



March 26, 2009

Troubleshooting CMEX driver installation under Vista

This document replaces all previous versions of this topic

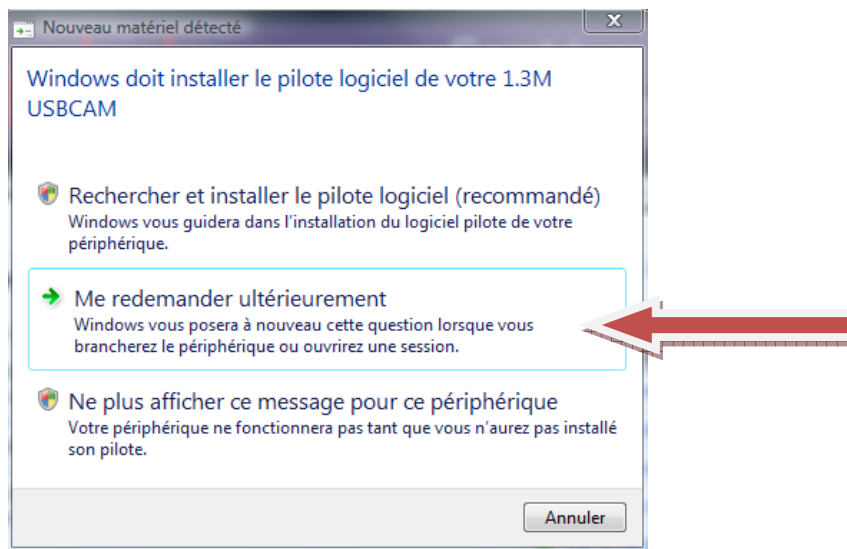
With Windows Vista new hardware wizard, it happens often that a driver installation fails. It's then necessary for the user to update the driver manually.

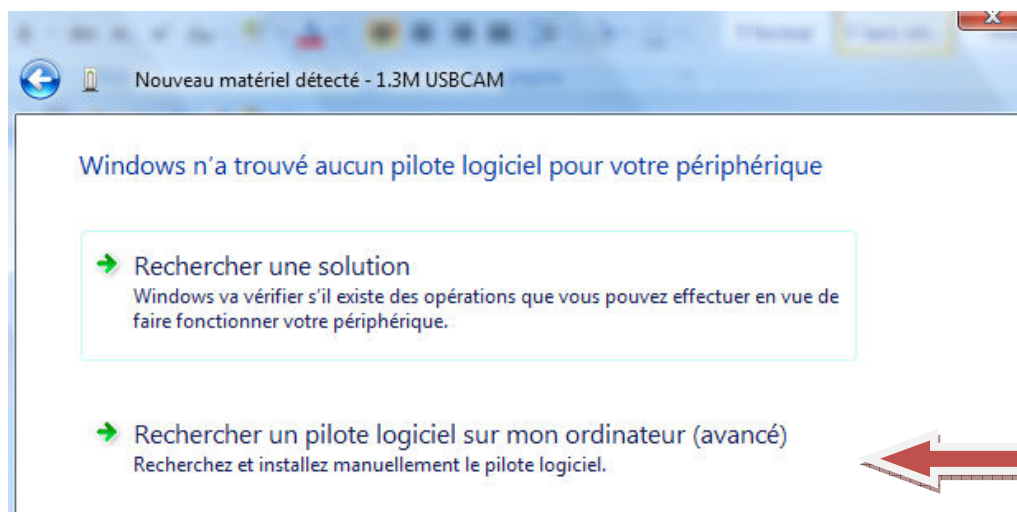
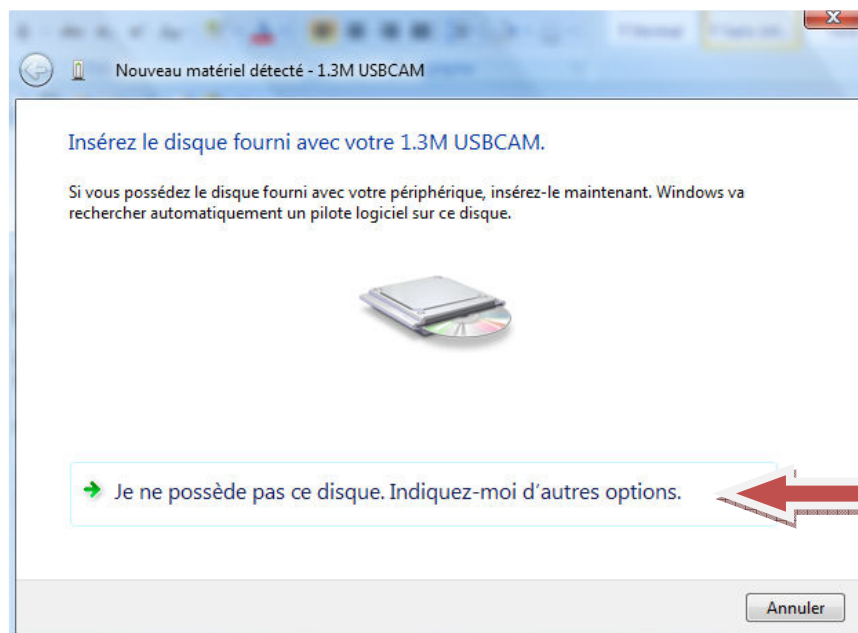
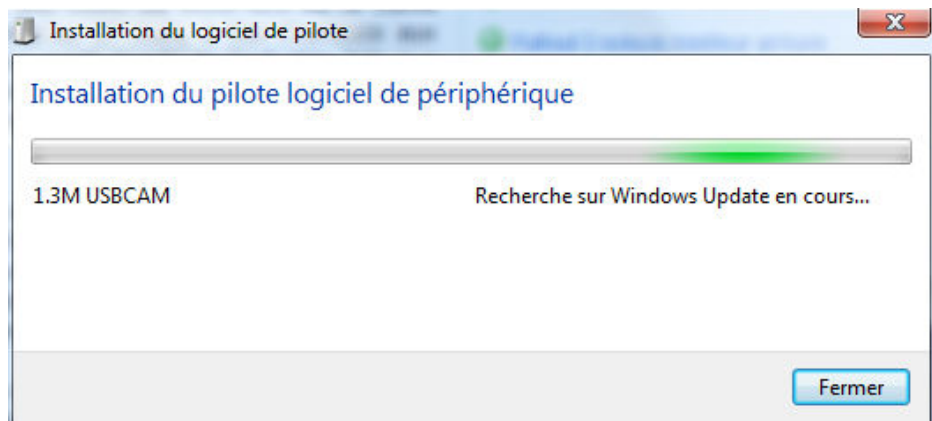
PROBLEM

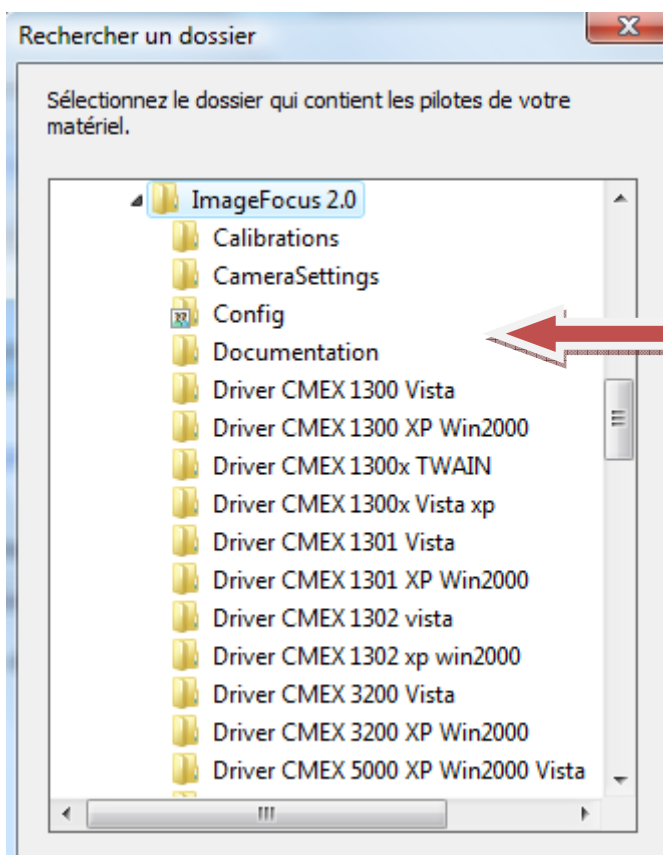
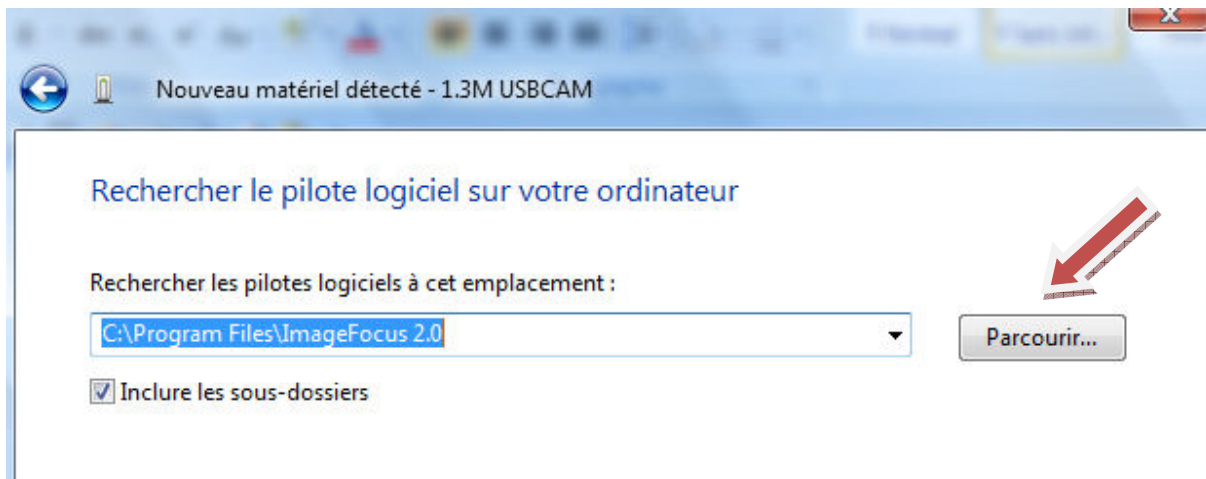
Windows Vista search automatically on the internet a driver, don't find one and installed a generic but wrong driver. This will prevent the camera to function correctly.

NORMAL INSTALLATION

After installation of ImageFocus, the CMEX camera is inserted into a free USB-2 port of the motherboard (no USB HUB, no extended cable ...) and the Found New Hardware wizard starts →







Find the folder :

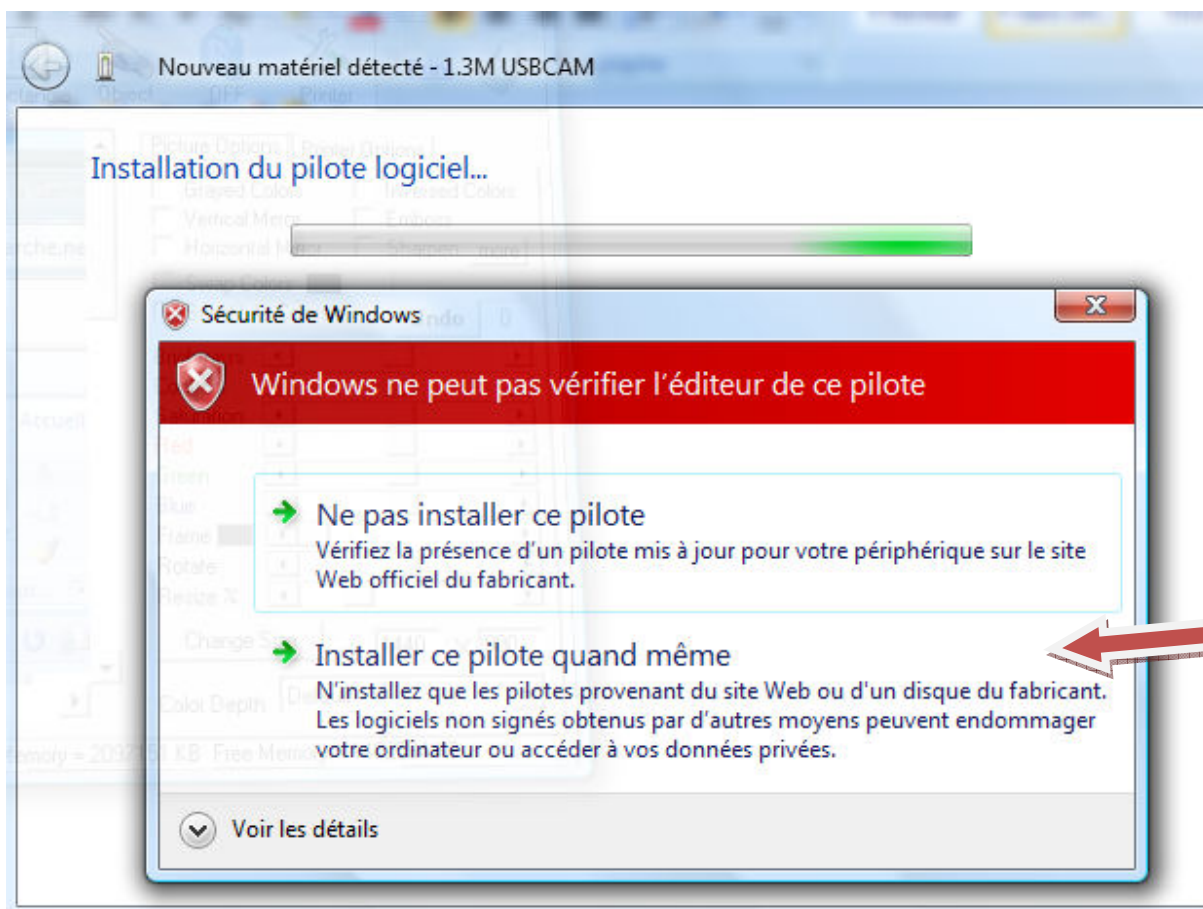
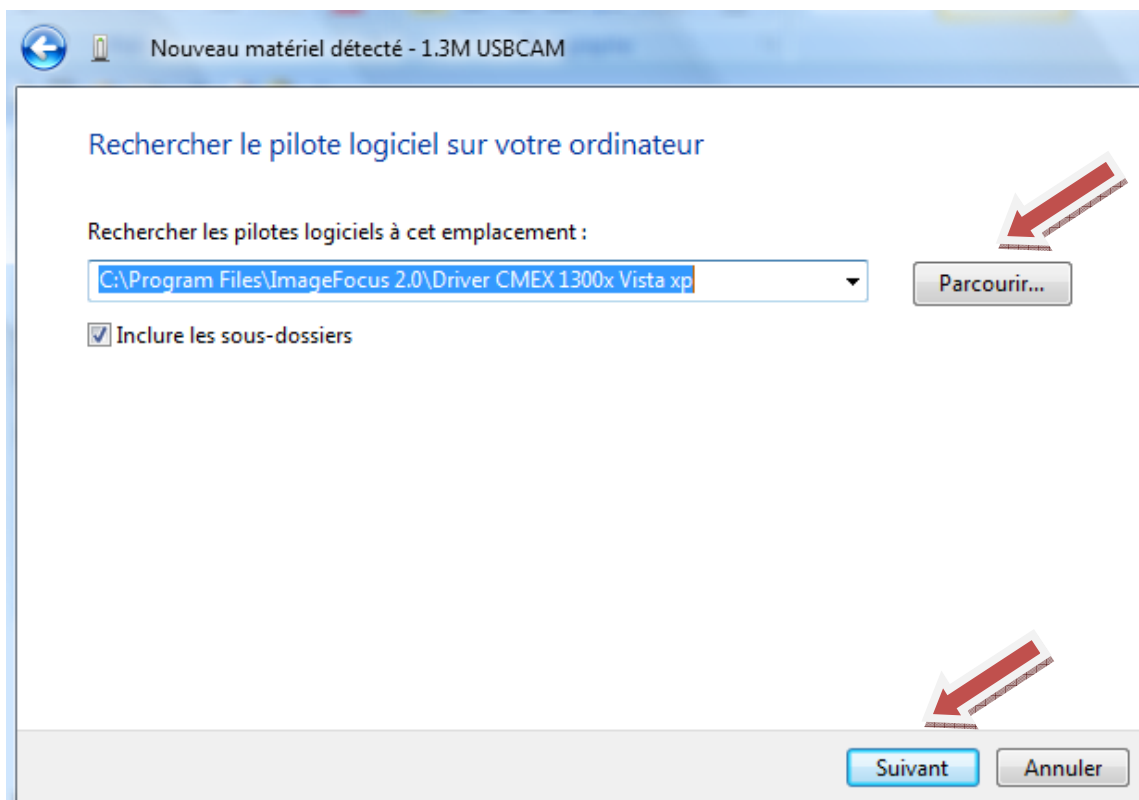
C:\Program\ImageFocus 2.0

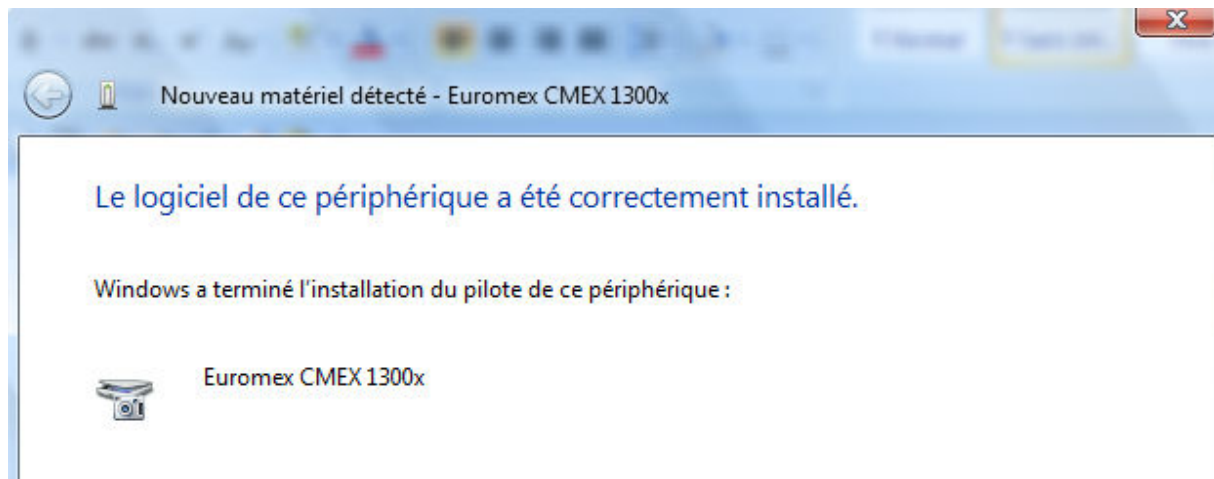
Select the subfolder

« Driver CMEX xxxx »

Corresponding to the camera,
example :

Driver CMEX 1300x Vista xp

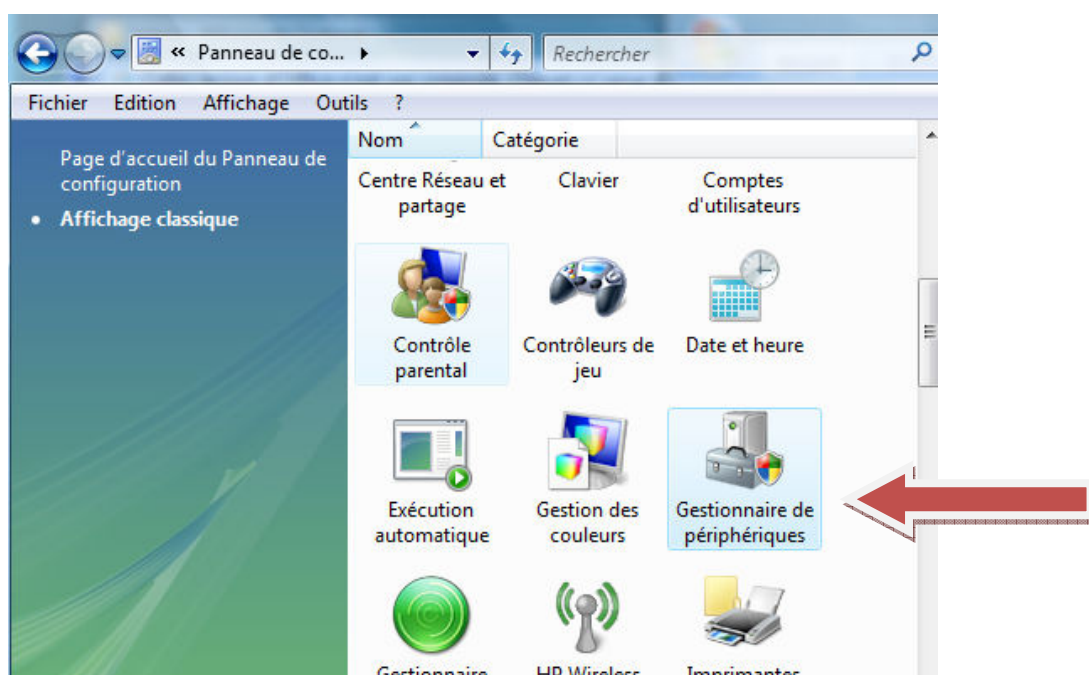


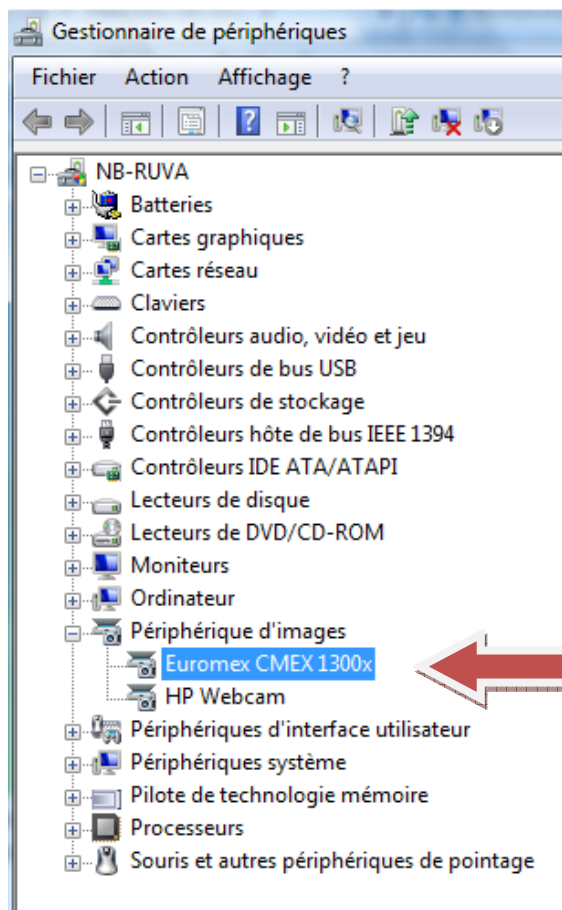


VERIFICATION OF THE DRIVER

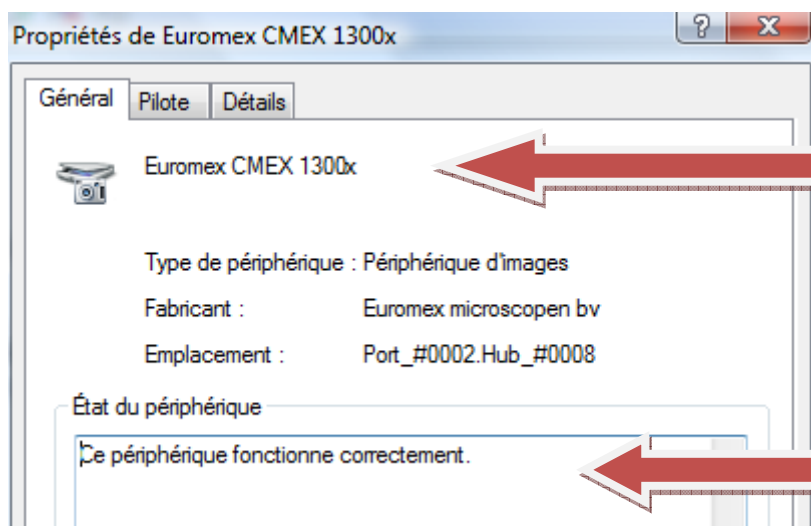
Open START / Configuration panel

Select « Classic view »



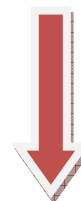


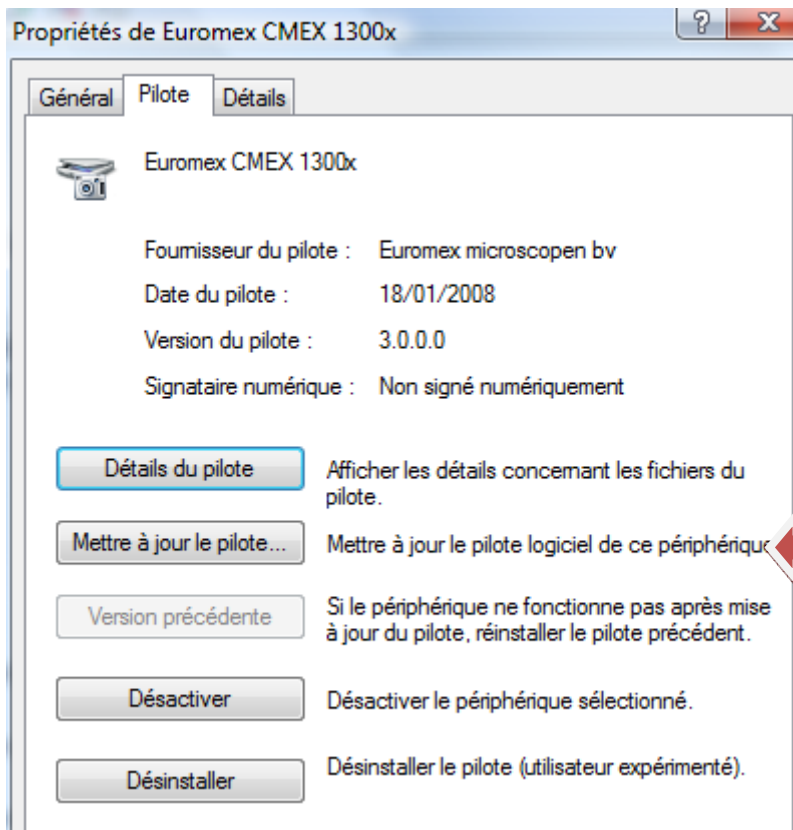
Double-click on the installed driver
Euromex CMEX xxxx



Verify that the correct driver is
installed ?

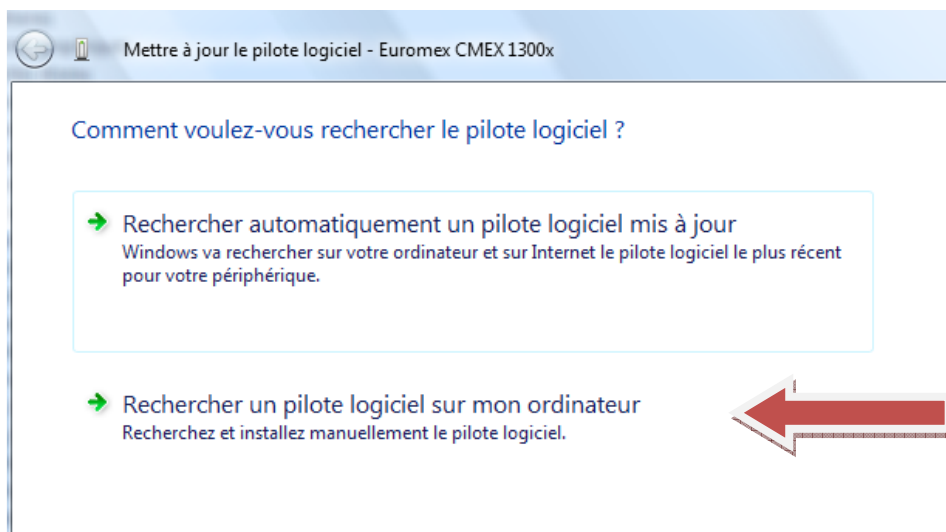
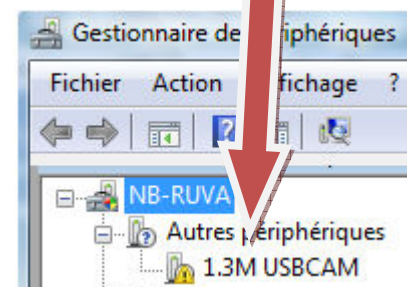
Verify that the driver is properly
working ?

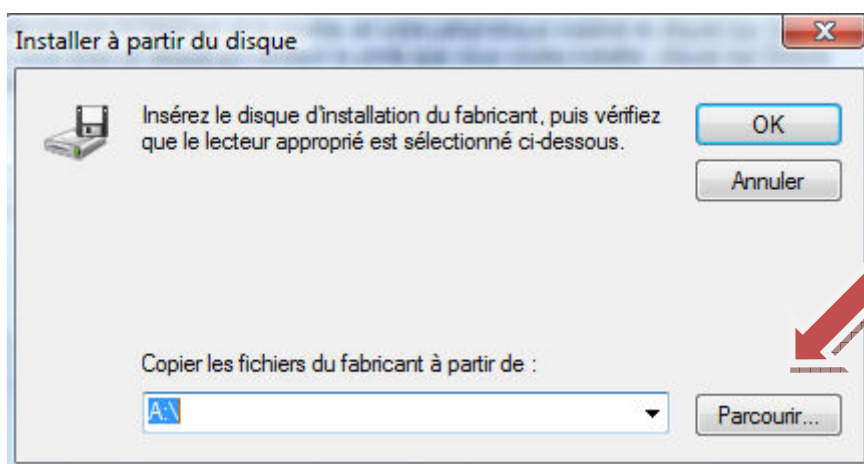
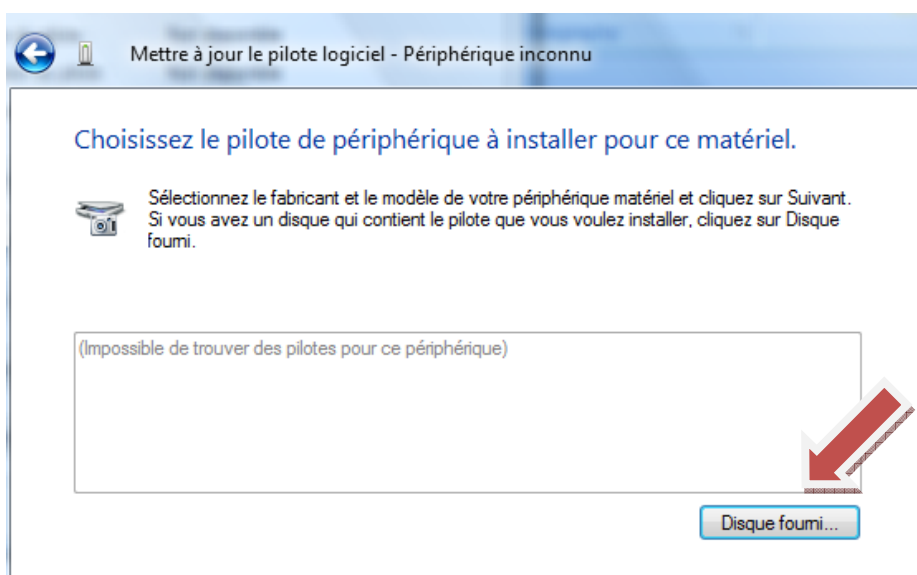
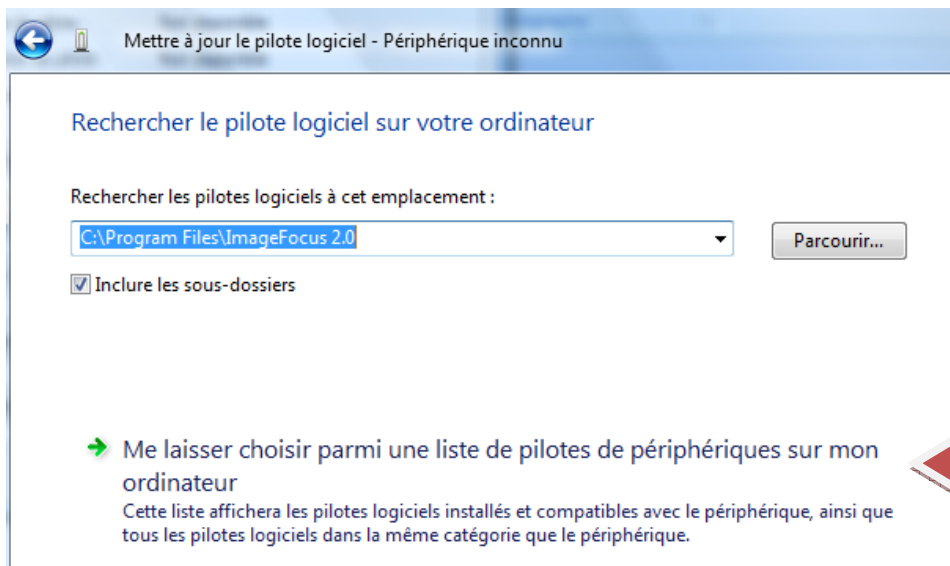


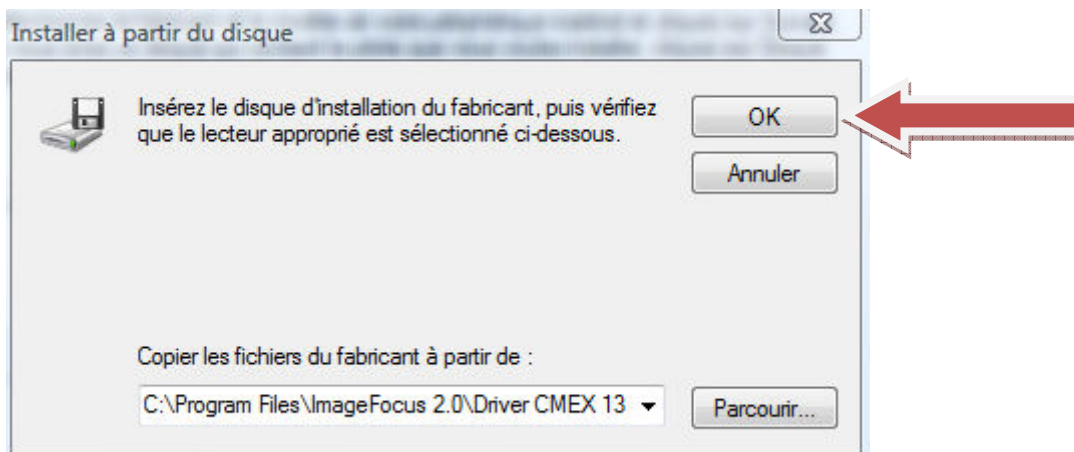
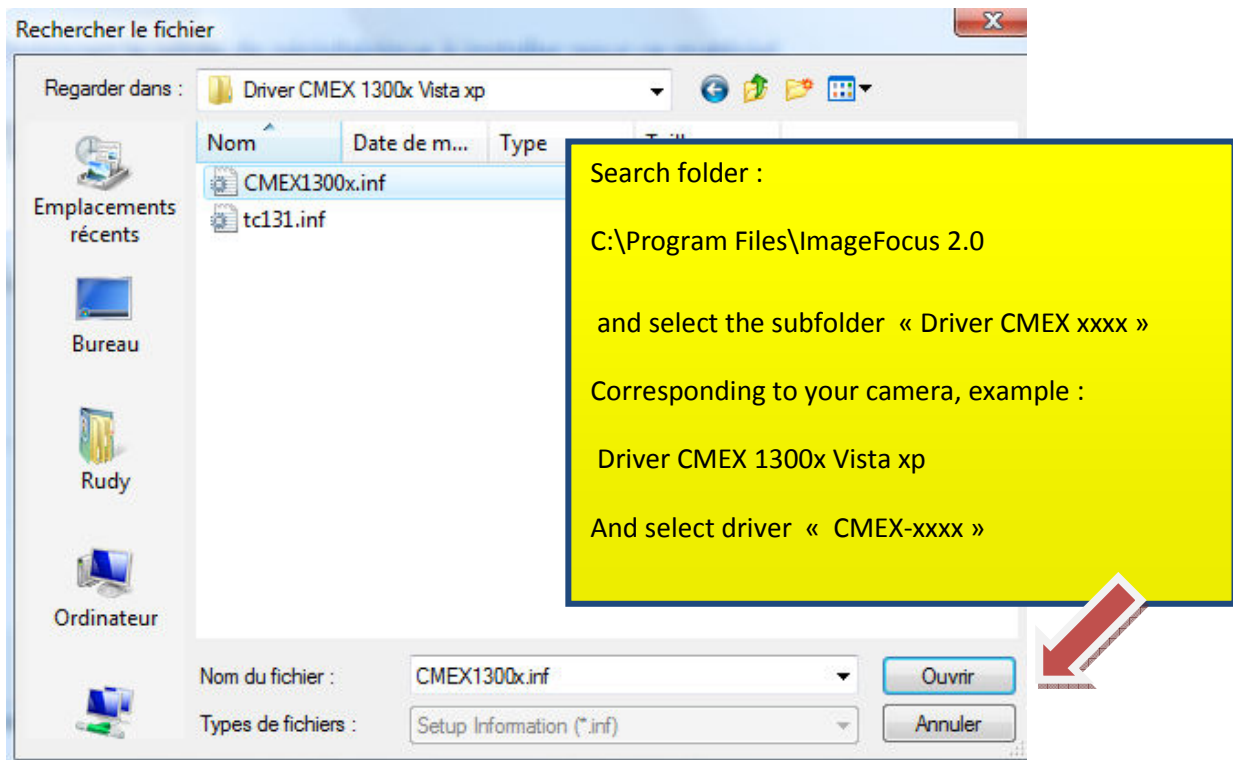


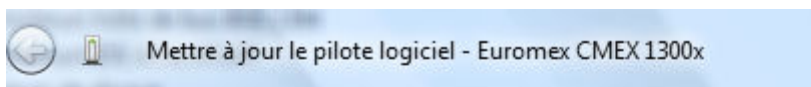
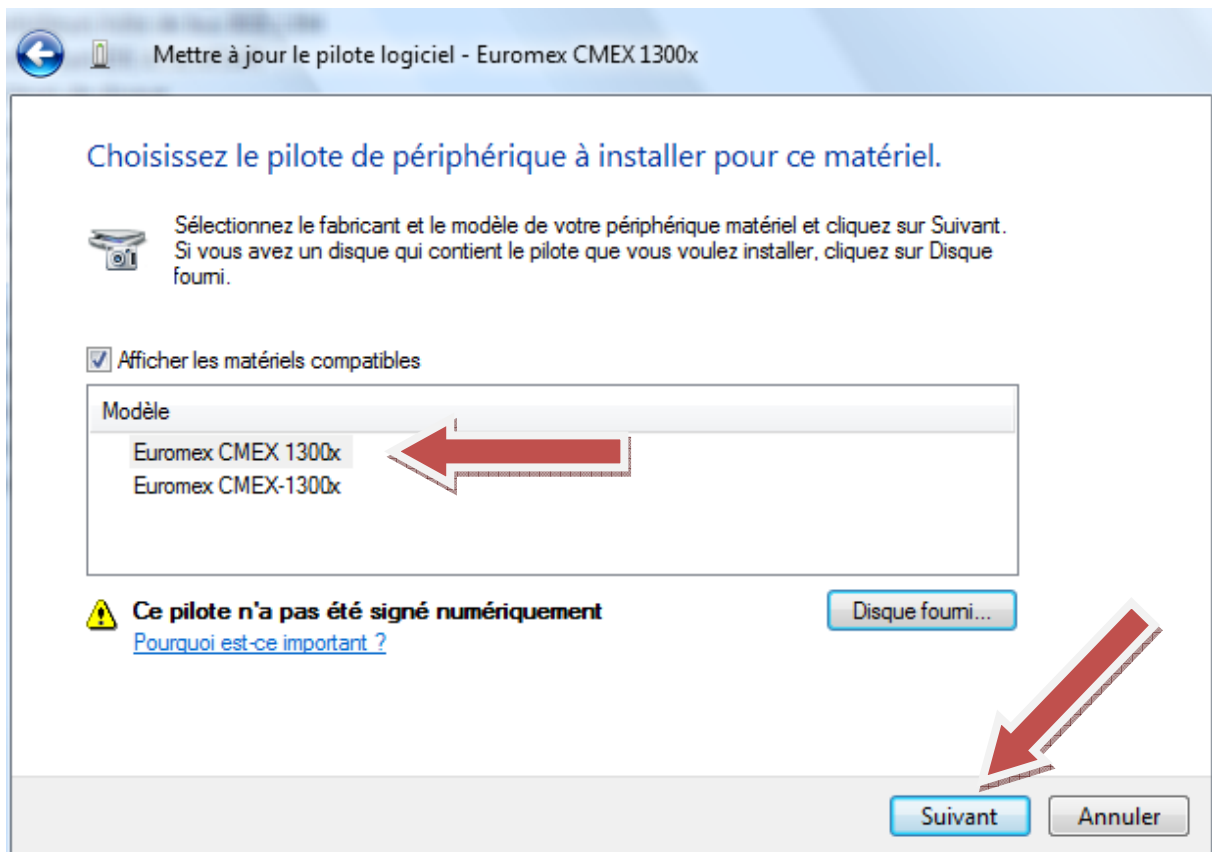
Wrong driver , driver does not work properly or is not installed:

Update driver



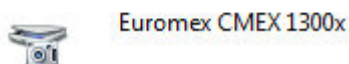




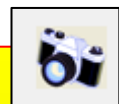


Windows a mis à jour votre pilote logiciel.

Windows a terminé l'installation du pilote de ce périphérique :



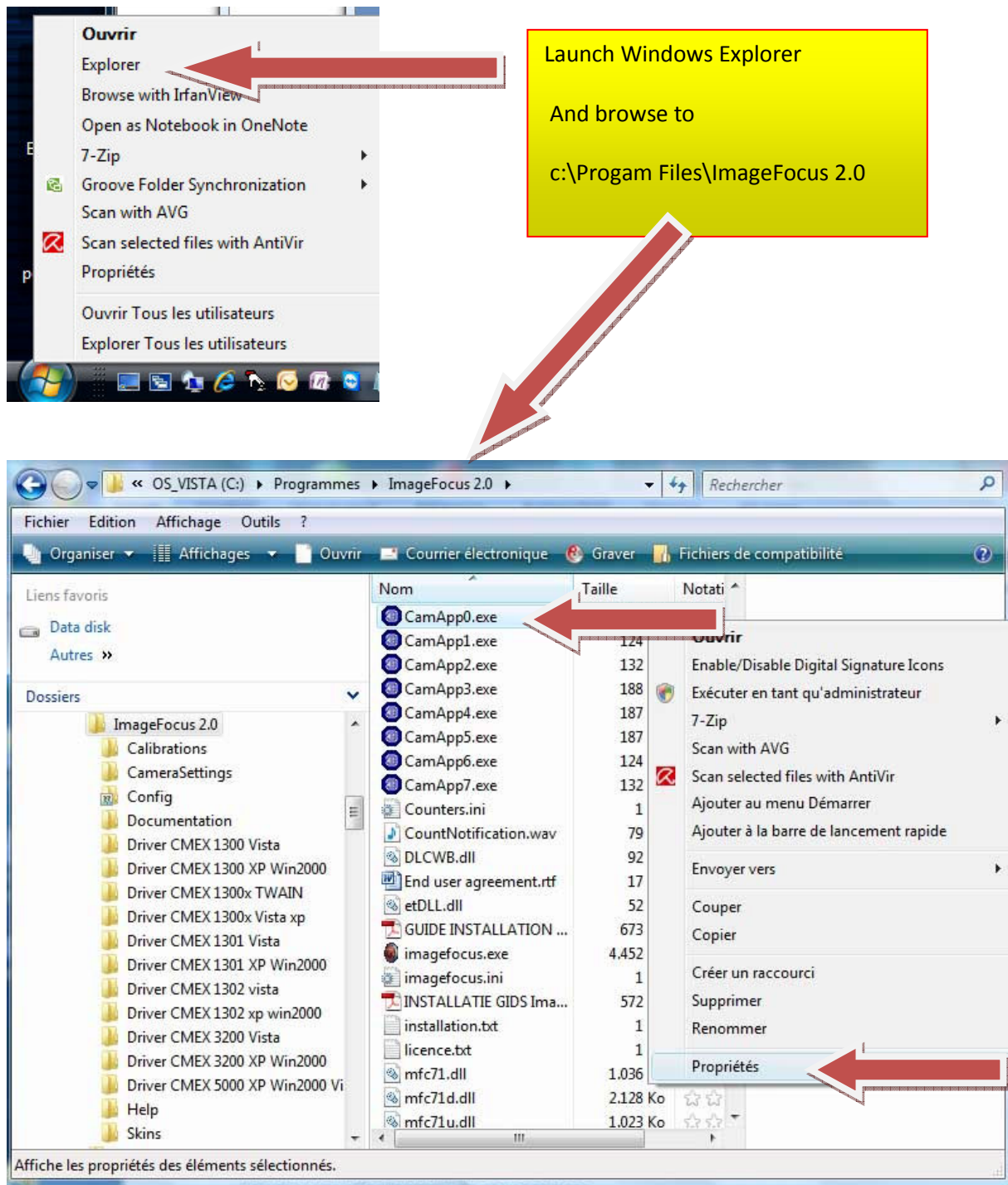
Launch ImageFocus and select camera icon to open window with camera Settings. Check that live images are present

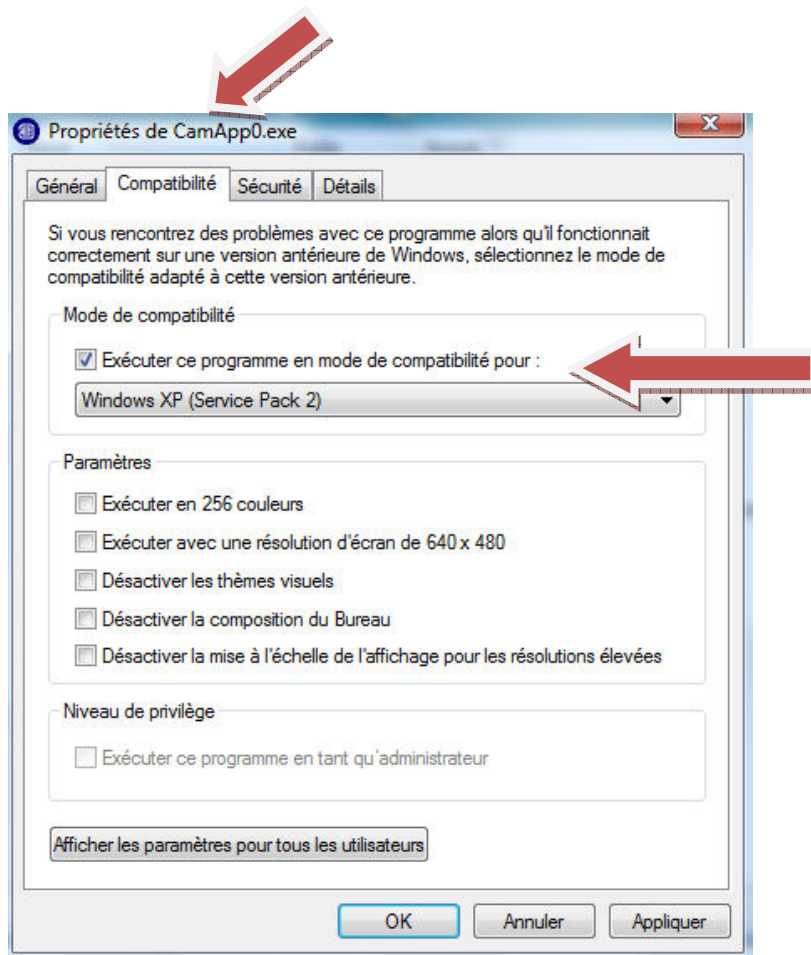


If you got « Not supported operating system» , goto :

VERIFICATION COMPATIBILIY MODE

VERIFICATION COMPATIBITY MODE





Select Compatibilité TAB

and check :

« Execute program in
compatibility mode
Windows XP (Service Pack 2)

Repeat for all other « CamApp*.exe » files !