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Application/Technical Bulletin

Product: Sierra Summit
P/N: 190272-200
Date: March 30, 2018
Subject: 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:

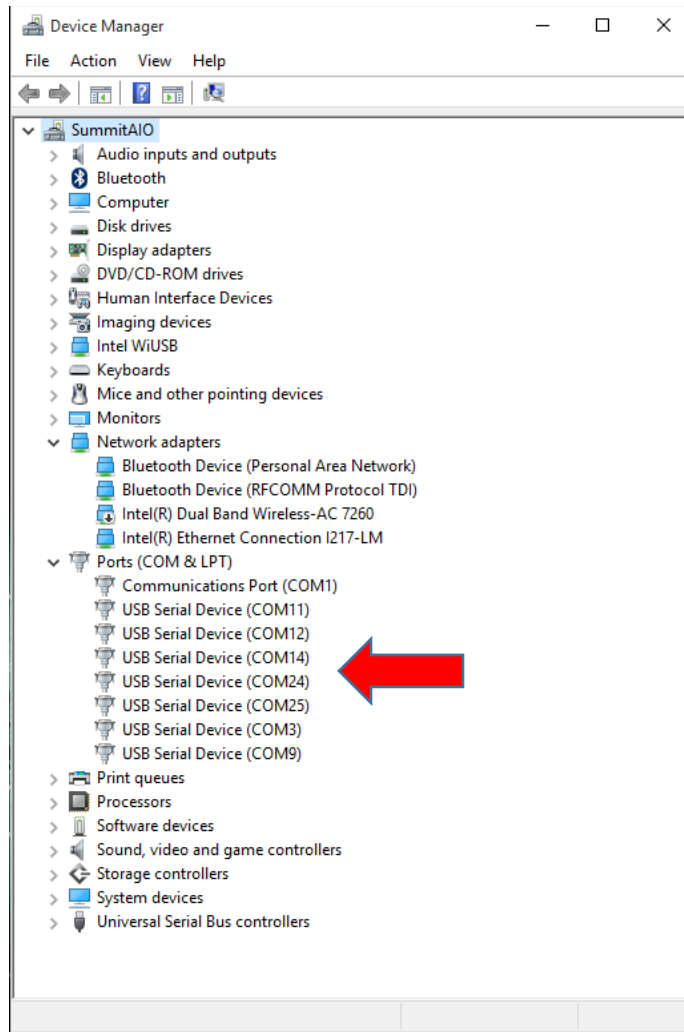
- Your system is upgraded from Windows 7 to Windows 10.
- The Windows 10 Creator Update (1703 or 1709) is installed on an existing Windows 10 system.

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).

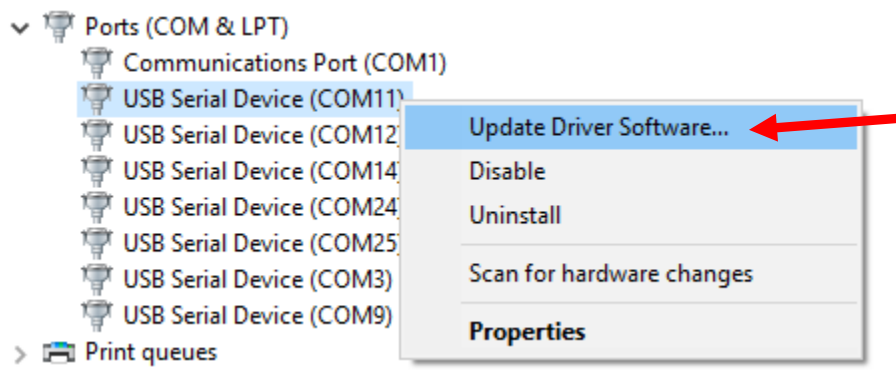
If this issue has occurred on your system; follow the instructions in Section A to manually return the drivers to working order. If you have internet access, you can download an automated repair utility and follow the instructions in Section B.

Section A: Manually repair the drivers

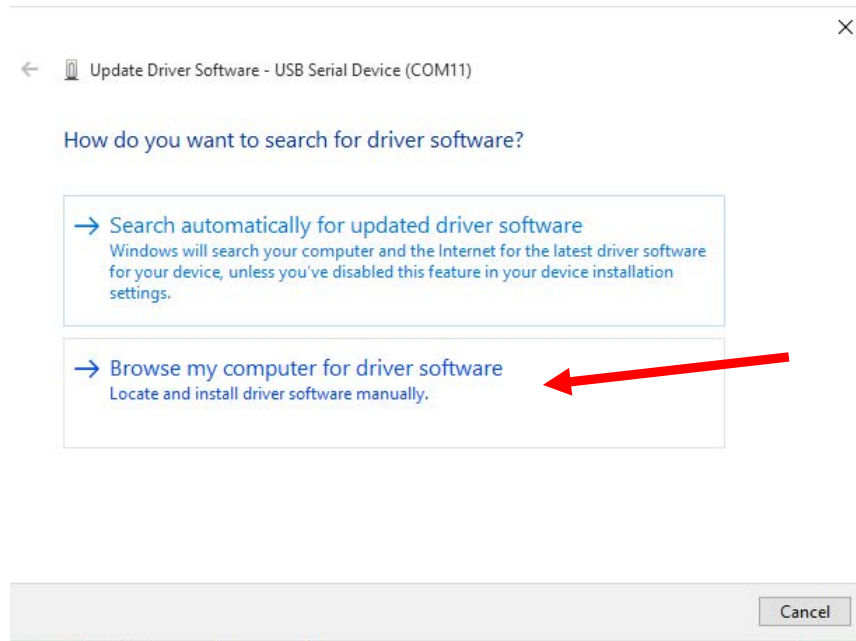
1. **Close** the Summit program.
2. Verify that the base unit is **connected and powered ON**. Connect the **VEP Calibration Sensor** if you have one.
3. Open the **Device Manager** (Control Panel – Device Manager).
4. Expand the **Ports (COM & LPT)** section.
5. You will see all of the base unit’s devices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



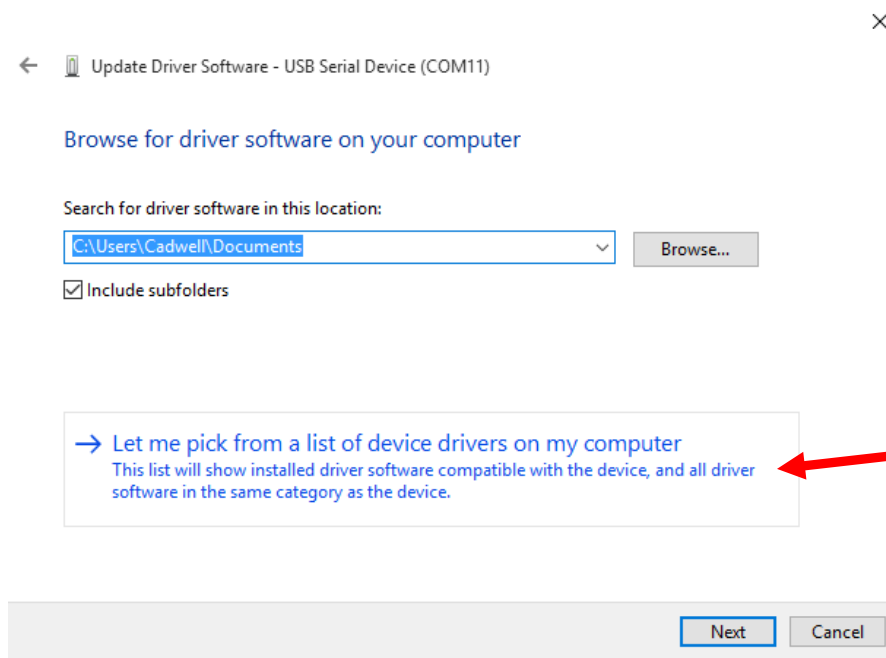
6. **Right click** on the first of these devices and select **Update Driver Software** from the context menu.



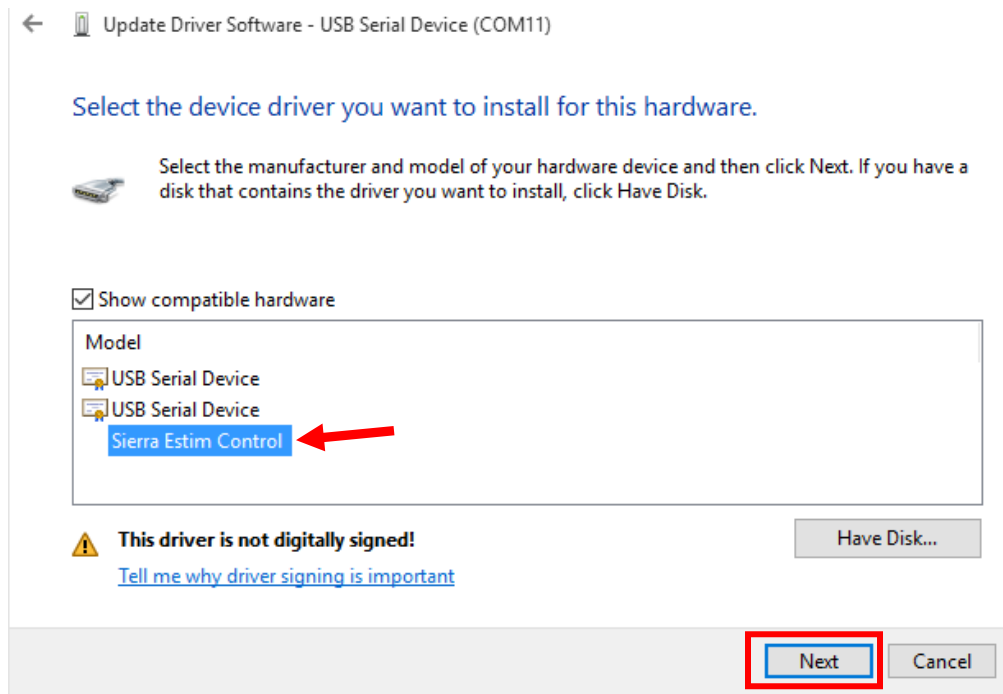
7. You will be asked how to search for the driver software, select **Browse my computer for driver software**.



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

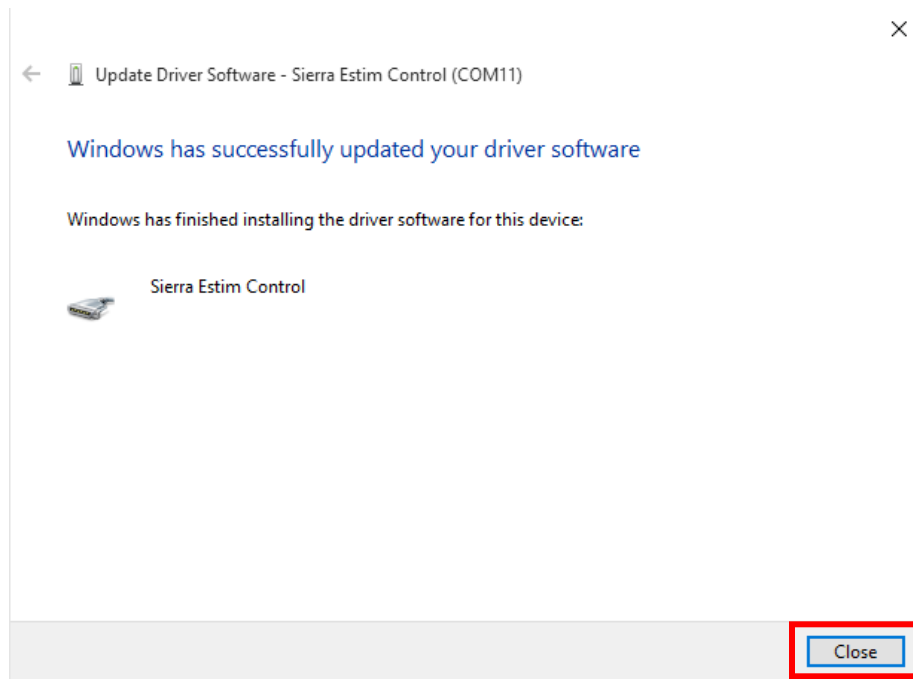


9. The appropriate Sierra device should be listed, select this device and click the **Next** button.

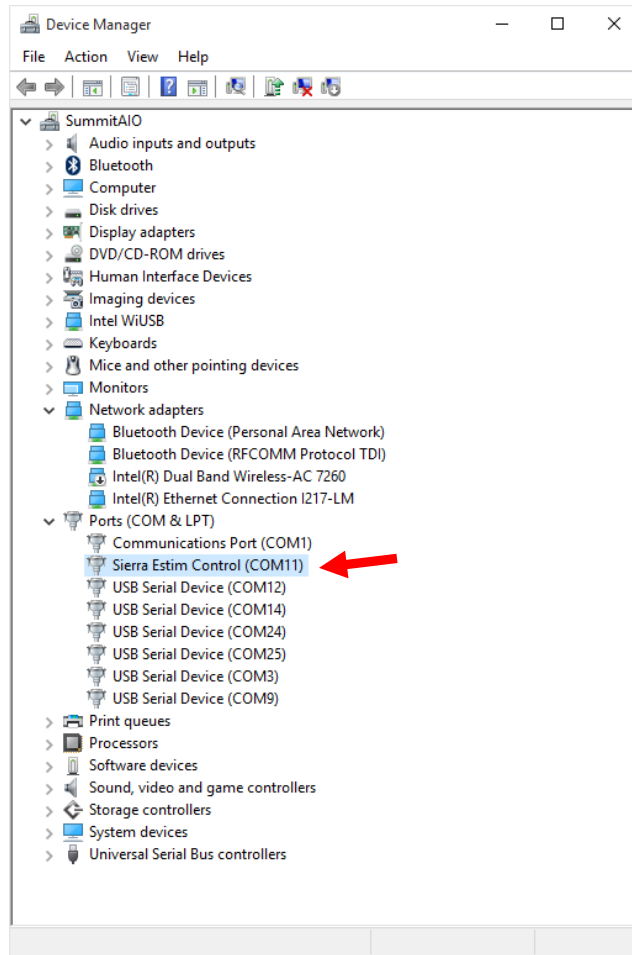


This example is for the Estim Controller Board.

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.

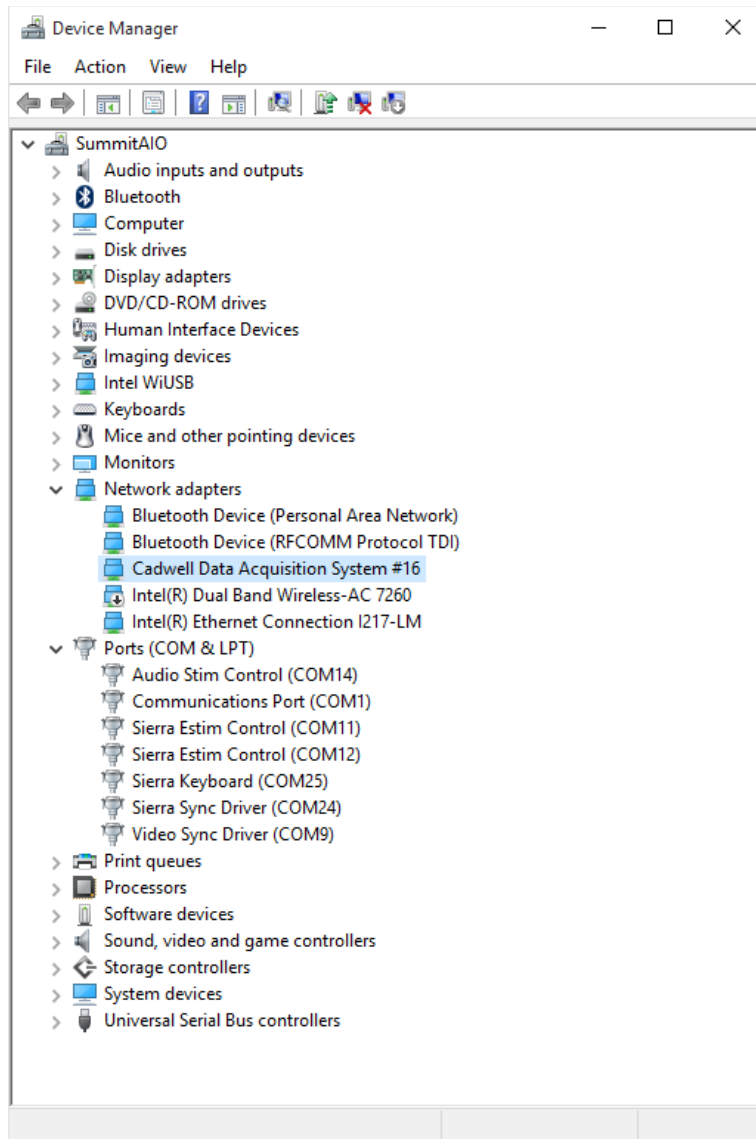
12. Repeat steps 6 – 11 for all the **USB Serial Device (COMx) devices that are listed.**

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.

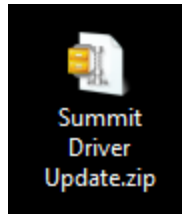
Section B: Use the automated repair utility

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.

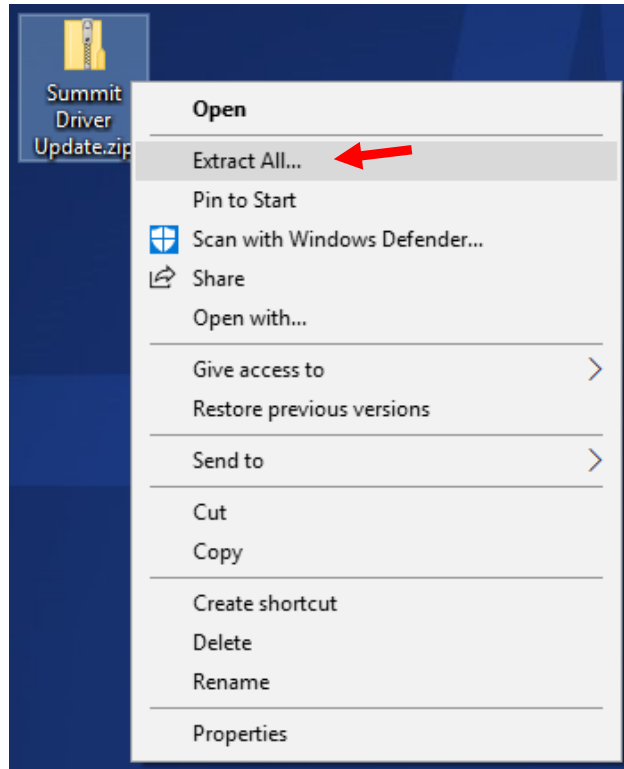
[Cadwell Support Website](https://cadwell.support) (https://cadwell.support)

[Google Drive Folder](#)

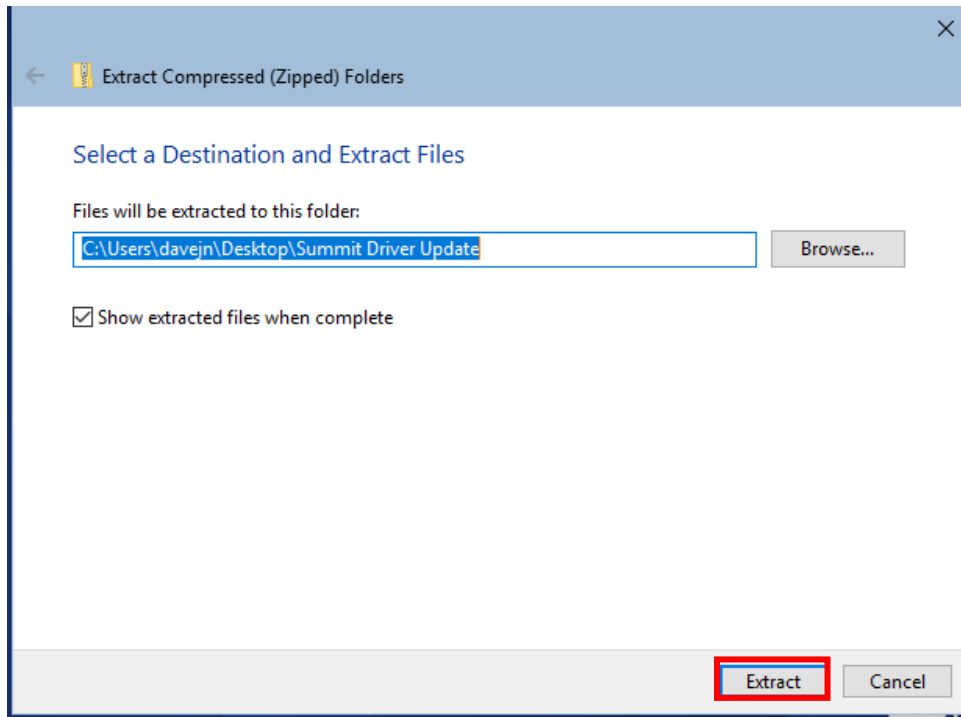
2. **Save or copy the file** to the desktop of the Summit system.



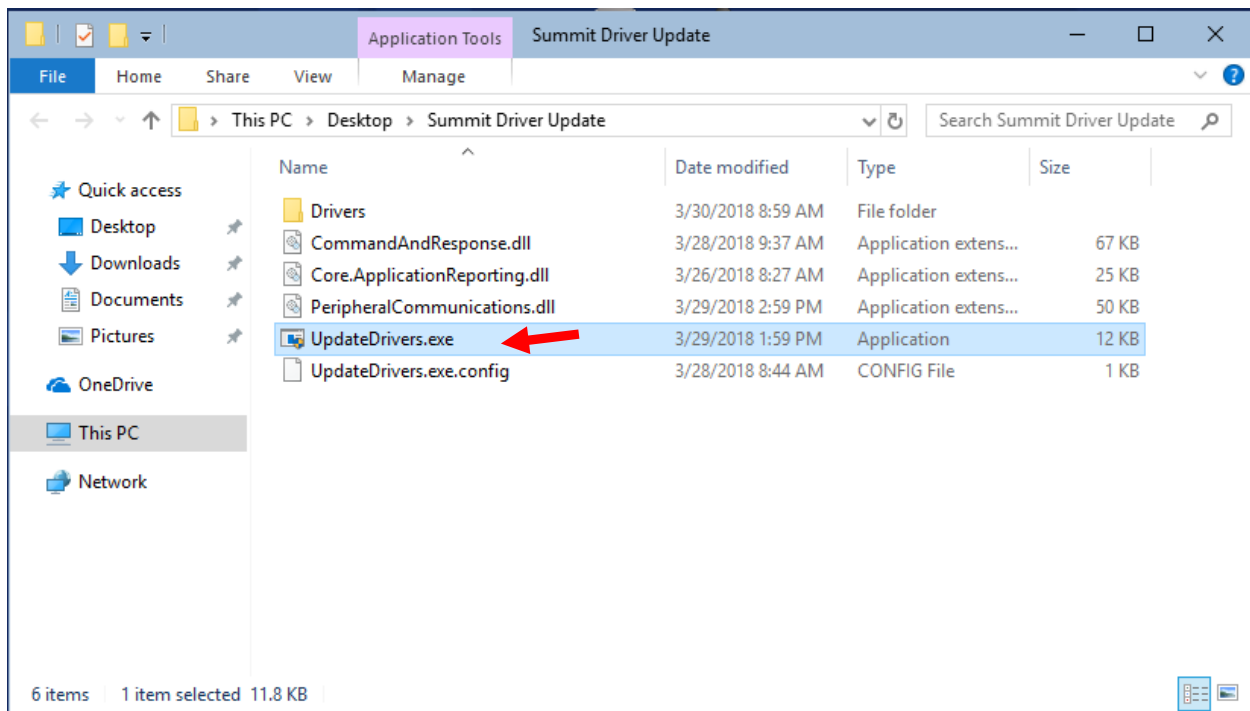
3. Ensure that the **Summit Base Unit is connected and powered On.**
4. **Right-click** on the zip file and select **Extract All.**



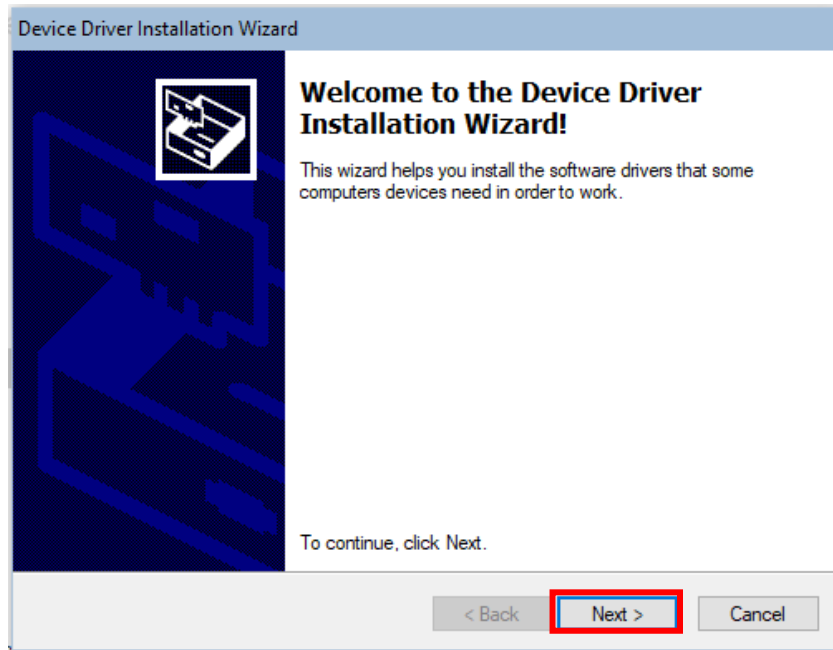
5. Click the **Extract** button.



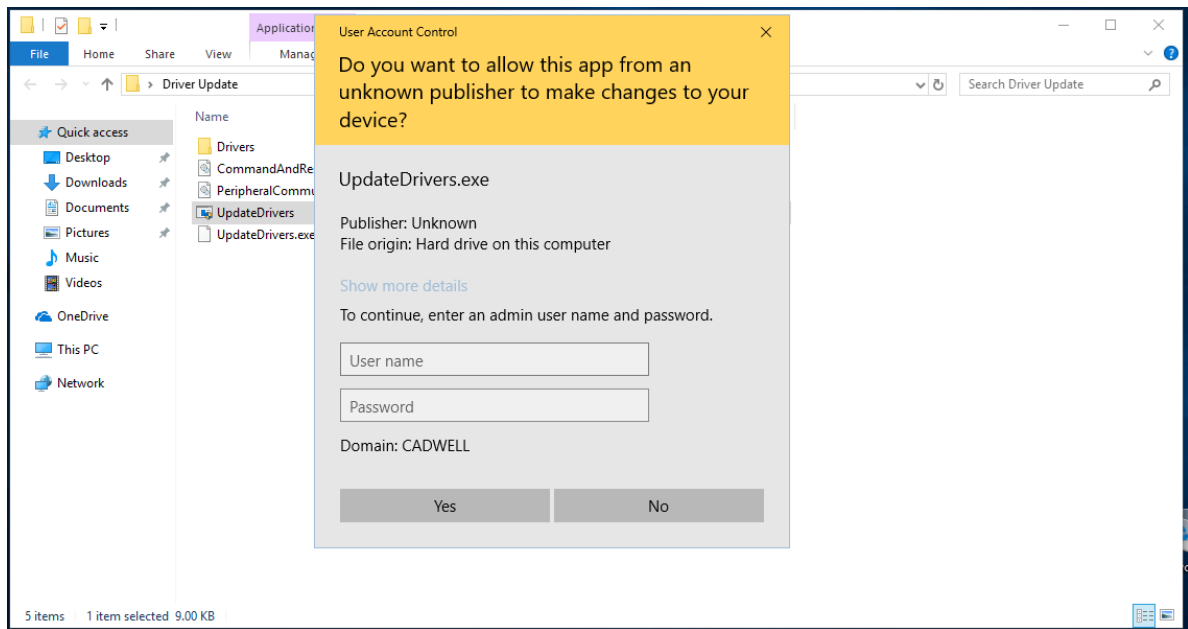
6. In the next window, **double-click** on the **“Update Drivers.exe”** file.



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

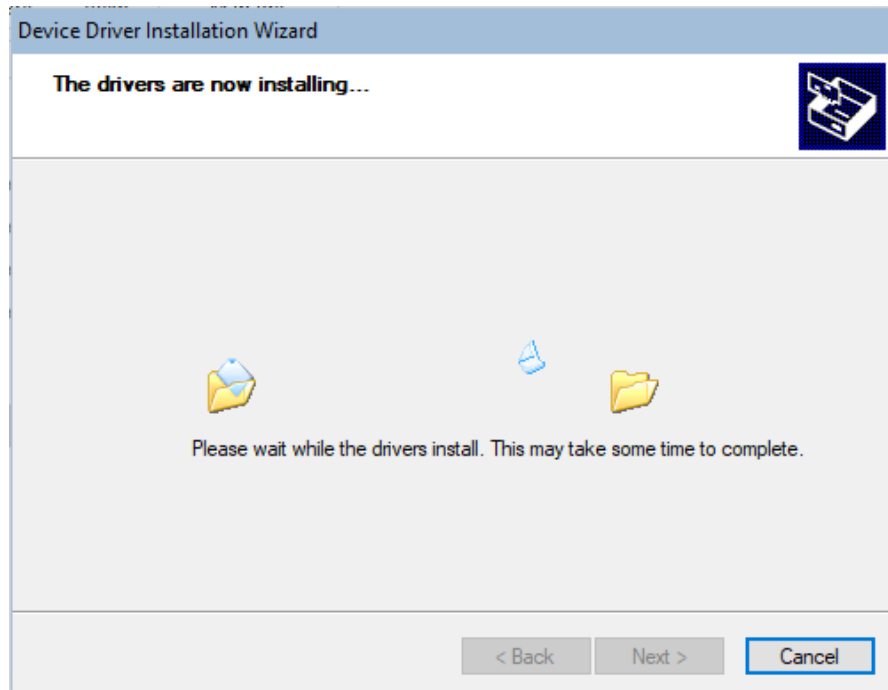


Note: If you are not logged into Windows with **Administrator privileges** you will be prompted for administrator credentials. Once these are correctly entered the Installation Wizard will launch.

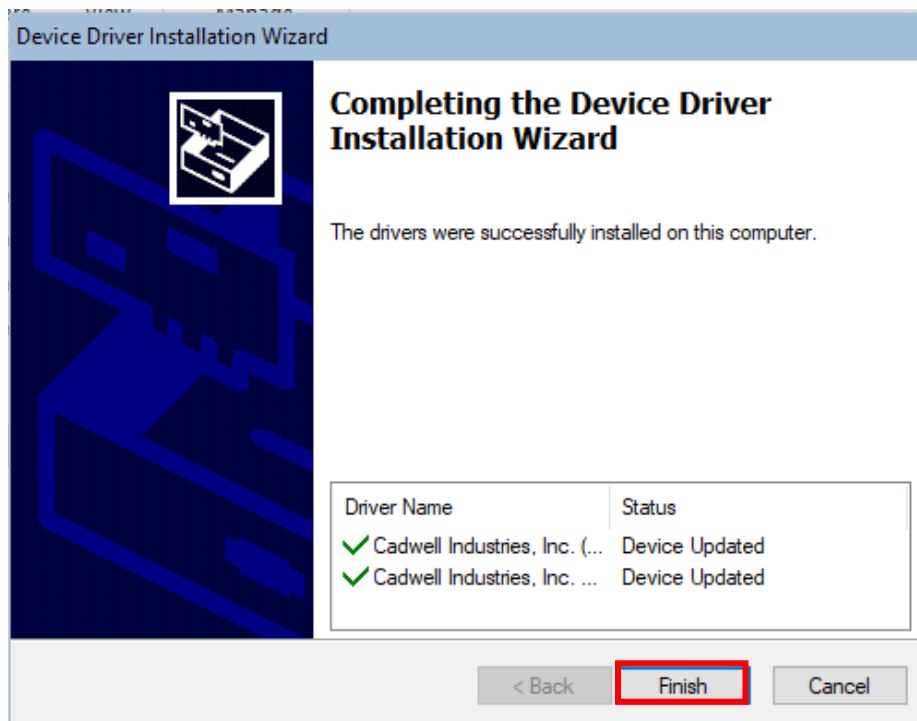


Prompt for Administrator credentials.

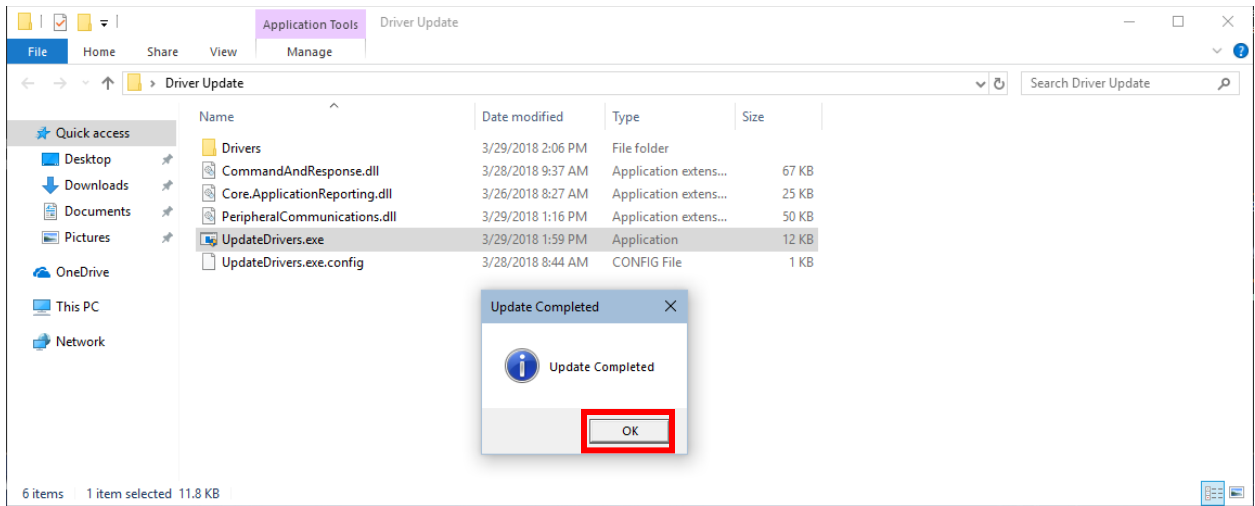
8. The Driver install make take several minutes.



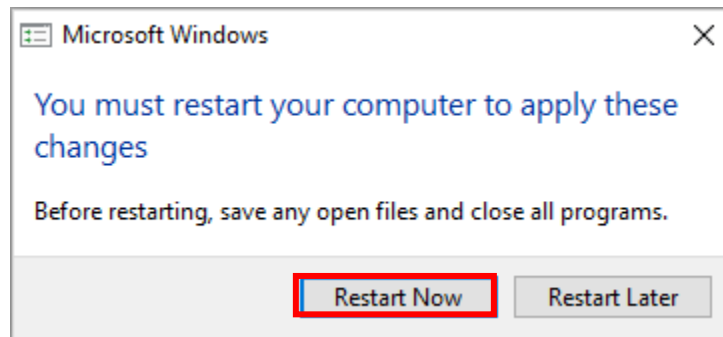
9. Click the **Finish** button.



10. Wait 5-10 seconds for the **“Update Completed”** message to appear. Click **OK**.



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



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