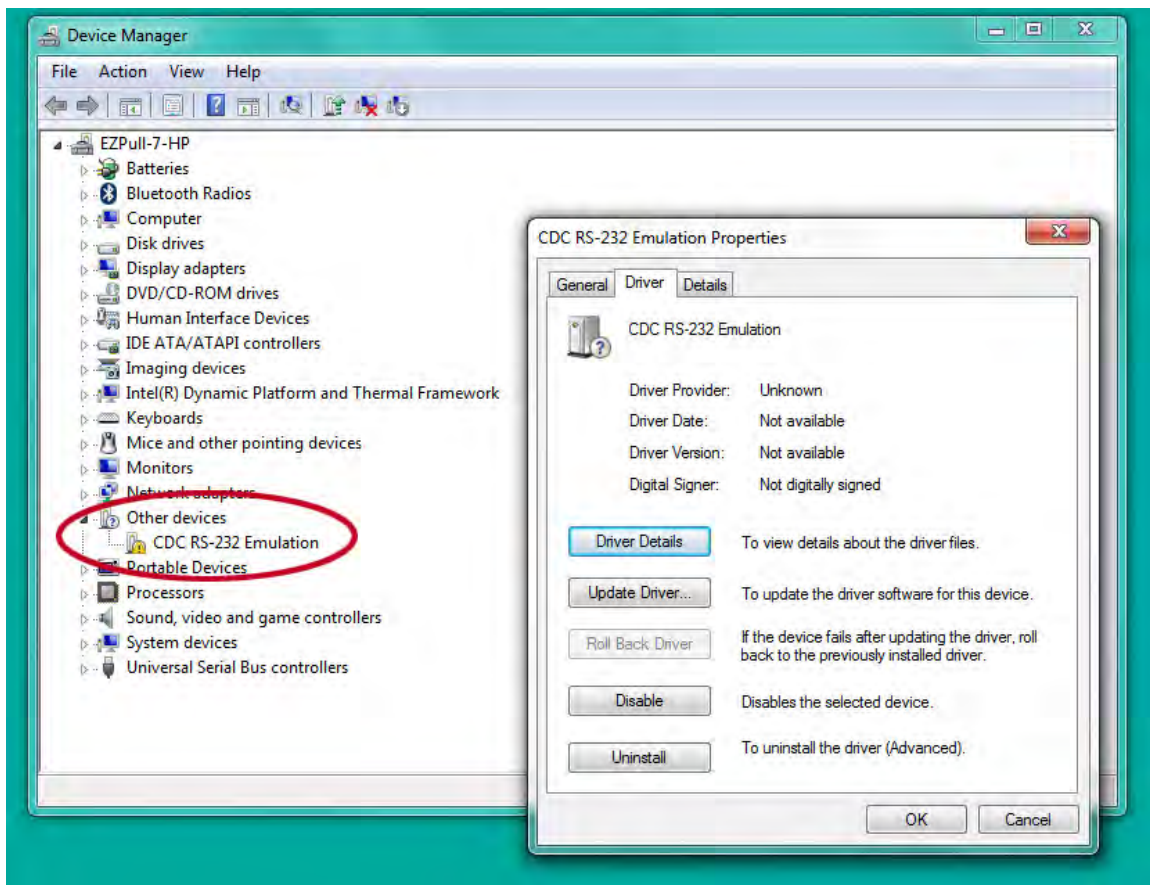


## Troubleshooting EZPull DTRW-2 USB Card Reader Installation

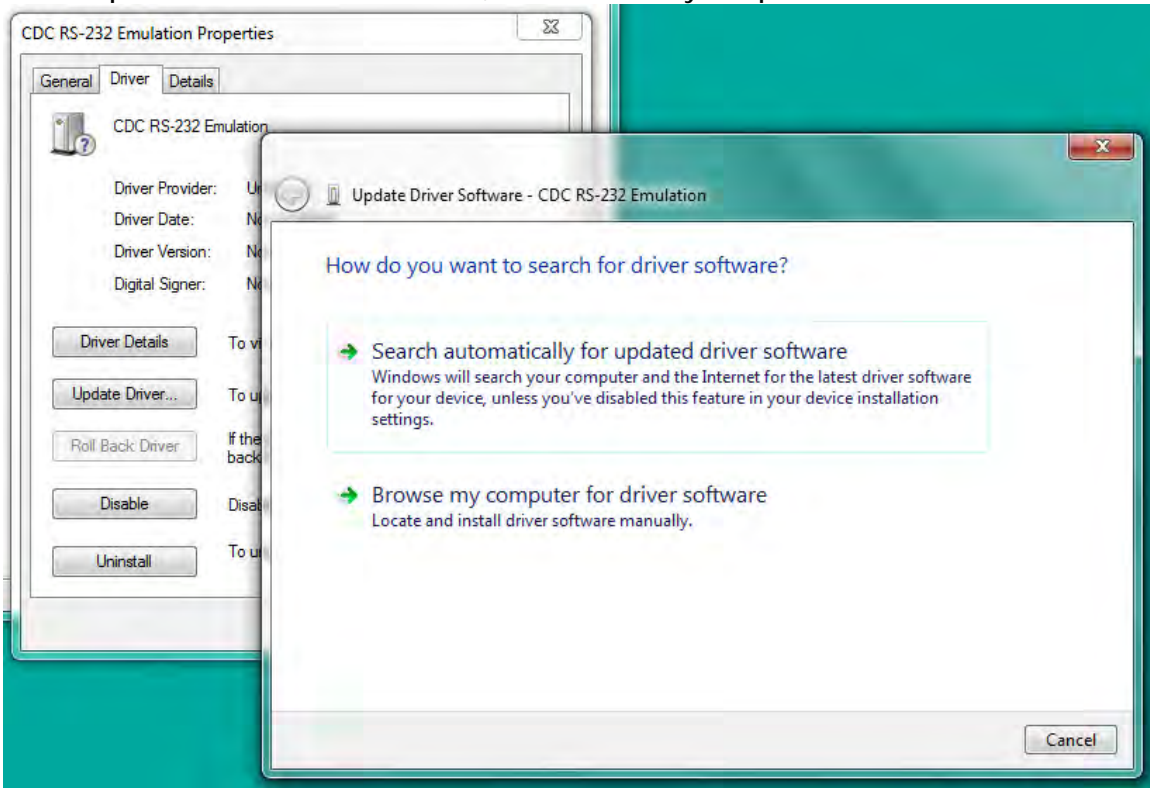
Normally Windows 7, 8 and 10 should include all the drivers necessary for installing EZPull DTRW-2 USB Card Reader.

If the drivers are missing from the PC, Windows will attempt to locate drivers on line. If so, You will need to skip the search and and install the drivers from the EZPull installation flash drive.

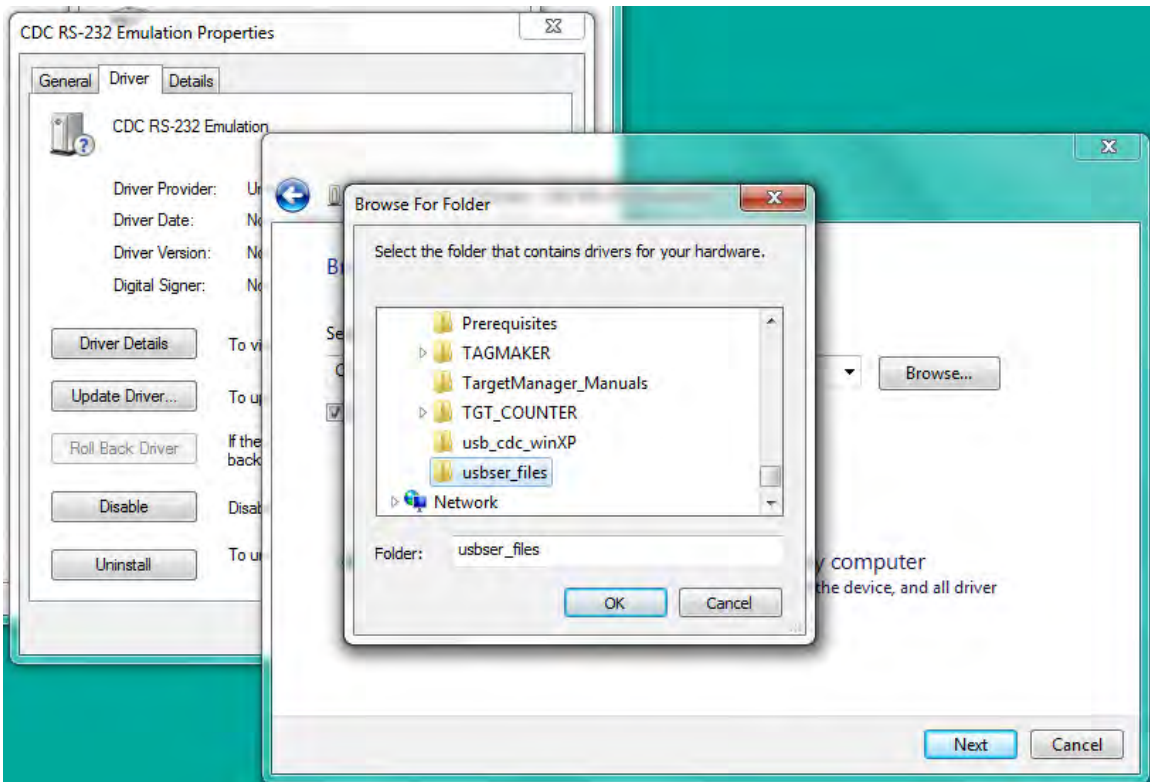
1. Connect the EZPull installation USB flash drive to a USB port on the PC and verify it has a directory (folder) '*usbser\_files*' containing a file called '*usbser.sys*'.
2. Connect the DTRW-2 to a USB port on the PC. If you see a window titled "*Installing device driver software*" and it says "*Searching Windows Update*", click on "[Skip obtaining driver software from windows update](#)" and then click Close.
3. Click **Start**, right click on **Computer** and select **Properties**. From the task bar on the left, select **Device Manager**.
4. Locate **Other devices**. There should be a line saying **CDC RS-232 Emulation** with an exclamation mark next to it. Right click '*CDC RS-232 Emulation*' and Select **Properties**. Select the **Driver** tab and click **Update Driver**.



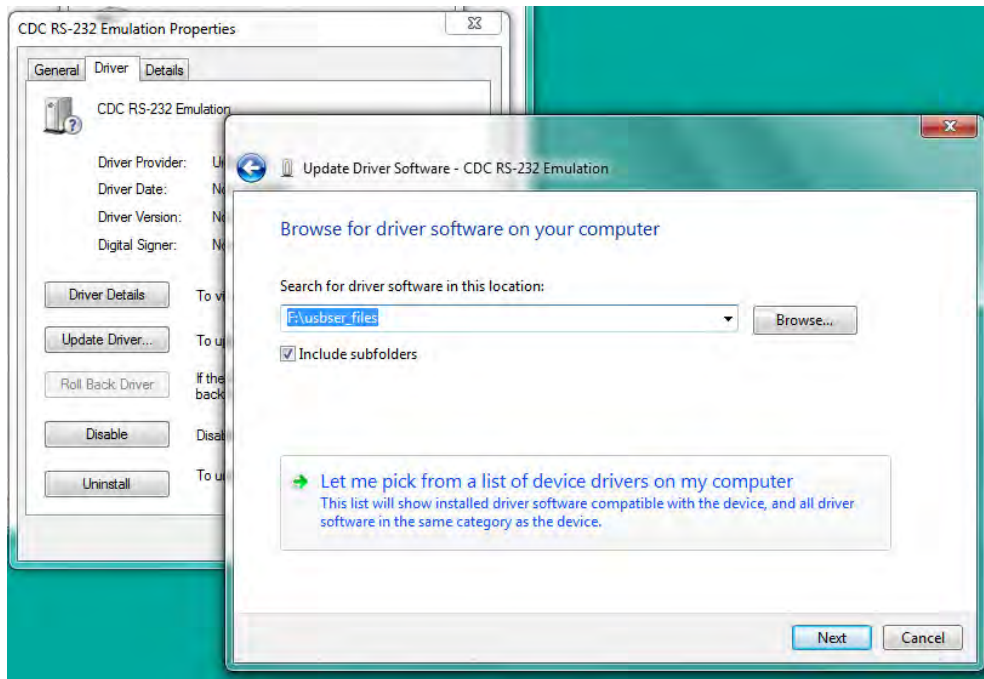
5. On the Update Driver software window, select **Browse my computer** for driver software.



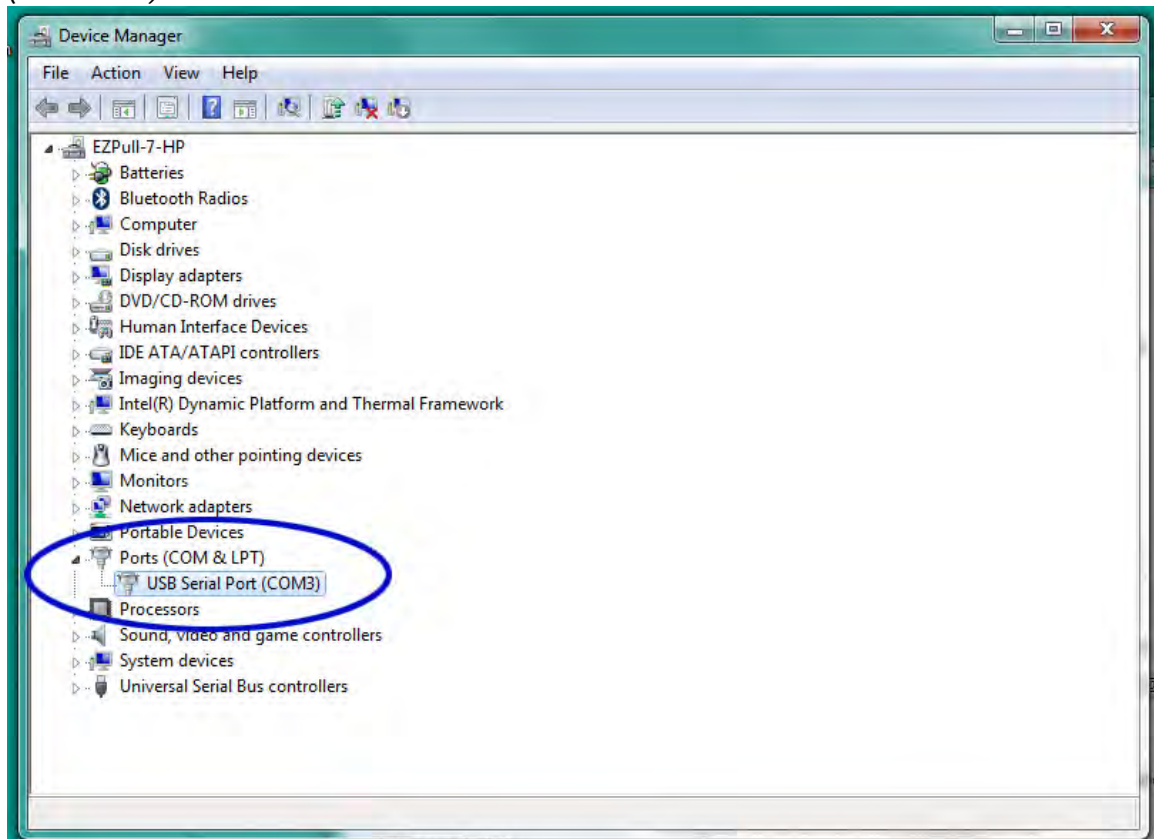
6. Click **Browse** and navigate to the *'usbser\_files'* directory on the EZPull flash drive and click **OK**.



7. Click Next. The drivers should install.



8. Check the Device Manager again to verify the *USB Serial Port (COM#)* is shown under *Ports (COM & LPT)*.



9. Note the COM number as you may need to select it on the EZPuITMGR *Connection* area (top right of the window).