

Technical Solutions

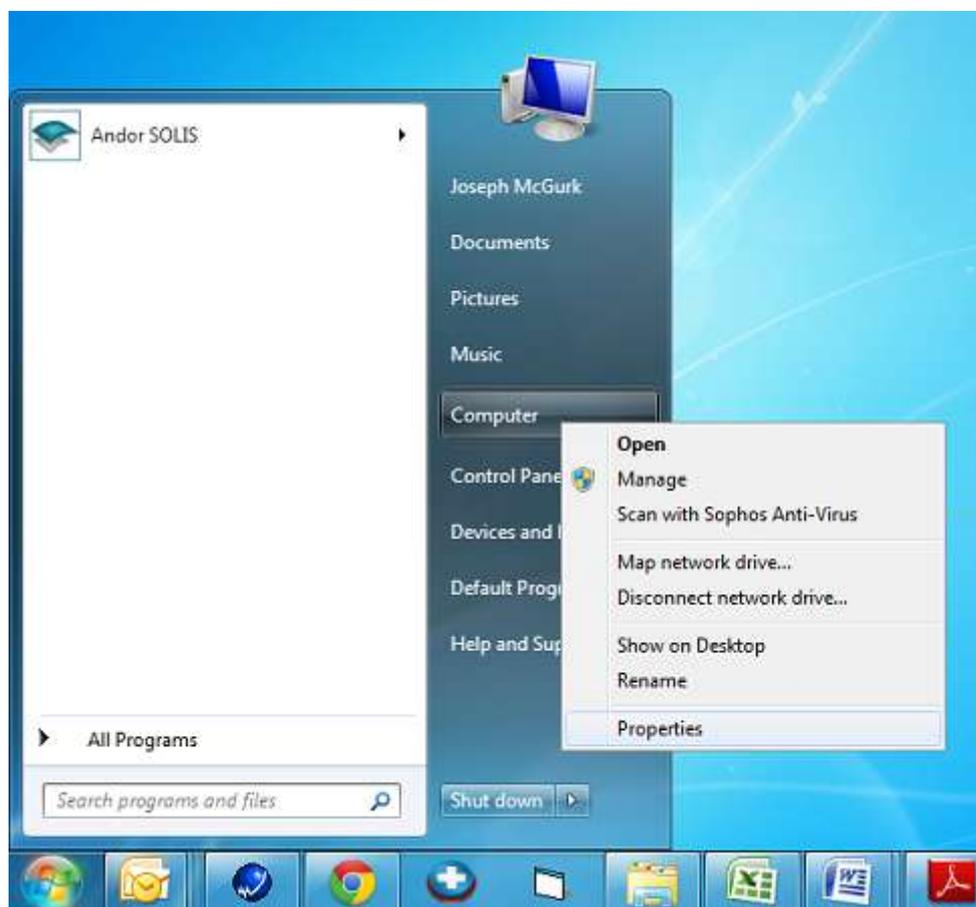
Windows 7 Driver Installation Troubleshooting

Products Affected – All Andor CCD, EMCCD & ICCD Cameras

Software Affected – Andor SOLIS & Andor SDK

Description of Error: Upon initial installation of Andor software, the device driver may not have installed correctly. As a result, when attempting to initialise the camera, via Andor Solis or SDK, a Time Out error will appear. This note will describe the procedure for installing (or reinstalling) an Andor USB camera driver on Windows 7. The same process applies to cameras using PCI / PCI-e controller cards.

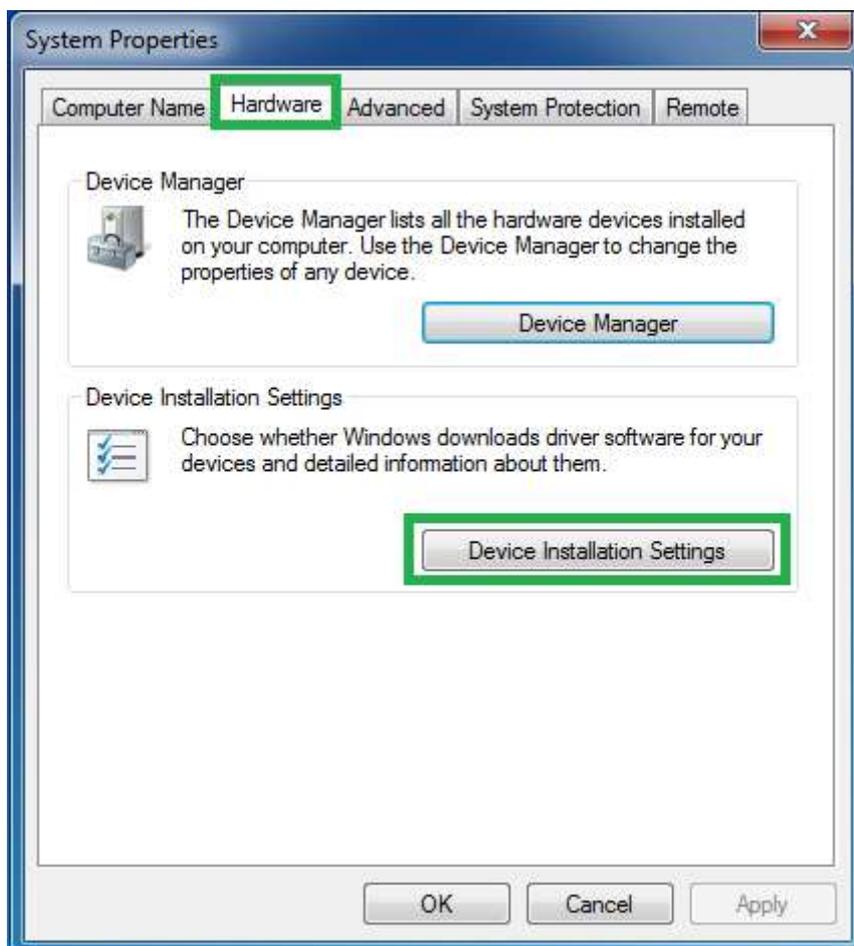
1 - Open the Windows Control Panel by pressing the right mouse button on the Computer icon in the Windows Start Menu then selecting Properties from the drop down menu.



2 - Select 'Advanced system' settings.



3 - Select the 'Hardware' tab from the System Properties window and then select 'Device Installation Settings'.

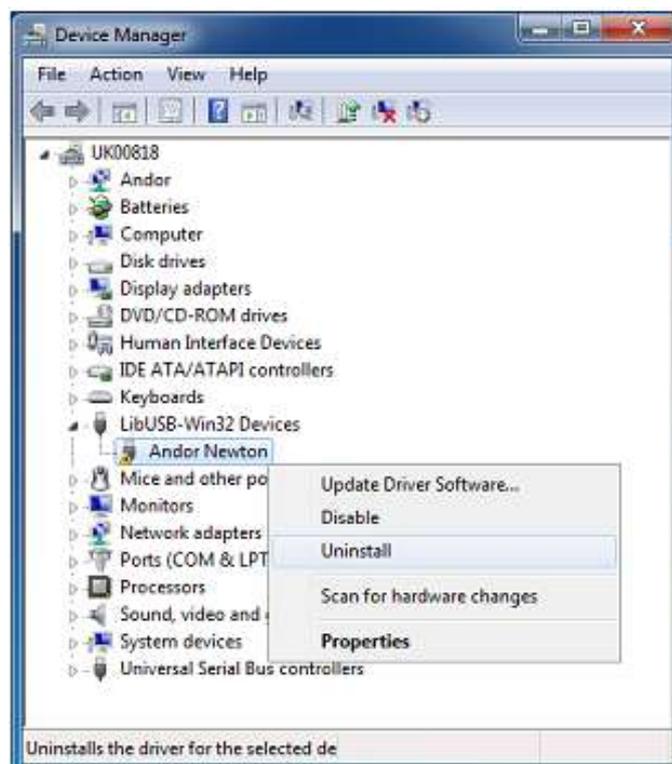


4 - Configure the settings as indicated in the screenshot below.



(Skip steps 5 & 6 if installing the camera for the first time)

5 - Uninstall the camera driver by pressing the right mouse button on the camera icon in the Windows Device Manager and then selecting Uninstall from the drop down menu

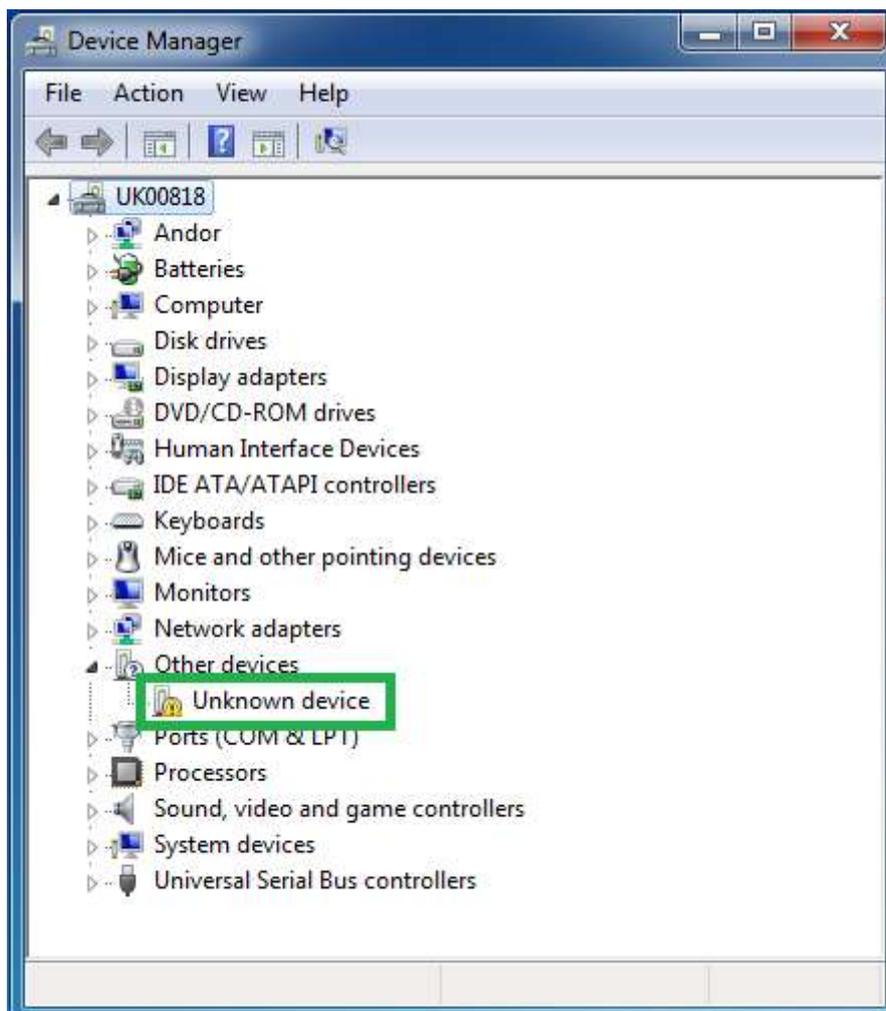


6 – Remember to delete the driver software when uninstalling the camera driver and disconnect the camera USB cable.

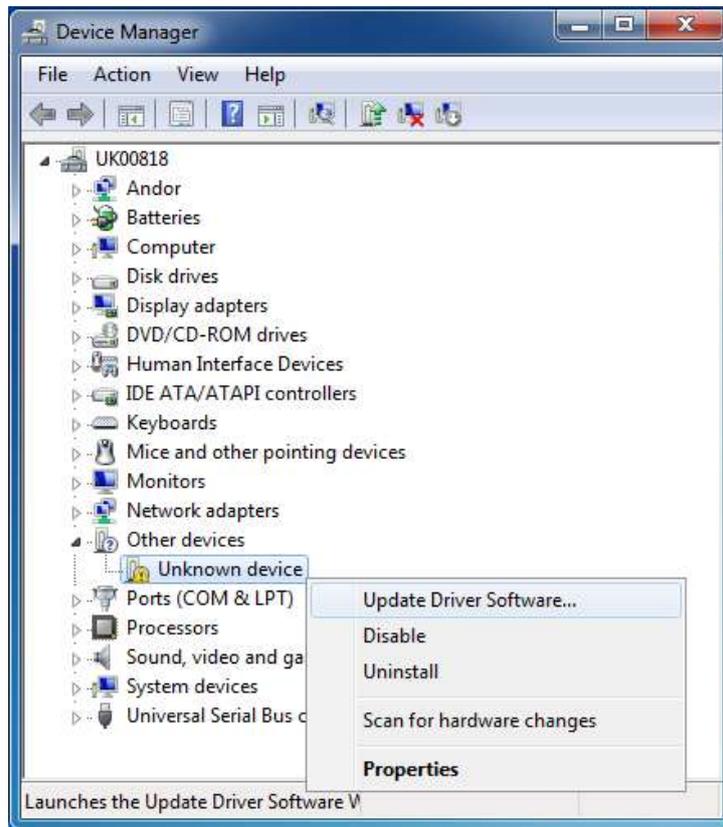


7 - Re-connect the camera USB cable.

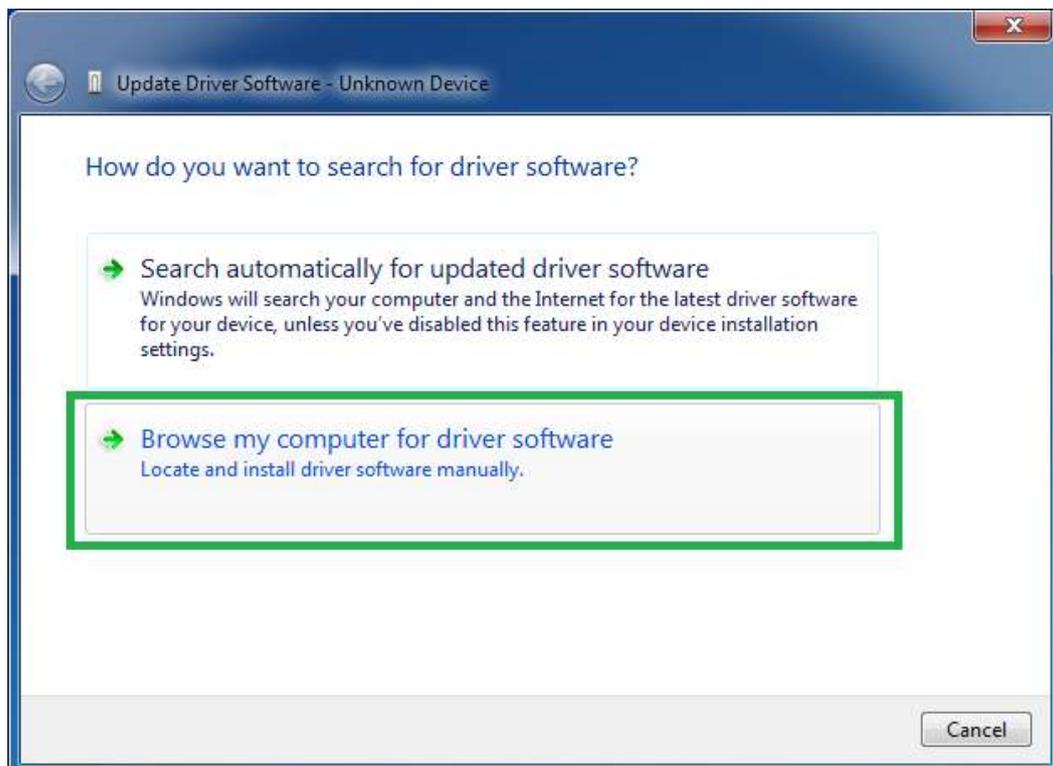
8 – Open the Windows Device Manager and search for an unknown device. If the device is not listed try scanning for hardware changes.



9 – Install the camera driver by pressing the right mouse button on the 'Unknown Device' icon in the Windows Device Manager and then selecting 'Update Driver Software' from the drop down menu.



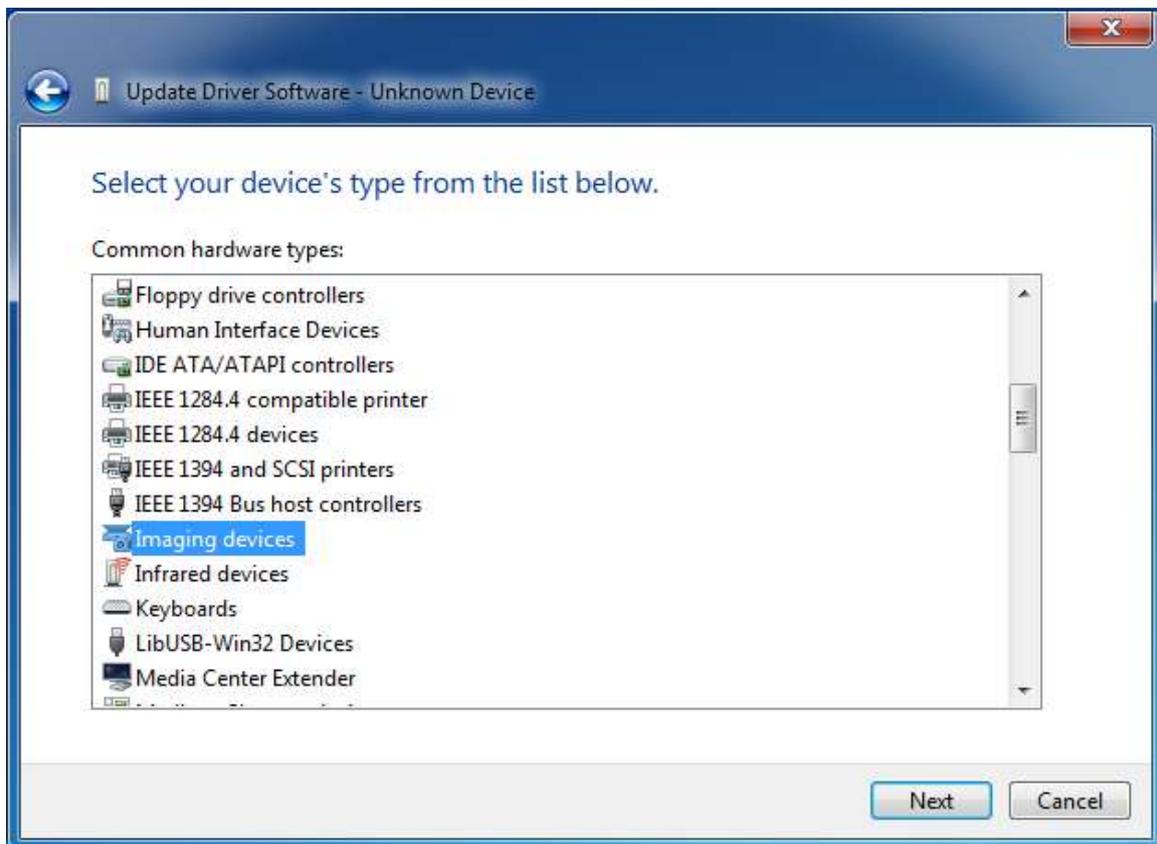
10 – Select 'Browse' my computer for driver software.



11 – Select 'Let me pick from a list of device drivers on my computer'.



12 – Select 'Andor' from the list of Common hardware type followed by 'Next'. If 'Andor' is not list please select 'Imaging Devices'.

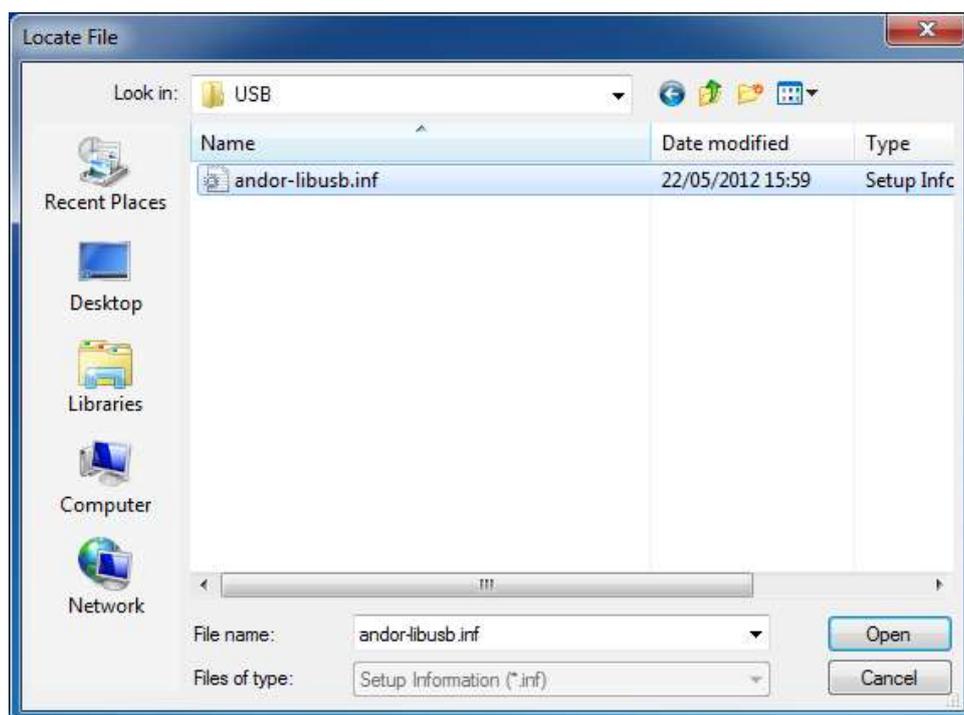


13 – Select ‘Have Disk...’.

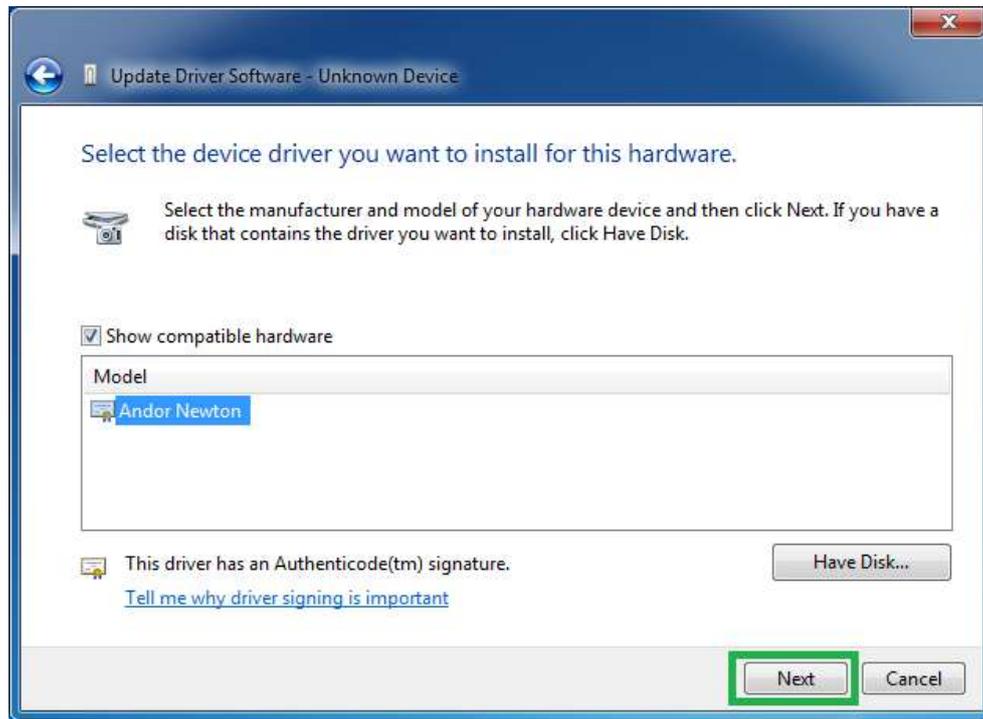


14 – Browse to folder where you have installed the SOLIS or SDK software and search for and select the andor-libusb.inf if installing a USB camera or the atmcd.inf file if installing a camera which uses a PCI / PCI-e card. The default file locations are shown below:

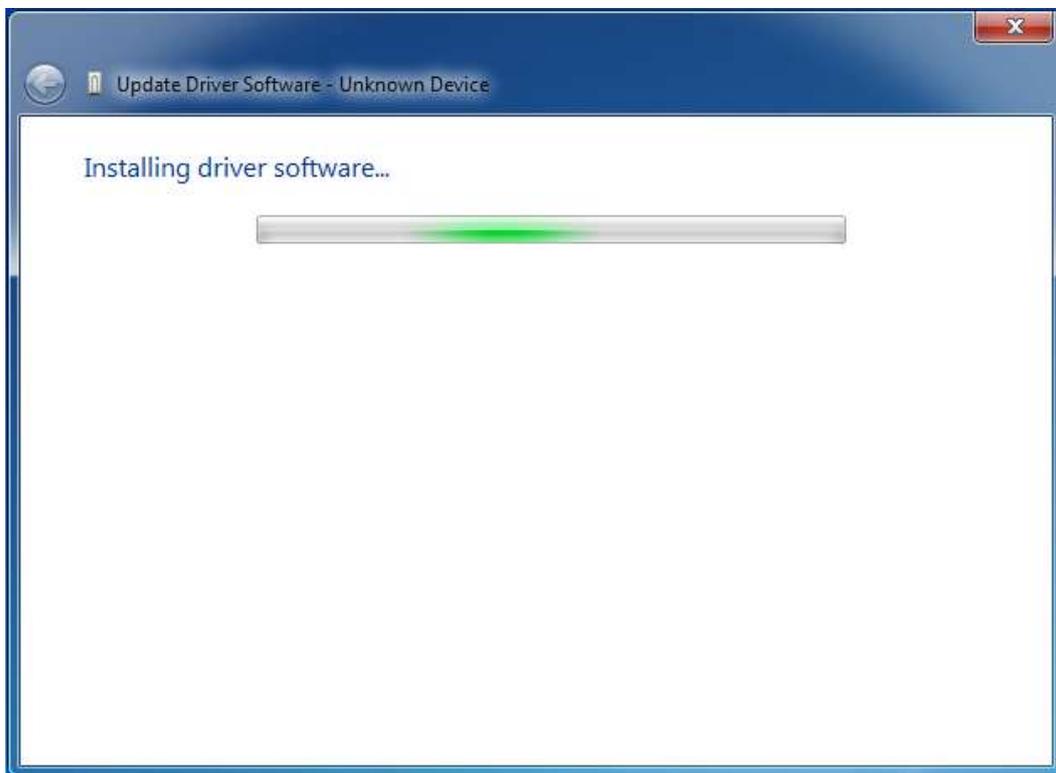
- | | |
|---------------------------|---|
| SOLIS - USB camera: | C:\Program Files\Andor SOLIS\Device Driver\USB\andor-libusb.inf |
| SOLIS - PCI / PCI-e card: | C:\Program Files\Andor SOLIS\Device Driver\PCI\atmcd.inf |
| SDK - USB camera: | C:\Program Files\Andor SOLIS\Drivers\andor-libusb.inf |
| SDK - PCI / PCI-e card: | C:\Program Files\Andor SOLIS\Drivers\atmcd.inf |



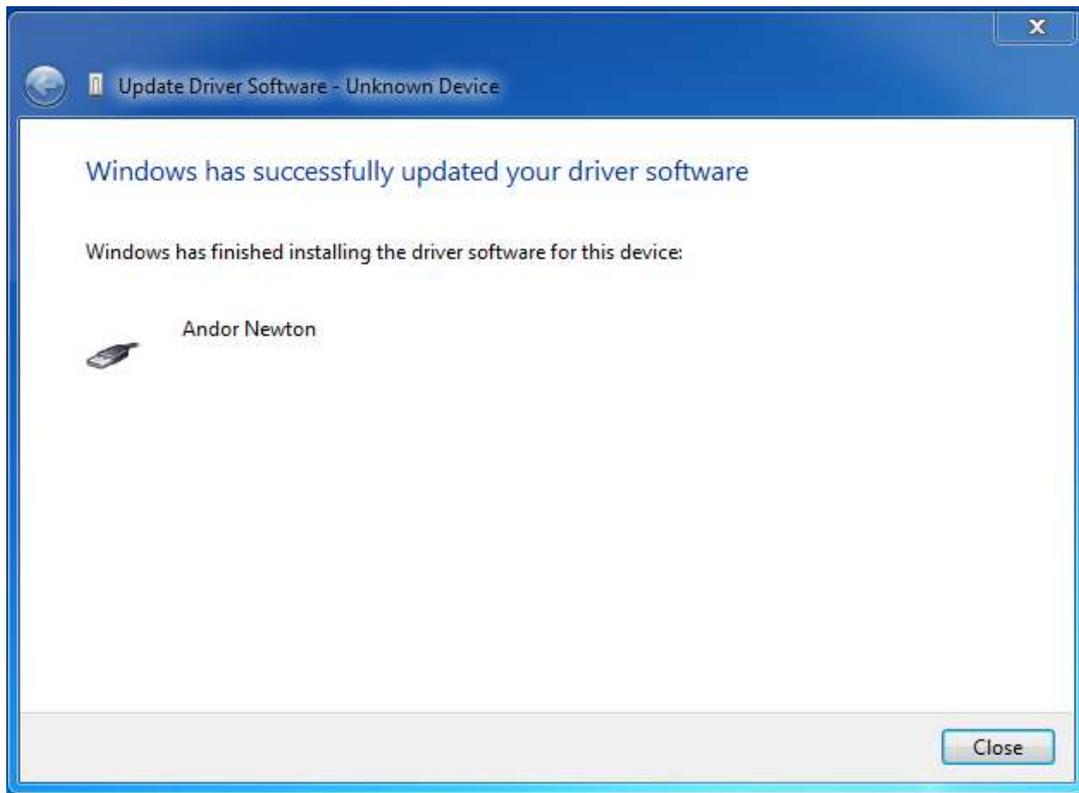
15 –Windows should detect the appropriate camera.
Please select the camera icon then select 'Next'.



Windows will then attempt to install the camera device driver.



16 – If the driver is installed successfully you should receive the message below.



The camera should now be ready to use with Windows 7. If you are still having issues or have any queries regarding this document, please contact your local Andor Technical Support representative.