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Application/Technical Bulletin

Product:Sierra SummitP/N:190272-200Date:March 30, 2018Subject:Summit USB device drivers after Windows 10 upgrade.

The drivers for the Summit Base Unit can be incorrectly installed after one of the following occurs:

- Your system is upgraded from Windows 7 to Windows 10.
- The Windows 10 Creator Update (1703 or 1709) is installed on an existing Windows 10 system.

The first time you power on the base unit you will see and hear the familiar "installing drivers" messages and sounds, but the drivers will not be installed correctly and the base unit will not work properly when you run the Summit program (i.e., no stimulation, no data acquisition).

If this issue has occurred on your system; follow the instructions in Section A to manually return the drivers to working order. If you have internet access, you can download an automated repair utility and follow the instructions in Section B.

Section A: Manually repair the drivers

- 1. Close the Summit program.
- 2. Verify that the base unit is connected and powered ON. Connect the VEP Calibration Sensor if you have one.
- 3. Open the Device Manager (Control Panel Device Manager).
- 4. Expand the Ports (COM & LPT) section.
- 5. You will see all of the base unit's devices listed as USB Serial Device (COM#).



6. Right click on the first of these devices and select Update Driver Software from the context menu.

Ports (COM & LPT)	
Communications Port (COM1)	1
USB Serial Device (COM11)	
🖤 USB Serial Device (COM12	Update Driver Software
🚏 USB Serial Device (COM14	Disable
🚏 USB Serial Device (COM24	Uninstall
🐺 USB Serial Device (COM25	
🐺 USB Serial Device (COM3)	Scan for hardware changes
🖤 USB Serial Device (COM9)	Properties
> 🚍 Print queues	Toperdes

7. You will be asked how to search for the driver software, select **Browse my computer for driver** software.

\rightarrow	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 settings.	
\rightarrow	Browse my computer for driver software	
	Eocace and historical solution multiplice	

8. Next, select Let me pick from a list of device drivers on my computer.

	×
Update Driver Software - USB Serial Device (COM11)	
Browse for driver software on your computer	
Search for driver software in this location:	
C:\Users\Cadwell\Documents	
☑ Include subfolders	
\rightarrow Let me pick from a list of device drivers on my computer	
This list will show installed driver software compatible with the device, and all driv software in the same category as the device.	/er
Ne	d Cancel
	 Update Driver Software - USB Serial Device (COM11) Browse for driver software on your computer Search for driver software in this location: C:\Users\Cadwell\Documents Browse Include subfolders Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all drive software in the same category as the device.

9. The appropriate Sierra device should be listed, select this device and click the **Next** button.

←	Update Driver Software - USB Serial Device (COM11)
	Select the device driver you want to install for this hardware.
	Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
	Show compatible hardware
	Model
	USB Serial Device
	Sierra Estim Control
	This driver is not digitally signed! Have Disk
	Tell me why driver signing is important
	Next Cancel

This example is for the Estim Controller Board.

10. You should see a message indicating that the driver was successfully updated. Click the **Close** button.



11. The Device Manager should now show the Sierra device correctly.



Sierra Estim Controller successfully installed.

12. Repeat steps 6 – 11 for all the USB Serial Device (COMx) devices that are listed.

At a minimum, your system should have the following devices:

- Cadwell Data Acquisition System
- Sierra Estim Controller
- Sierra Keyboard Controller
- Sierra Sync Driver

Note:

The number of Sierra devices will vary depending on the options you have ordered with your system. The picture below is for a fully loaded system, with dual electrical stimulators, auditory stimulator, and video calibration device attached.



Driver appearance after all have been updated.

Section B: Use the automated repair utility

1. Obtain the **"Summit Driver Update.zip"** file from the **Cadwell Support** website or **Google Drive**. Click on the links below to go to these sites.

Cadwell Support Website (https://cadwell.support)

Google Drive Folder

2. Save or copy the file to the desktop of the Summit system.



- 3. Ensure that the Summit Base Unit is connected and powered On.
- 4. Right-click on the zip file and select Extract All.



5. Click the Extract button.

🗧 📱 Extract Compressed (Zipped) Folders	×
Select a Destination and Extract Files	
Files will be extracted to this folder: C:\Users\davejn\Desktop\Summit Driver Update	Browse
Show extracted files when complete	
Extrac	t Cancel

6. In the next window, **double-click** on the **"Update Drivers.exe"** file.

🔜 🏹 🛄 🖛			Application Tools	Summit Drive	r Update			- 0	×
File Home	Share	View	Manage						~ 🕐
$\leftarrow \rightarrow \land \uparrow$	> Th	is PC → Des	ktop > Summit Di	river Update		√ Ō	Search Sun	nmit Driver Update	,c
📌 Quick access		Name	^		Date modified	Туре		Size	
E Desktop	*	Driver	rs		3/30/2018 8:59 AM	Filefold	er · ·	67.KD	
Downloads	*	S Comr	mandAndResponse.	dll	3/28/2018 9:37 AM	Applicat	ion extens	67 KB	
		S Core./	ApplicationReportin	ig.ali	3/20/2018 8:27 AIVI	Applicat	ion extens	20 KB	
Dictures	<u> </u>	Peripi	heralCommunicatio	ns.dll	3/29/2018 2:59 PIVI	Applicat	ion extens	20 KB	
Fictures	74		teDrivers.exe		3/29/2018 1:39 PIVI	Applicat	ion Cile	12 KB	
🝊 OneDrive			teDrivers.exe.config		3/28/2018 8:44 AIVI	CONFIG	File	I KB	
🛄 This PC									
💣 Network									
6 items 1 item sel	lected	11.8 KB							:==

7. The Driver Installation Wizard will launch, click the Next button.



Note: If you are not logged into Windows with **Administrator privileges** you will be prompted for administrator credentials. Once these are correctly entered the Installation Wizard will launch.

File Home Share View	Manac User Account Control ×	×
 ← → ← → ← → ← 	Do you want to allow this app from an unknown publisher to make changes to your device? dAndRe Comm UpdateDrivers.exe Publisher: Unknown File origin: Hard drive on this computer Show more details To continue, enter an admin user name and password. User name	v ⊘ Search Driver Update >
5 items 1 item selected 9.00 KB	Password Domain: CADWELL Yes No	

Prompt for Administrator credentials.

8. The Driver install make take several minutes.



9. Click the Finish button.

Device Driver Installation Wizar	d Completing the De Installation Wizard	vice Driver I	
	The drivers were successfully ins	stalled on this comp	uter.
	Driver Name Cadwell Industries, Inc. (Cadwell Industries, Inc	Status Device Updated Device Updated	
	< Back	Finish	Cancel

10. Wait 5-10 seconds for the "Update Completed" message to appear. Click OK.

📙 🖸 📙 🖵	Application Tools Driver Update					- [) ×
File Home Share	View Manage						~ 🕐
	ver Update				~ Ç	Search Driver Update	Q
	Name	Date modified	Туре	Size			
🖈 Quick access	Drivers	3/29/2018 2:06 PM	File folder				
📃 Desktop 🛛 🖈	CommandAndResponse.dll	3/28/2018 9:37 AM	Application extens	67 KB			
👆 Downloads 🛛 🖈	Core.ApplicationReporting.dll	3/26/2018 8:27 AM	Application extens	25 KB			
🖆 Documents 🛛 🖈	PeripheralCommunications.dll	3/29/2018 1:16 PM	Application extens	50 KB			
📰 Pictures 🛛 🖈	😼 UpdateDrivers.exe	3/29/2018 1:59 PM	Application	12 KB			
a OneDrive	UpdateDrivers.exe.config	3/28/2018 8:44 AM	CONFIG File	1 KB			
💻 This PC		Update Completed	×				
💣 Network		Update C	OK				
6 items 1 item selected 1	1.8 KB						

11. If you are prompted to restart the computer, click the **Restart Now** button.

= Microsoft Windows	×			
You must restart your computer to apply these changes				
Before restarting, save any open files and close all programs.				
Restart Now Restart Later				

12. After the computer has restarted, launch the Sierra Summit program.