

## **PRB: HUMAC Reports Error 2211 Incorrect USB Version Windows98**

### **SYMPTOM**

When starting the HUMAC you receive **Error 2211 Incorrect USB firmware version** followed by two numbers in parenthesis 17 and 39 in this example. The procedure you follow to correct this depends on the first number.

### **CAUSE**

This error is caused by not completing the update to a new HUMAC USB Firmware version.

### **RESOLUTION**



#### **1. First Number is 18 or Above**

- 1.1. Exit out of the HUMAC program and shutdown the computer.
- 1.2. Turn the NORM off by using the black power switch on the side of the NORM enclosure. Turn the 6000 off by unplugging the 6000 from the wall. The RED LEDs for the B, C, and D channel under the 6000 chair should go out. If the 6000 has a UPS the LED's may stay on. In this case you will need to turn the UPS off through the front panel below the seats.
- 1.3. Wait 10 seconds and turn the NORM/6000 back on.
- 1.4. Turn the PC on and re-start the HUMAC.

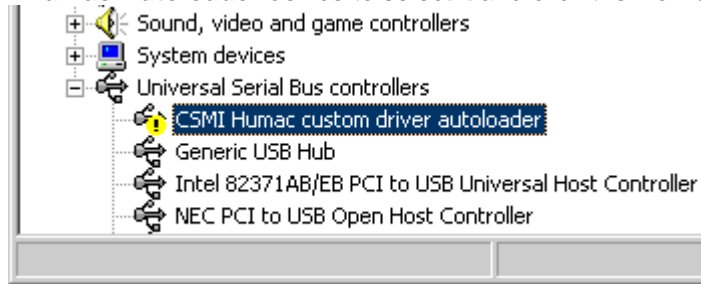
#### **2. First Number is 17 or Below**

- 2.1. Exit out of the HUMAC program and shutdown the computer.
- 2.2. If you are using a CYBEX NORM, unplug the USB connector from the front of the HUMAC Interface. If you are using a CYBEX 6000, unplug the USB connector from the computer.
- 2.3. Turn the NORM off by using the black power switch on the side of the NORM enclosure. Turn the 6000 off by unplugging the 6000 from the wall. The RED LEDs for the B, C, and D channel under the 6000 chair should go out. If the 6000 has a UPS the LED's may stay on. In this case you will need to turn the UPS off through the front panel below the seats.
- 2.4. Wait 10 seconds and turn the NORM/6000 back on. *Do not plug in the HUMAC USB cable yet.*
- 2.5. Turn the PC on.
- 2.6. From the Windows screen, select **Start, Programs, HUMAC, Remove Drivers**.
- 2.7. Press the **Remove Drivers** button.

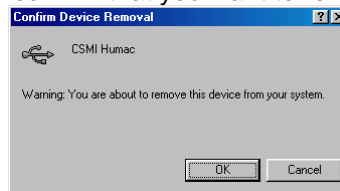
- 2.8. If you get an Error "Object Does Not Support..." you must update your Windows scripting files by running the \Script\English\scr56en.exe on the HUMAC CD. After updating the scripting files, restart the procedure at Step 6.
- 2.9. Press **OK** when **Drivers Removed** box appears.
- 2.10. Press **Exit** to leave the Remove Drivers program.
- 2.11. Plug in the HUMAC USB cable.
- 2.12. From the Windows screen, select **Start, Settings, Control Panel.**
- 2.13. Select the **System** Icon.



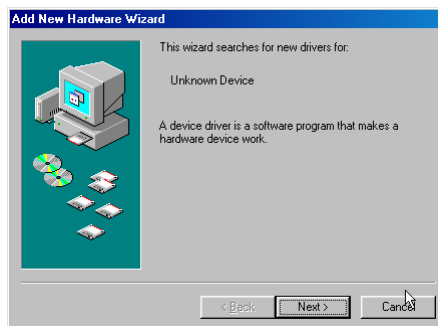
- 2.14. From the System Properties dialog box, select the **Device Manager** tab. The Device Manager shows a list of all currently installed devices. The **CSMI Humac Autoloader** should be displayed with a yellow circle and exclamation point next to it. Single-click the **CSMI Humac Autoloader** device to select it and click the **Remove** button.



- 2.15. Windows will ask you to confirm that you want to remove the device. Click **OK**.



- 2.16. From the **Device Manager**, click the **Refresh** button. Windows will start the Install Driver Wizard. The Wizard should ask for a device driver for an **Unknown Device**. Press **Next >**.



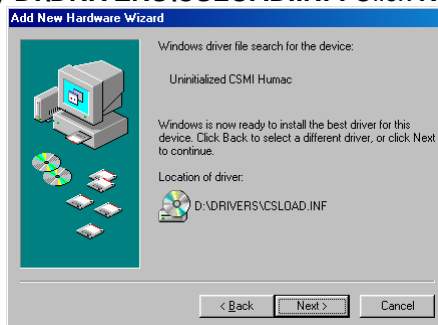
- 2.17. Windows will ask what you want to do, select "Search for the best driver for your device (Recommended)." and press Next >.



- 2.18. Select **Specify a location**. Press the **Browse** button and select **d:\Drivers** where **d:** is your CD-ROM drive. When you return to this screen, press **Next >**.



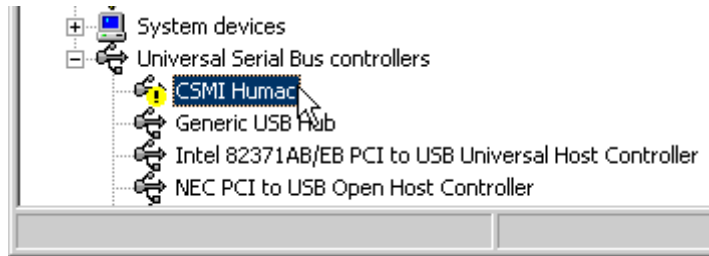
- 2.19. Windows will ask for a device driver for an **Uninitialized CSMI Humac**. The Driver Location should say **D:\DRIVERS\CSLOAD.INF**. Click **Next >**.



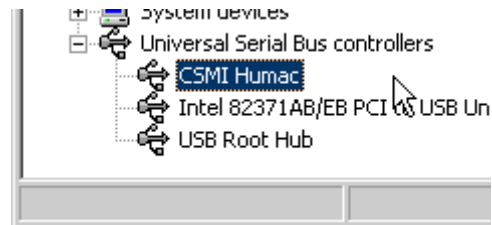
- 2.20. Windows has finished installing the software that your new hardware device requires. Click **Finish**.



- 2.21. The **Device Manager** shows a list of all currently installed devices. The **CSMI Humac** should be displayed with a yellow circle and exclamation point next to it. Single-click the **CSMI Humac** device to select it and click the **Remove** button.



- 2.22. Windows will ask you to confirm that you want to remove the device. Click **OK**.
- 2.23. From the **Device Manager**, click the **Refresh** button. Windows will start the Install Driver Wizard. The Wizard should ask for a device driver for an CSMI Humac. Press **Next >**.
- 2.24. Windows will ask what you want to do, select "Search for the best driver for your device (Recommended)." and press **Next >**.
- 2.25. Select Specify a location. Press the **Browse** button and select **d:\Drivers** where d: is your CD-ROM drive. When you return to this screen, press Next >.
- 2.26. Windows will ask for a device driver for an CSMI Humac. The Driver Location should say **D:\DRIVERS\CSHUMAC.INF**. Click **Next >**.
- 2.27. Windows has finished installing the software that your new hardware device requires. Click **Finish**.
- 2.28. From the Device Manager you should see the **Universal Serial Bus controllers**. Click the + sign to expand the list. You should see **CSMI Humac** with no exclamation point.



**STATUS**

The above steps resolve this problem.