

TECH Adsi USB Driver

Auto Update from Microsoft Disable
Last Changed Oct 27, 2016

Abstract: It was found today that Microsoft Windows Update version 10 was replacing our usb driver with an incorrect version during a windows update. This procedure will disable the automatic update of ADSI's usb driver. This problem was not seen until windows 10 was released so if you don't have windows, this does not apply. If you are using 2.16g cutter driver or later, this has been fixed. If you are running centra hs remote panel build 38 or later, this problem has been fixed.

Applies to:

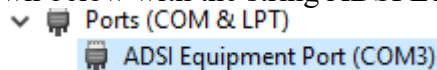
Cutters, template makers, axxis hs, axxis xl, talon with mmc or tmc boards communicating with usb.

Symptom:

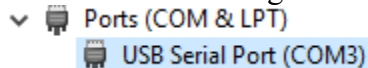
Cutter stop communicating over usb connection.

To see if this is the problem.

- Turn on your machine
- Start the device manager.
- Click on start, search for device manager and start it.
- Open the Ports (COM & LPT).
- If your machine appears as shown below with the string ADSI Equipment port this is not your problem.



- If your machine appears as shown below with the string USB Serial Port this is your problem.



Procedure:

First run either the setup for the cutter driver 2.16c through 2.16f (will be fixed in later releases)
<http://allendatagraph.com/tech-support/online-documents/tech-support-library/software-support/>

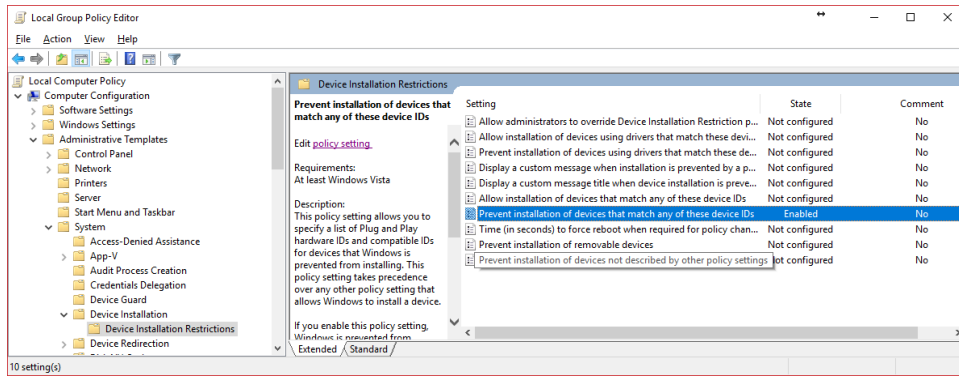
If it happens on a centra hs remote panel run the setup of the remote panel. Will be fixed in build 38.
<http://allendatagraph.com/techsupport/hslink.html>

This will install correct driver.

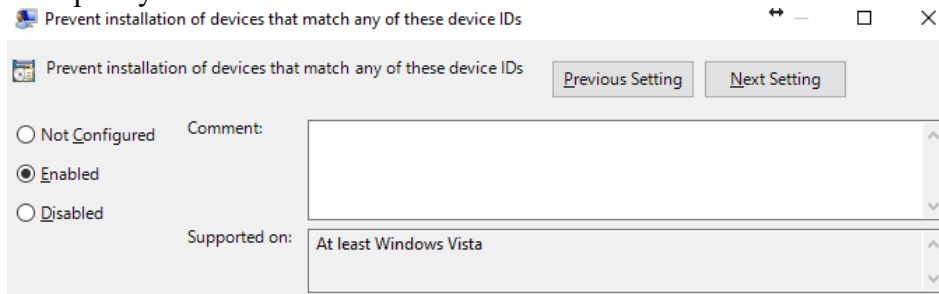
Verify that correct driver is now installed as shown above

To keep anyone including windows update from changing the driver.

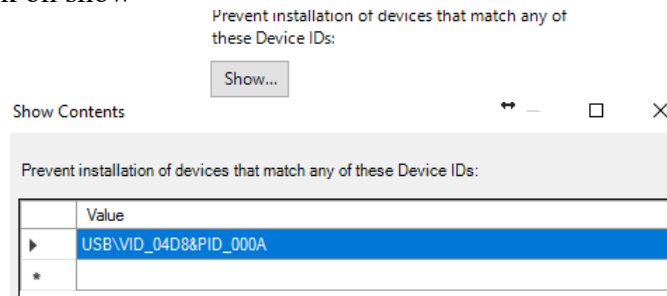
Click on start, search for edit group policy and Click.



- Navigate to Computer Configuration -> Administrative Templates -> System -> Device Installation -> Device Installation Restrictions -> Prevent installation of devices that match any of these device IDs.
- Double click on this policy



- Select enable and click on show



- Add the string shown above. Click OK, OK, and close gpedit.