

Knowledge Base Article

Product Group: Microlog Analyzer

Product: CMXA75; CMXA80

Version: N/A

Abstract

Prior to installing a new version of the SKF USB Driver for Microlog Analyzers, any existing version of the driver should be removed. This article offers instructions on how to remove the SKF USB Driver from a computer using the SKF USB Driver Removal Tool provided as an attachment to this article. Instructions on how to verify the USB driver version is also contained in this article.

Overview

The SKF USB Driver Removal Tool may be used to uninstall an existing SKF USB Driver. This tool was designed as a technical support tool with the assumption that most users have the knowledge and ability to remove the SKF USB Driver using **Add or Remove Programs** from the Control Panel.

Before running the tool, use **Add or Remove Programs** to remove the existing SKF USB Driver from the computer.

The SKF USB Driver Removal Tool can then be used to remove the driver from the Windows operating system. Follow the instructions below to use the tool:

1. Save the SKF USB Driver Removal Tool to the computer by clicking on the file located in the **Attachments** section to the right of this article. [Figure 1]



Figure 1. Attachments section

2. Double-click on the “SKF USB Driver Removal Tool.msi” file. For Windows 7 operating systems, right-click the file and select **Run as Administrator**.
3. The installation wizard will suggest that the tool be installed for use by *Everyone* and installed in default Program Files sub-folders. It is recommended that these default settings be used. Click **Next** until the installation has completed.
4. Now, select **Start → Programs → SKF → USB Driver → Uninstall** to launch the tool and start removing any existing drivers.
5. Upon launching the tool for the first time, the SysInternals Software License Terms window will appear. Click **Accept** to continue.
6. When the dialog windows close, the process is complete.

The SKF USB Driver is now uninstalled.

Verifying Version Information

Use the following steps below to verify the SKF USB Driver version information.

1. From the Control Panel, select **Add or Remove Programs**.
2. Locate the **SKF USB Driver** program. [Figure 2]

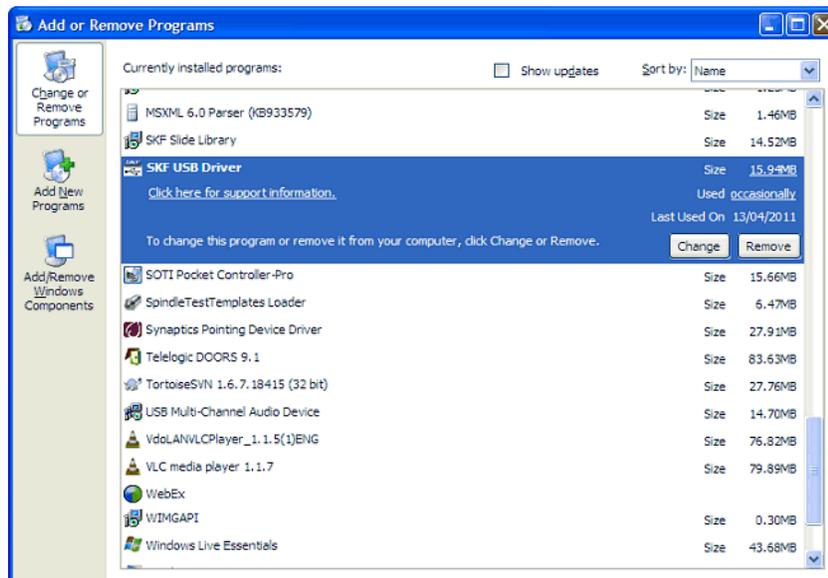


Figure 2. Add or Remove Programs

3. Select the link, '[Click here for support information](#)'.
4. The version information will be displayed. [Figure 3]



Figure 3. Support information

Click **Close** to exit out of the Support Info window.

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.