

Knowledge Base Article

Product Group: Microlog Analyzer

Product: CMXA75; CMXA80

Version: N/A

Abstract

This document provides a procedure to install the SKF USB Driver for use with a Microlog Analyzer on a Windows 7 computer when the initial installation attempt fails.

Overview

Follow the steps below to properly install the SKF USB Driver onto a Windows 7 computer.

1. Connect the Microlog to the computer.
2. Open **Device Manager**.
3. Uninstall the devices showing yellow exclamation marks for any USB / Microlog devices.
4. Disconnect the Microlog from the computer.
5. Restart the computer in **Safe Mode** (press [F8] during boot up).
6. Run the USB Driver Installer shortcut from **Start → Programs → SKF → USB Driver → Install**.
7. When prompted, accept the unsigned drivers warning message.
8. Restart the computer.
9. Reconnect the Microlog to the computer.
10. Allow Windows 7 to complete the first-time automated installation of the new hardware.

The SKF Microlog USB Driver is now installed.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at TSG-CMC@skf.com.