Windows 98 Installation Procedure for the USB Drivers (Virtual Com)

For Windows Me: Follow steps 1-8 on pages 7-12 For Windows 2000: Follow steps 1-11 on pages 13-18 For Windows XP: Follow steps 1-12 on pages 19-25

 Turn on the UPS and the computer. Connect one end of the USB cable to the USB port on the UPS. Connect the other end of the USB cable to the USB port on the computer. If the connection is successful and the USB device has never been installed on your PC, Figure 1 will be shown immediately. Then click the "Next" button to continue with the installation. (Figure 1)

Add New Hardware Wiz	ard
	This wizard searches for new drivers for: USB Human Interface Device A device driver is a software program that makes a hardware device work.
	< Back Next > Cancel

Figure 1: Starting the search for driver for USB HID device

 Select "Search for the best driver for your device (Recommended)" Then click the "Next" button to continue the installation. (Figure 2)



Figure 2: Search for the best driver for USB HID device

3. Insert the included USB Driver CD into the CD-ROM drive, then select "Specify a location", click on the "Browse" button, select the appropriate CD-ROM drive letter and the USB_DRIVER folder (D:\USB_DRIVER) then click the "Next" button. (Figure 3)

Add New Hardware Wiz	ard
	Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
	< <u>B</u> ack Next > Cancel

Figure 3: Search for the device's driver

4. In Figure 4, the Windows operating system has found the best driver for the USB-HID→COM device. Select "The updated driver-(Recommended)", and then press the "Next" button to continue.

Add New Hardware Wi	zard
	Windows has found an updated driver for this device, and also some other drivers that should work with this device.
	What do you want to install?
	 The updated driver (Recommended) USB-HID -> COM device
	C <u>O</u> ne of the other drivers. <u>View List</u>
	< Back Next > Cancel

Figure 4: Select installation type

5. In Figure 5, press the "Next" button to continue the installation procedure.

In Figure 5, the location of the driver is shown (Example: :\USB_DRIVER\HIDCOM.INF).

Add New Hardware Wiza	ard
	Windows driver file search for the device:
	USB-HID -> COM device
	Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
🏽 🍪 🏤 🛛	Location of driver:
	D:\USBDRI~5\HIDCOM.INF
	Cancel

Figure 5: Installing the driver HIDCOM.INF file

6. In Figure 6, the Windows Operating System has installed the software for the device. Then press the "FINISH" button to complete the installation.



Figure 6: Driver installed successfully

7. Then the hardware information of USB HID→COM device will be shown in the PC's Device Manager (see Figure 7). Note that the USB→COM device uses its own virtual COM port on the installed computer rather than existing COM ports. For instance, if the installation computer has 2 COM ports named COM1 and COM2, then the USB→COM device will be automatically identified as COM3. In some cases, the computer will need to be restarted for this virtual port to become available.

(From the desktop, right-mouse click on the "My Computer" icon, select "Properties", and click on the "Device Manager" tab).

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Figure 7: Hardware information of USB-HID->COM device

8. If you have already installed the Sentryll power monitoring software, then follow Steps 1 through 5. If you have not installed the Sentryll power monitoring software, see the Sentryll user's manual for the installation procedure.



Step 1: Open Sentryll manager

Step 2: Connect to Sentryll

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Step 4: Enter your user name and password.

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Step 5: Server settings

First, select the correct COM port for the USB port and set the Baud Rate to 9600. Second, save the server settings and refresh the display window. In some cases, the computer will need to be restarted for the correct COM port to be visible.

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Step 6: Communication established successfully. The UPS is ready for normal operation.

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Windows (Me) Millennium Edition Installations

Under some circumstances, Windows Me fails to load the HIDCOM driver, and instead loads the Windows HID driver for the device. If this situation occurs, please follow the steps below to force Windows Me to use the HIDCOM driver:

 Turn on the UPS and the computer. Connect one end of the USB cable to the USB port on the UPS. Connect the other end of the USB cable to the USB port on the computer. Next, open up the device manager. Find the Human Interface Device key related to USB to Serial and right click on it and select "Properties" (Figure 1).



Figure 1: Locate the USB Human Interface Device in the Device Manager

2. Click "Update Driver".



Figure 2: USB Human Interface Device Properties

3. The update wizard will launch. Select "Automatic search for a better driver (Recommended)" Click "Next" to start the update.



Figure 3: Upgrade Device Driver Wizard

4. Select "Search for a better driver for my device" and check the "Specify a location" box. Then, click "Browse" to locate folder for the USB driver and click "Next".



Figure 4: Specify Driver Location

5. Verify that the "HIDCOM.INF" has been selected as the driver and click "Next".



Figure 5: Verify Driver Files to Install

6. Click "Finish" to complete the driver installation.

Update Device Driver Wizard
USB-HID -> COM device USB-HID -> COM device Windows has finished installing an updated driver for your hardware device.
< Back Finish Cancel

Figure 6: Browse for Updated Driver on CD-ROM

7. Be sure to restart the computer for the new changes to take effect. (Restarting the computer is recommended for all operating systems).

8. If you have already installed the Sentryll power monitoring software, then follow Steps 1 through 5. If you have not installed the Sentryll power monitoring software, see the Sentryll user's manual for the installation procedure.

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Step 2: Connect to Sentryll

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Step 3: Choose or enter the correct Computer Name or IP Address and click "Connect"

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Step 4: Enter your user name and password.

Default user name and password are both "admin"

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Step 5: Server settings

First, select the correct COM port for the USB port and set the Baud Rate to 9600. Second, save the server settings and refresh the display window. In some cases, the computer will need to be restarted for the correct COM port to be visible.

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Step 6: Communication established successfully. The UPS is ready for normal operation.

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Windows 2000 Installations

Under some circumstances, Windows 2000 fails to load the HIDCOM driver, and instead loads the Windows HID driver for the device. If this situation occurs, please follow the steps below to force Windows 2000 to use the HIDCOM driver:

1. Turn on the UPS and the computer. Connect one end of the USB cable to the USB port on the UPS. Connect the other end of the USB cable to the USB port on the computer. Next, open up the device manager. Find the Human Interface Device key related to USB to Serial and right click on it and select "Properties" (Figure 1).

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Figure 1: Locate the USB Human Interface Device in the Device Manager

2. Click "Update Driver".

USB Huma	n Interface Devi	ce Properties	<u>?</u> ×
General	Driver		
÷	USB Human Interf	ace Device	
	Driver Provider:	Microsoft	
	Driver Date:	11/14/1999	
	Driver Version:	5.0.2183.1	
	Digital Signer:	Microsoft Windows 2000 Publisher	
To view Details. the driv	v details about the dr To uninstall the driv er files for this device	iver files loaded for this device, click Driver er files for this device, click Uninstall. To up e, click Update Driver.	date
1			
		OK Car	ncel

Figure 2: USB Human Interface Device Properties

3. The update wizard will launch. Click "Next" to start the update.



Figure 3: Upgrade Device Driver Wizard

4. Select "Search for a suitable driver for my device".

Install Hardware Device Drivers Image: Construction of the solution of the solut
 This wizard upgrades drivers for the following hardware device: USB Human Interface Device Upgrading to a newer version of a device driver may add functionality to or improve the performance of this device. What do you want the wizard to do? Search for a suitable driver for my device (recommended) Display a list of the known drivers for this device so that I can choose a specific
Upgrading to a newer version of a device driver may add functionality to or improve the performance of this device. What do you want the wizard to do? © Search for a suitable driver for my device (recommended) © Display a list of the known drivers for this device so that I can choose a specific
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Figure 4: Install Hardware Device Drivers

5. Select "Specify a location" and click "Next".

Upgrade Device Driver Wizard					
Locate Driver Files Where do you want Windows to search for driver files?					
Search for driver files for the following hardware device:					
USB Human Interface Device					
The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify. To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.					
Optional search locations: Floppy disk drives CD-ROM drives					
✓ Specify a location ✓ <u>Microsoft Windows Update</u>					
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Figure 5: Locate Driver Files

6. Click "Browse" and select your CD-ROM drive.

Upgrade (Device Driver Wizard	×	C
_	Insert the manufacturer's installation disk into the drive selected, and then click OK.	OK Cancel	
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Figure 6: Browse for Updated Driver on CD-ROM

7. Then select "HIDCOM.INF" from the CD-ROM in the USB Driver folder.

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Figure 7: Locate Updated Driver File

8. Click "Next".

Upgrade Device Driver Wizard					
Driver Files Search Results The wizard has finished searching for driver files for your hardware device.					
The wizard found a driver for the following device:					
USB Human Interface Device					
Windows found a driver that is a closer match for this device than your current driver. To install the driver Windows found, click Next.					
d:\usb driver\hidcom.inf					
The wizard also found other drivers that are suitable for this device. To view a list of these drivers or install one of these drivers, select the following check box, and then click Next.					
Install one of the other drivers					
< <u>B</u> ack <u>Next></u> Cancel					

Figure 8: Verify Driver File to Install

9. Click "Finish" to complete the installation.



Figure 9: Verify Driver File to Install

10. If prompted, click "Yes" to restart the computer with the new changes in effect. (Restarting the computer is recommended for all operating systems).



Figure 10: Restart computer

11. If you have already installed the Sentryll power monitoring software, then follow Steps 1 through 5. If you have not installed the Sentryll power monitoring software, see the Sentryll user's manual for the installation procedure. Be sure that the Sentryll service is running in the Windows 2000 Services Control Panel. This service will start up automatically each time the computer is started after Sentryll is installed.

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Step 2: Choose or enter the correct Computer Name or IP Address and click "Connect"

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Step 3: Enter your user name and password.

Default user name and password are both "admin"

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Step 4: Server settings

First, select the correct COM port for the USB port and set the Baud Rate to 9600. Second, save the server settings and refresh the display window. In some cases, the computer will need to be restarted for the correct COM port to be visible.

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Step 5: Communication established successfully. The UPS is ready for normal operation.

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Windows XP Installations

Under some circumstances, Windows XP fails to load the HIDCOM driver, and instead loads the Windows HID driver for the device. If this situation occurs, please follow the steps below to force Windows XP to use the HIDCOM driver:

 Turn on the UPS and the computer. Connect one end of the USB cable to the USB port on the UPS. Connect the other end of the USB cable to the USB port on the computer. Next, open up the device manager. Find the Human Interface Device key related to USB to Serial and right click on it and select "Update Driver".



Figure 1: Locate the USB Human Interface Device in the Device Manager

2. Select "Install from a list or specific location (Advanced)".



Figure 2: Hardware Update Wizard

3. Select "Don't search. I will choose the driver to install".

Hardware Update Wizard
Please choose your search and installation options.
○ Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM)
Include this location in the search:
D:\ Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< <u>B</u> ack <u>N</u> ext > Cancel

Figure 3: Choose Search and Installation Options

4. Click "Browse" and select your CD-ROM drive.



Figure 4: Install Driver from Disk

5. Then select "HIDCOM.INF" from the CD in the USB Driver folder.

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My Documents					
My Computer					
My Network Places	File <u>n</u> ame: Files of type:	hidcom Setup Information (*.	infl	▼ ▼	<u>O</u> pen Cancel

Figure 5: Locate Updated Driver File

6. Click "Next".

Hardware Update Wizard
Select the device driver you want to install for this hardware.
Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
Show compatible hardware
Model
SB Human Interface Device
This driver is digitally signed.
Tell me why driver signing is important
< <u>B</u> ack <u>N</u> ext > Cancel

Figure 6: Show Current Device Driver

7. Click "Next".

Hardware Update Wizard		
Select the device driver you want to inst	tall for this hardware.	
Select the manufacturer and model of you have a disk that contains the driver you w	ar hardware device and the vant to install, click Have D	n click Next. If you isk.
Model USB-HID -> COM device		
This driver is not digitally signed! <u>Tell me why driver signing is important</u>		<u>H</u> ave Disk
	< <u>B</u> ack <u>N</u> ext :	Cancel

Figure 7: Show Updated Device Driver

8. Click "Continue Anyway".



Figure 8: Windows Logo Testing Screen

9. Wait for Windows XP to set a restore point and install the device driver, then click "Next" to continue.



Figure 9: Creation of Restore Point and Driver Installation

10. Click "Finish" to complete the driver installation and close the update wizard.



Figure 10: Finish Installation

11. Click "Yes" to restart the computer with the new changes in effect. (Restarting the computer is recommended for all operating systems).

System Settings Change 🛛 🗙					
2	Your hardware settings have changed. You must restart your computer for these changes to take effect.				
	Do you want to restart your computer now?				
	<u>Yes</u> <u>N</u> o				



12. If you have already installed the Sentryll power monitoring software, then follow Steps 1 through 5. If you have not installed the Sentryll power monitoring software, see the Sentryll user's manual for the installation procedure. Be sure that the Sentryll service is running in the Windows XP Services Control Panel. This service will start up automatically each time the computer is started after Sentryll is installed.

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Step 1: Connect to SentryII

Step 2: Choose or enter the correct Computer Name or IP Address and click "Connect"

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Step 3: Enter your user name and password.

Default user name and password are both "admin"

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Step 4: Server settings

First, select the correct COM port for the USB port and set the Baud Rate to 9600. Second, save the server settings and refresh the display window. In some cases, the computer will need to be restarted for the correct COM port to be visible.

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Step 5: Communication established successfully. The UPS is ready for normal operation.

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