrivers** folder inside your software's installation folder.

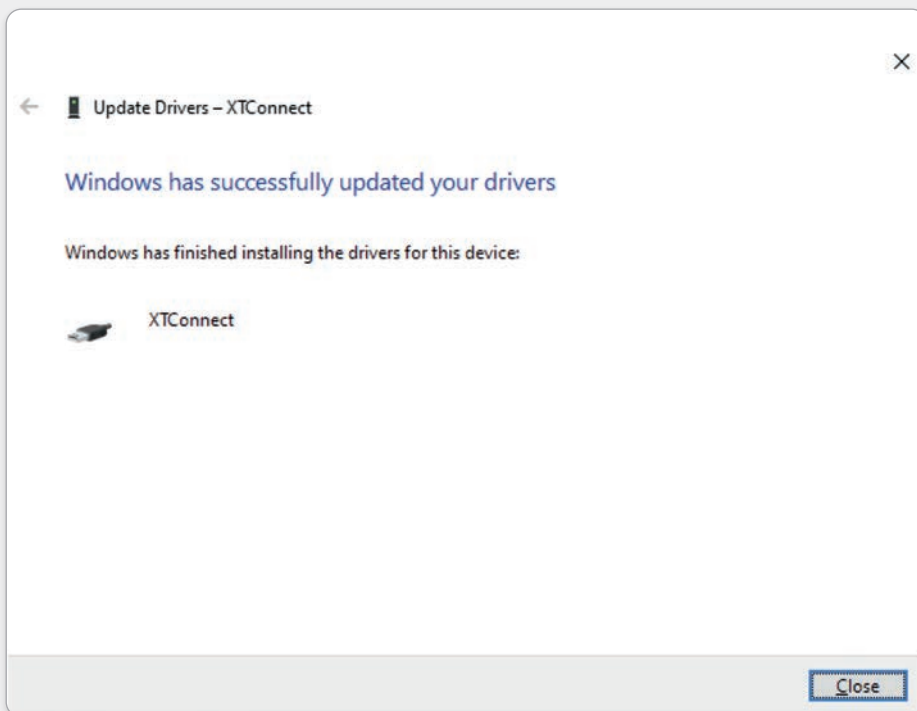
Software	Default location on 64-bit Windows
Exponent	C:\Program Files (x86)\Exponent\USBDrivers
Exponent Lite	C:\Program Files (x86)\Exponent Lite\USBDrivers
Exponent Connect	C:\Program Files (x86)\ExponentConnect\USBDrivers
Volscan	C:\Program Files (x86)\VolScan\USBDrivers

On 32-bit systems, replace **C:\Program Files (x86)** with **C:\Program Files**.

4. Back on the main dialogue, make sure **Include subfolders** is ticked.



5. Click **Next**. The driver is installed and a confirmation is displayed.



6. Close the confirmation. The instrument entry reappears under **Universal Serial Bus controllers**.
7. Return to your Stable Micro Systems software and connect to the instrument again.

Still not connecting?

Stable Micro Systems distributors are trained to help with technical questions. [Find your local distributor on our website.](#)

You can also contact our technical support team using the [online technical support form](#).

Before we can help diagnose a fault, you must be running the latest software and firmware for your instrument. Please also have the following ready:

- Instrument model
- Serial number of your instrument
- Software package and version (Help > About)
- Firmware version
- Operating system
- Probe or attachment connected to the instrument
- Any additional devices connected to the instrument
- The exact wording of any error message

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