

CPSC USB IN WINDOWS 8/10

C181055 CPSC

Important note regarding User Software version v5.3 & v6.0 and controllers with an USB & LAN connection.

1. ISSUE

Currently when using Windows 8 or Windows 10 there is a bug in the USB communication where occasionally it might happen that the User Software cannot communicate with the controller when a command is sent ("DEVICE NOT FOUND" error).

Investigation and development of a software fix in is progress.

2. AFFECTED SYSTEMS AND SOFTWARE

All v5.3.yyyyymmdd and v6.0.yyyyymmdd software versions in combination with controllers with IDs# 1038E201807-xx and 1038E2019yy-xx.

3. WORKAROUND

Should this issue occur on your system, please use any of the following workarounds:

- 1 Use a *Pipe server* for the USB communication: @SERV parameter using the Command Line Interface (`cacli.exe`). For more information on its use, read the accompanying Software User Manual:
 - V6.0: Chapter 4.9
 - V5.3: Chapter 5.7
- 2 Connect the controller via Ethernet (LAN) when using the User Software on Windows 8/10
- 3 Use a host computer with Windows 7

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