

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.

Device Installation Settings							
Do you want Windows to download driver software and realistic icons for your devices?							
Ø Yes, do this automatically (recommended)							
No, let me choose what to do							
Always install the best driver software from Windows Update.							
Install driver software from Windows Update if it is not found on my computer.							
Never install driver software from Windows Update.							
Replace generic device icons with enhanced icons							
Why should I have Windows do this automatically?							
Save Changes Cancel							

(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.

Confirm Device Uninstall	×
Andor Newton	
Warning: You are about to uninstall this device from	i your system.
Delete the driver software for this device.	
ОК	Cancel

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.

📇 Device Manager	
File Action View Help	
▲ 🛃 UK00818	
P 📲 Andor	
Batteries	
👂 🚛 Computer	
🖻 👝 Disk drives	
🔉 📲 Display adapters	
DVD/CD-ROM drives	
🕨 🕼 Human Interface Devices	
DE ATA/ATAPI controllers	
Keyboards	
Mice and other pointing devices	
Monitors	
Network adapters	
 Other devices 	
🔄 🦾 Unknown device	
Ports (COM & LPT)	
Processors	
Sound, video and game controllers	
⊳ - I Martin System devices	
Universal Serial Bus controllers	



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.

File Action View Hale	
	1
 UK00818 Andor Batteries Computer Disk drives Display adapters DVD/CD-ROM drives Human Interface Device IDE ATA/ATAPI controll Keyboards Mice and other pointing Monitors Network adapters Other devices Unknown device 	is ers 1 devices
Ports (COM & LPT) Processors Sound, video and ga	Update Driver Software Disable Uninstall

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

•	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation
-	Browce my computer for driver software
	Locate and install driver software manually.



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

Brow	vse for driver software	on your computer			
Searc	h for driver software in this loca	ation:			
C:\P	rogram Files\Andor SOLIS\Dev	rice Driver\USB	- [Browse	
V In	lude subfolders				
1					
	Let me pick from a list	of device drivers on r	ny comp	uter	
	This list will show installed dri software in the same category	ver software compatible wit / as the device.	h the devic	e, and all driver	
					100

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

Select your device's type from the list below.	
Common hardware types:	
E Floppy drive controllers	*
🕼 Human Interface Devices	
IDE ATA/ATAPI controllers	
IEEE 1284.4 compatible printer	E
ELEE 1284.4 devices	
EVEN IS IS IN THE IS INTERNAL AS INTERNAL ASTINUT AS INTERNAL ASTINUT ASTINUT AS INTERNAL ASTINUT	
maging devices	
Infrared devices	
Keyboards	
LibUSB-Win32 Devices	
SMedia Center Extender	-
Dat	*



13 – Select 'Have Disk...'.

Select the device driv	er you want to install for this hardware.
Select the manufa disk that contains	acturer and model of your hardware device and then click Next. If you have s the driver you want to install, click Have Disk.
Manufacturer	Model
BitFlow Inc	BitFlow Alta Version: 5.300.0.0 [18/05/2010]
Brother	BitFlow Alta Version: 5.600.0.0 [14/06/2012]
Canon	BitFlow Frame Grabber Version: 5.300.0.0 [18/05/2010]
Canon Inc	BitFlow Frame Grabber Version: 5.600.0.0 [14/06/2012]
Curton files	DIFT
F	
This driver has an Auth	henticode(tm) signature. Have Disk

14 – Browse to folder where you have installed the SOLIS or SDK software and search for and select the andorlibusb.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: SOLIS - PCI / PCI-e card: SDK - USB camera: SDK - PCI / PCI-e card: C:\Program Files\Andor SOLIS\Device Driver\USB\andor-libusb.inf C:\Program Files\Andor SOLIS\Device Driver\PCI\atmcd.inf C:\Program Files\Andor SOLIS\Drivers\andor-libusb.inf C:\Program Files\Andor SOLIS\Drivers\atmcd.inf

Look in:	퉬 USB	9		3 👂 📂 🗔 •	
C.	Name	*		Date modified	Туре
ecent Places	andor-lib	usb.inf		22/05/2012 15:59	Setup Inf
Desktop					
Libraries					
Computer					
Network	•	III	_		*
0.0	File name:	andor-libusb.inf		· [Open
	Files of type:	Setup Information (* inf)	_	*]	Cancel



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

Selec	t the device driver you want to install for this	s hardware.
	Select the manufacturer and model of your hardware d disk that contains the driver you want to install, click H	levice and then click Next. If you have a lave Disk.
Sho	w compatible hardware	
Mod	el ndor Newton	
	his driver has an Authenticode(tm) signature.	Have Disk

Windows will then attempt to install the camera device driver.

🕞 🔋 Update Driver Software - Unknown	Device	and the second	
Installing driver software			



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.