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Article applies to - **AIT1000, AIS100, AIS200, iAIS, AISNet, uAIS and USB to NMEA Adaptor**

ISSUE: USB Adaptor Drivers Not Installed Correctly

If the USB connector on our AIT1000, AIS Receivers or NMEA Adaptor is plugged in to the PC without the Digital Yacht Software and Driver CD being in the CD/DVD drive, Windows may not be able to install the correct driver and the product will not work correctly.

This is easily fixed by following the simple step by step guide below. This guide is written for Windows 7 PCs but can also be applied for users with Windows XP or Vista PCs. The underlying process is the same, but the Windows, Buttons and Processes will be slightly different.

RESOLUTION:

- 1) Access the Device Manager – the easiest way to do this, is to click on the Start Button and then type “Device Manager” in the “Search Programs and Files” box.
- 2) Click on the Device Manager entry at the top of the displayed list, as shown in Fig 1.
- 3) Unless you are signed in as Administrator, Windows 7 will probably display a window asking for your permission to run the Device Manager. Click OK to continue.
- 4) The Device Manager lists all of the hardware components that are in your PC. The USB to Serial Adaptor will be listed in the “Other Devices” section with a yellow warning icon showing that the drivers are not loaded correctly – See Fig 2.
- 5) Right Click on the “USB Serial Port” entry in the “Other Devices” section and select “Update Driver Software...”. This will now trigger the Windows 7 Driver Update Wizard – see Fig 3.
- 6) If you are connected to the internet, you can use the “Search automatically for updated driver software” option to download the latest driver from the internet.

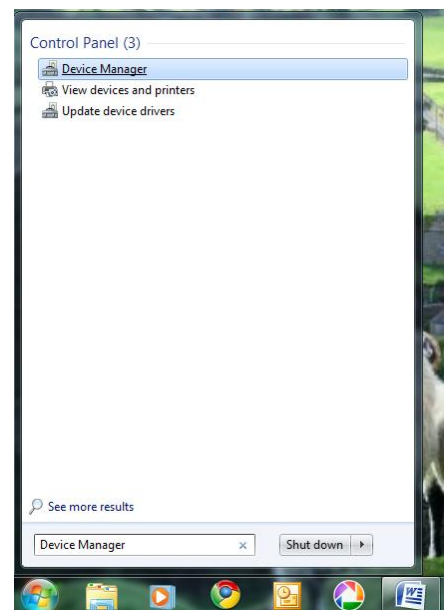


Figure 1

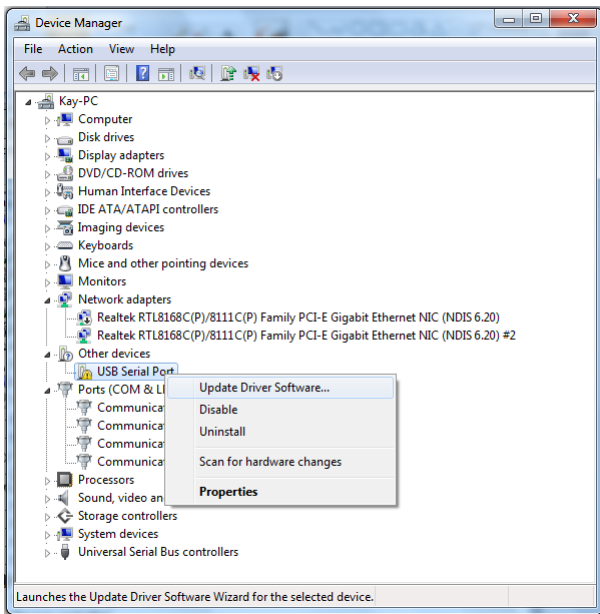


Figure 3

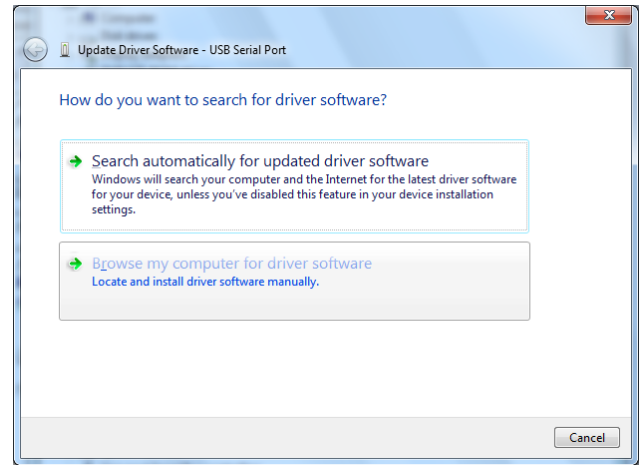


Figure 2

- 7) If you are not connected to the internet, insert the Digital Yacht Software and Driver CD (supplied with your product) and click on the “Browse my computer for driver software”. The window will change to that shown in Fig 4.
- 8) Ensure the “Include subfolders” option is ticked and then click on the “Browse” button which will display the window shown in Fig 5. Click on the arrow next to the Computer icon and select the CD-ROM or DVD Drive (whichever your computer has) in which the Digital Yacht CD is inserted. It is not necessary to select a particular folder on the CD-ROM as long as you have ticked the “Include subfolders” option.
- 9) Once you have selected the CD-ROM click on the OK button and you will be returned to the window in Fig 4. Make sure the CD or DVD drive is now shown in the Search Location box and click “Next”.

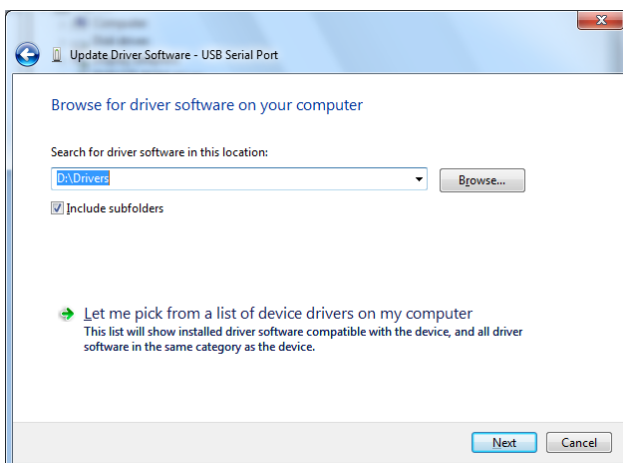


Figure 4

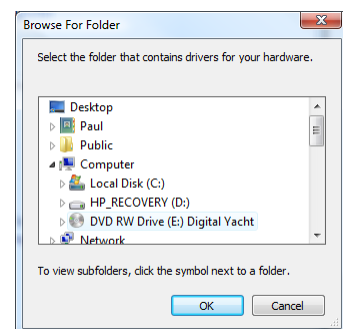


Figure 5

- 10) Windows will now search the CD-ROM for the correct driver and install it automatically. If everything is successful you will see the window in Fig 6 displayed.

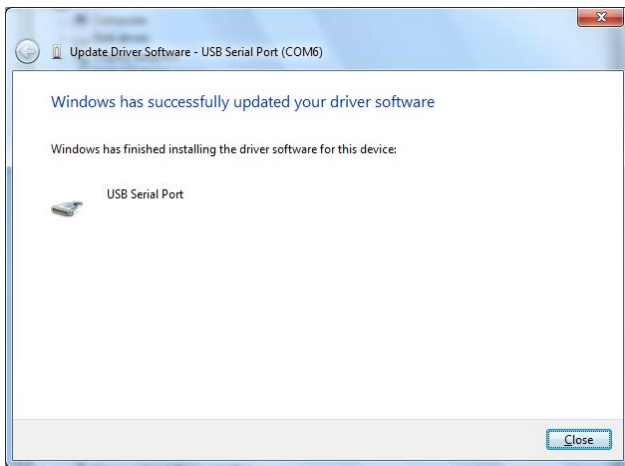


Figure 6

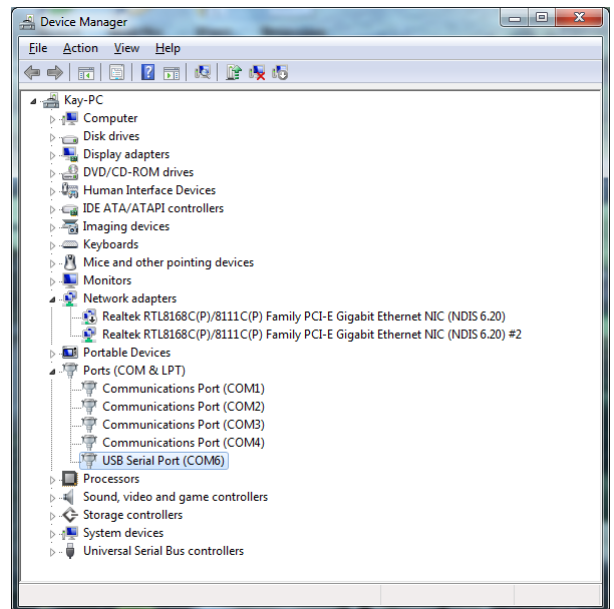


Figure 7

- 11) Make a note of the COM port number (COM 6 in this example) as this is the port that you will need to select on your navigation software in order to read the AIS, GPS or other NMEA data.
- 12) Click on the "Close" button. Now a new USB Serial Port should be shown in the "Ports (COM & LPT)" section of Device Manager with no yellow warning icon displayed, as shown in Fig 7.