1.0 Feedback Discovery II Software

PROBLEMS & SOLUTIONS

*Error Message* “There is a problem with the hardware. Please check ….”

1. Close the Discovery II software.
2. Unplug the USB Cable from the PC.
3. Turn **OFF** the Motor button on the Generator

4. Power **OFF** the Generator box for 10 seconds. Power **ON** the Generator.
5. Plug the USB cable into the PC. Wait 10 seconds.
6. Turn **ON** the motor button on the Generator. Motor should be idle!
7. Run Discovery II again.

If problem persists see next page
8. Close Discovery II.
9. Check that the USB driver is installed correctly from Windows>Control Panel>System>Hardware>Devices Manager>Feedback Instruments>Feedback 57-200 AntennaLab USB Adaptor (see pictures at end of this document)

Please see the pictures at the end of this document showing proper and incorrect driver configurations.

10. If you do not see the Feedback Instruments>Feedback 57-200 AntennaLab USB Adaptor driver then check that the USB driver installed properly from Windows>Control Panel>System>Hardware>Devices Manager>Universal Serial Bus Controllers>{There should be no Unknown Device displayed}

**Error** “Unknown Device”
If you get **Unknown Device** under the Universal Serial Bus Controllers

1. Close all of Discovery II windows.
2. Unplug the USB Cable noting which USB port it was installed in.
3. Power Cycle the Generator box for 10 seconds.
4. Plug the USB cable into the same PC USB port.
5. If unsuccessful the following seems consistent at working:
6. Unplug the USB Cable noting which USB port it was installed in.
7. Power Cycle the Generator box for 10 seconds.
8. Plug the USB cable into the same PC USB port.
9. Run the Add Hardware Wizard: Control Panel>Add Hardware select NEXT.
10. Wait for Wizard to prompt for “Is the hardware connected?” Choose Yes, I have already connected the hardware.
11. At the window “The following hardware is already installed on your computer” scroll the window down and
12. select “Add a new hardware device” and NEXT
13. At the window “The wizard can help you install other hardware” choose “Install the hardware that I manually select from a list {Advanced}” and NEXT
14. You should see Feedback Instruments as a device to select.
15. There will be two driver options: Feedback 57-200 AntennaLab USB Adaptor and Feedback 57-200 AntennaLab USB Adaptor Firmware Loader. Choose Feedback 57-200 AntennaLab USB Adaptor.
16. Should work now.

See the following 4 pictures below
Normal Driver Installed Properly
This is what you should see
This picture shows that the driver is not installed and this causes an Unknown Device on USB port.
This setup should work OK too. This picture shows that the USB cable and driver is functioning OK on a different USB port. The top yellow highlighted Feedback instrument shows up in error only because that USB port is not attached to the generator. The generator is attached to a different USB port. Ignore this.
Other Information for reference:
Driver Location: C:\Windows\System32\drivers\fbk57903.sys
Reference only material below. Should not be used to fix normal problems.
1.50 SETUP OF INTERNET EXPLORER to disable annoying security Prompts...

1.51 Go to Internet Security Settings and set **Local Intranet** to Low.

1.52 Add site to Local Intranet:
Select Sites>>Advance>>file://program%20files/Feedback%20Instruments
1. Set the following Security Settings.
2. SUN JAVA CONSOLE VERSUS MICROSOFT VM.

2.01 Discovery II requires using Microsoft VM

Be sure to uncheck Sun Java from Internet Explorer Options and select Microsoft VM as displayed below.

You may need to switch back if running other applications that required Sun Java.