

USB problems AS551

Important When you have problems installing & connecting the device via USB, follow the following instructions.

1. De-install the service tool
2. Disconnect the USB cable
3. Re-install the service tool
4. Start the service tool
5. Connect the USB cable
6. Wait until the device is recognized and USB drivers are installed
7. Press "start local session"
8. When this doesn't work, repeat the following steps 1 – 7.
9. Check the driver date of the ftdibus.sys in the [\\windows\system32\driver](#) directory. The date needs to be newer than 2003. Copy the new driver ftdibus.sys to this directory. Then try again.
10. If the driver is old, place it for a newer version by copying the ftdibus.sys file
11. When this doesn't work install the drivers "USB FTDI drivers - CDM 2.04.16 WHQL Certified.zip"
12. When also another PC/laptop isn't working as well, contact MCS support with your findings.

