

Biometrika

Driver Upgrade special procedure for Windows 2000



USB version

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SUMMARY

1	PROBLEM OVERVIEW.....	2
1.1	Solution	2
	Appendix: How to remove a driver with Hardware Wizard	3

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1 PROBLEM OVERVIEW

Windows 2000 installs a driver for every USB port used with the scanner and put this information in a cache: so the driver is present on the system even if a standard removal procedure has been followed. In the case the old installed driver is version 1.51, trying to upgrade to a new driver can become very frustrating, since the systems continues to use the old driver. This can lead to a not recognized scanner.

1.1 Solution

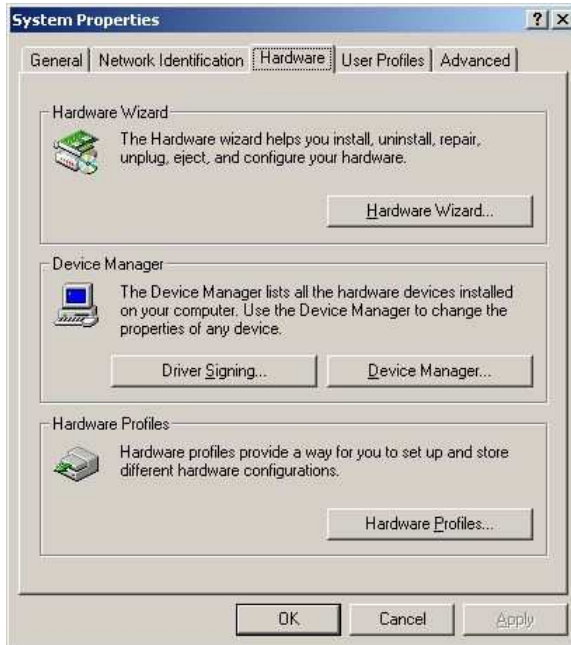
The solution is to remove the cached information with BiokUsbCleaner and to manually remove the driver from any USB where we want to install the new driver.

1. Unplug the scanner.
2. Run BiokUsbCleaner.exe utility and press the button *Clean*. Then close it.
3. For each USB port perform the following steps
 - a. Connect the scanner to the USB port. Please note: if the installation of the scanner starts, it means that port is already clean, so unplug the scanner, close the installation and pass to the next USB port;
 - b. Remove the driver using the *Hardware Wizard* as explained in “Appendix: How to remove a driver with Hardware Wizard”.
4. After all the USB ports have been processed the system can be considered clean, and the scanner can be plugged to a USB port to start the installation of the “new” device.
5. The scanner will be detected and the new installation performed: when the wizard asks for the driver location tell the directory where the new drivers are.
6. The Configuration and Test utility will automatically open showing “Scanner not connected”: unplug and plug the scanner again to the **same** USB port.
7. The Configuration and Test utility will detect the scanner: please press the button “Initialize sensor” to configure the communication between the scanner and the PC.

The old driver has been completely removed and the new driver installed. You can use your scanner.

Appendix: How to remove a driver with Hardware Wizard

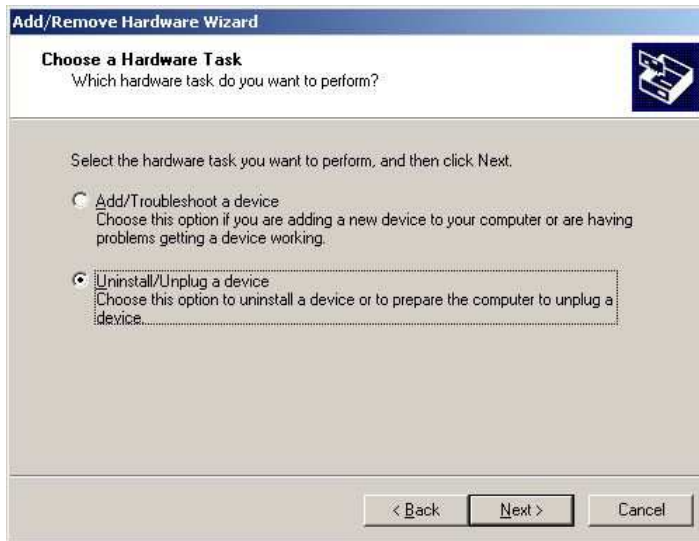
To completely remove the driver *Hardware Wizard* must be used with the scanner plugged in.



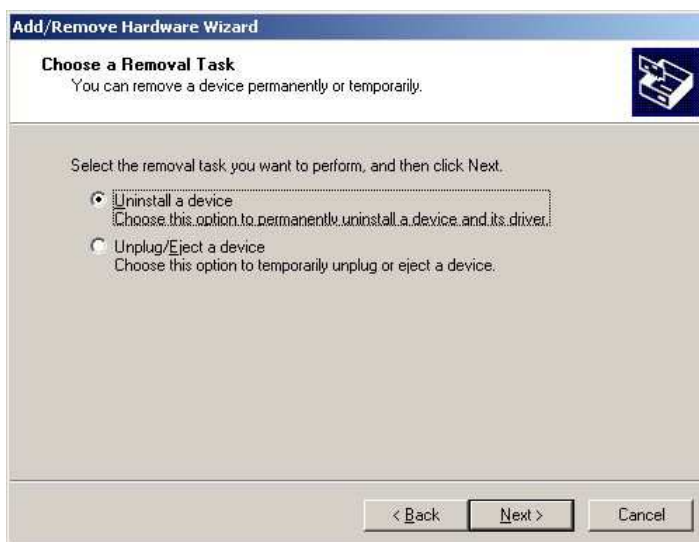
Open “*System Properties*” and from the *Hardware* panel press the button “*Hardware Wizard...*”




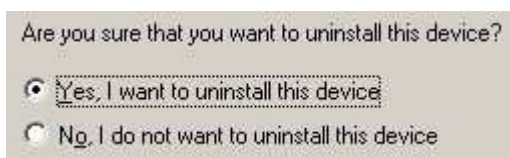
The Wizard starts. Press *Next* to continue.



Select “*Uninstall/Unplug a device*” and press *Next*.



Select “*Uninstall a device*” and press *Next*. Then select the scanner from the list of devices. Usually it is at the end of the list and is marked with a yellow question mark. 



At the request to confirm the uninstall select “*Yes, I want to uninstall this device*” and press *Next* to complete the procedure of removal.