TROUBLESHOOTING QCBOX MODEL 5 DRIVER INSTALLATION

INTRODUCTION

This technical note addresses a situation where the CLIO software is not able to detect the QCBox Model 5 device even if its driver installation apparently succeeded.

This may happen when trying to activate it from the dedicated dialog box:
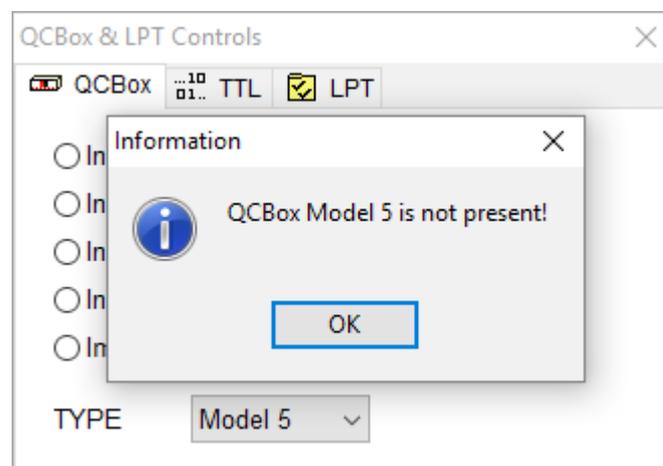
or, at software startup:
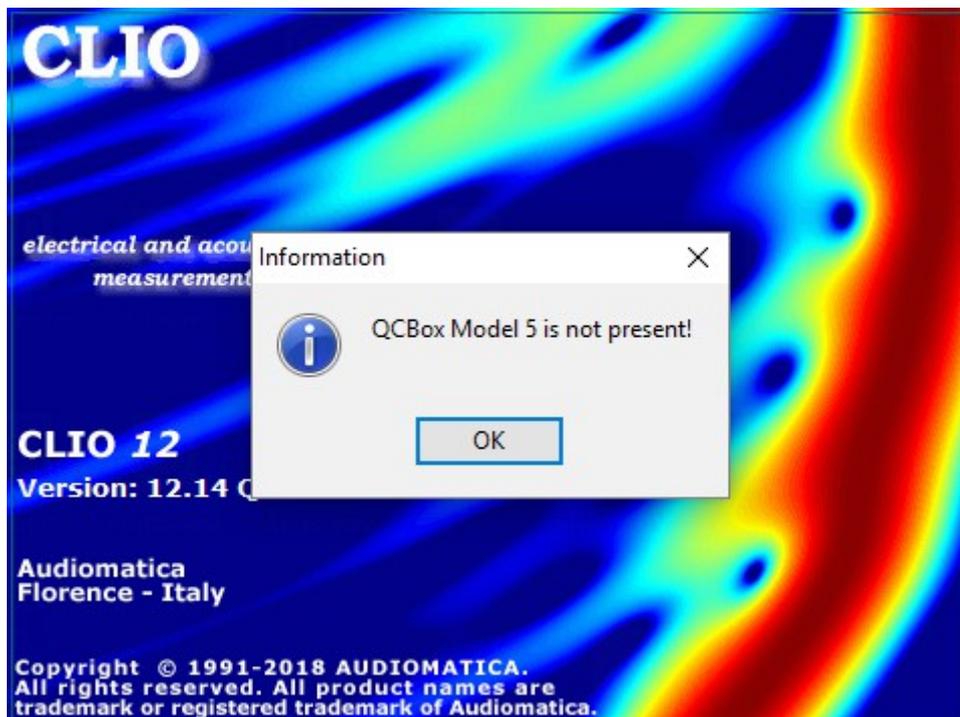
SOLUTION

Open the **Device Manager** and locate the **USB Serial Converter** entry under **Universal Serial Bus controllers**:
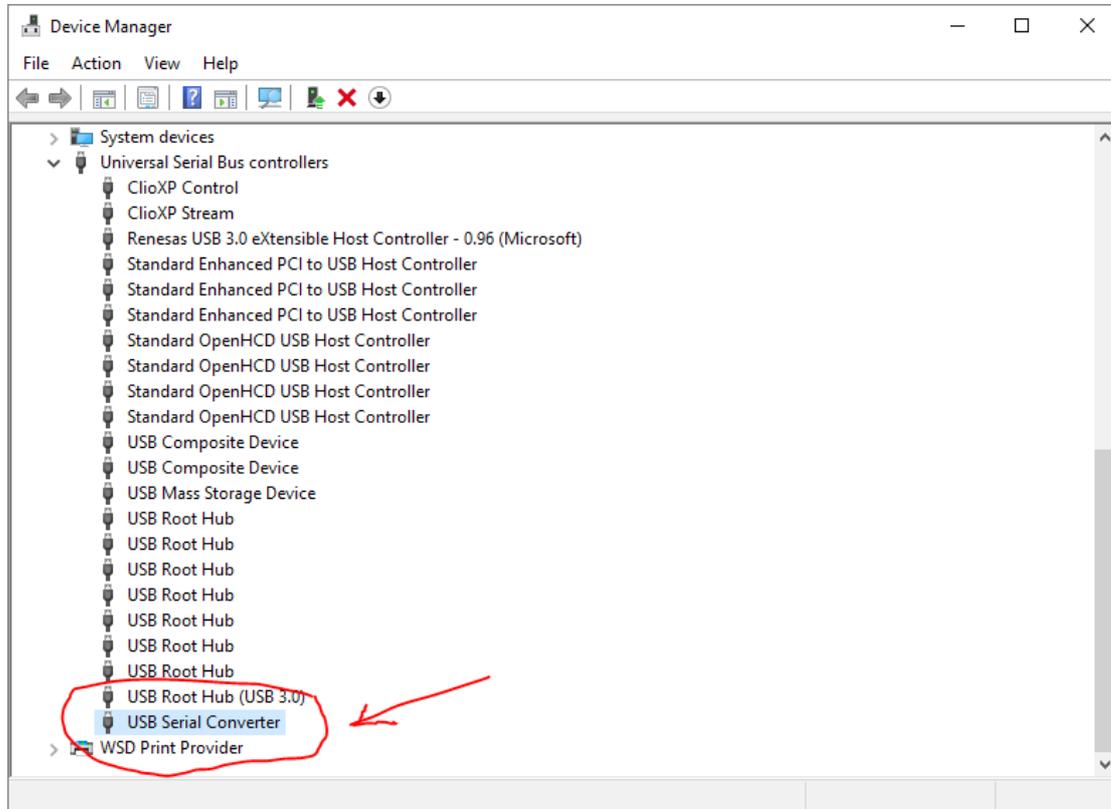
Double Click with the mouse and choose the **Properties>Advanced** tab.

Be sure that the Load VCP check-box is deselected:
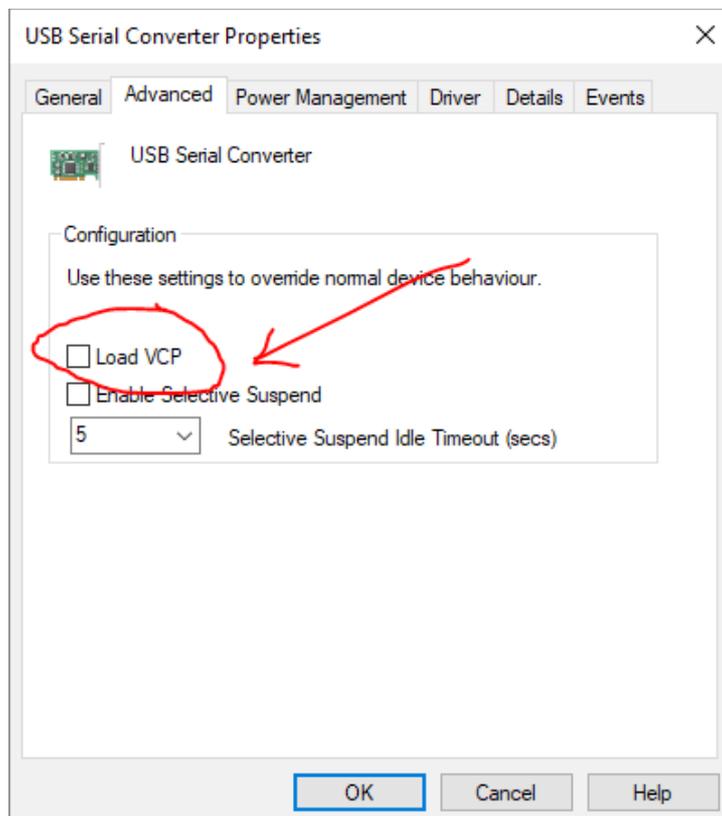
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If the "QCBox Model 5 is not present" error message is still showing at CLIO software start a reset of the QCBox might be needed. This can be simply achieved by cycle power the QC Box.

Please follow these steps:

1) Close CLIO software

2) Disconnect QCBox USB cable from PC

3) Turn off QCBox by disconnecting the power supply cable

4) Turn on QCBox by reconnecting the power supply cable

5) Connect QCBox USB cable to PC

6) Open CLIO 12 software and if needed select QCBox 5 under QCBox & LPT Controls