

# FTDI Bad Driver Auto-update Fix

QuikEval and PScope install drivers from FTDI. Windows will often automatically update these to the latest released version. Unfortunately sometimes FTDI breaks things with their drivers and we need to use the previous version.

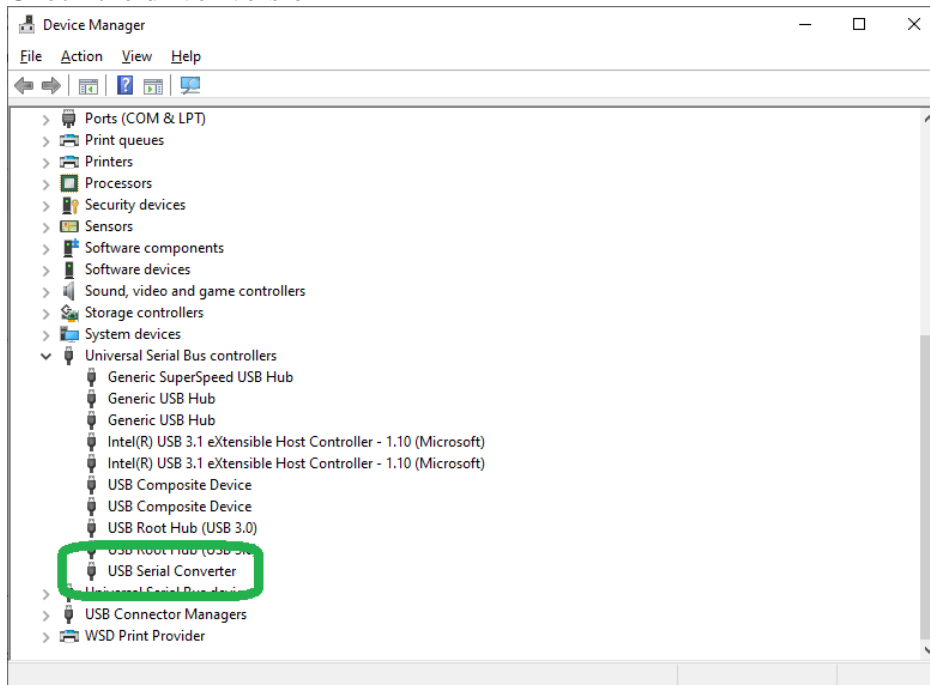
## Overview

The steps in this guide will help you perform the following tasks:

1. Check the current driver version
2. Disable automatic updates for the device driver
3. Uninstall the bad driver

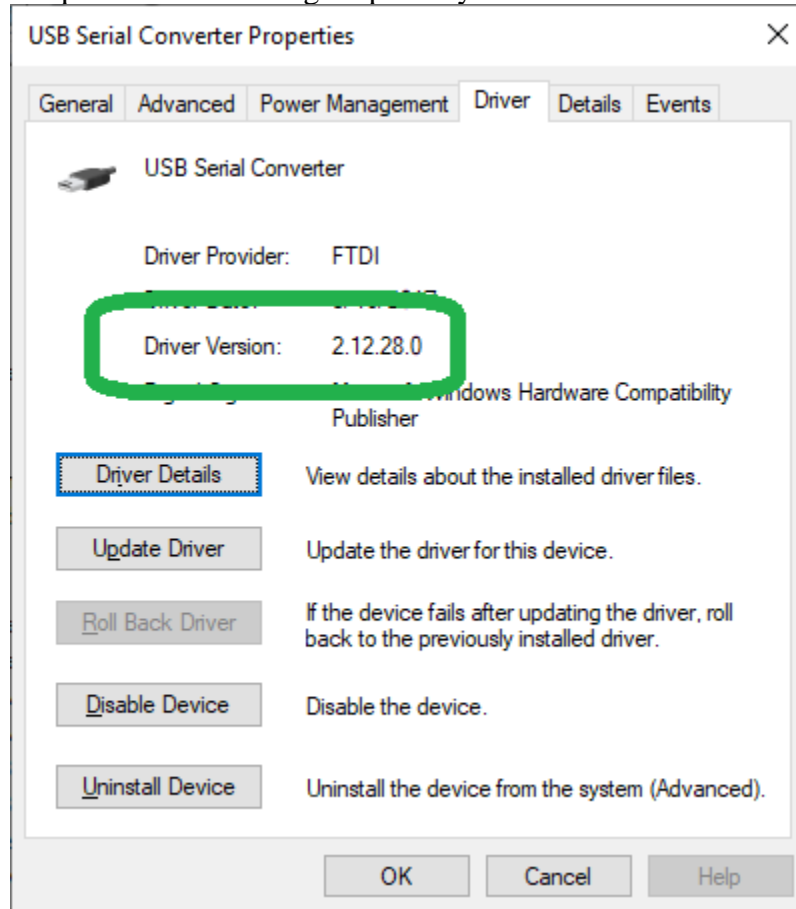
## Check Current Driver Version

1. Plug in your controller board (DC590/Linduino/DC718/DC890)
2. Find the device in Device Manager
  1. On Windows 10, search "Device Manager" in the start menu.
  2. In the Device Manager Expand the node "Universal Serial Bus controllers"
  3. Find the "USB Serial Converter" entry
  4. If you are having trouble identifying the correct device, unplug it and plug it back in, the correct entry will disappear and then reappear.
3. Check the driver version



1. Right click the entry in device manager and choose "properties"

2. In the window that appears, choose the "Driver" tab at the top
3. Check the "Driver Version." The *correct* version is shown below (2.12.28.0 or 2.12.24.0 are fine). At the time of this writing the *bad* version is 2.12.36.4. If you have a later version, please contact whoever sent you this document.
4. If you have the bad driver version (2.12.36.4) move on to the next step to fix it. Otherwise contact whoever sent you this document for more help.
5. Keep the Device Manager open as you will need it until the end of the process.



## Disable Automatic Updates for the Driver

Please refer to this guide for instructions on disabling automatic updates for the driver.

<https://www.maketecheasier.com/block-driver-updates-specific-devices-windows10/>

## Uninstall the Bad Driver

1. In the Device Manager, right-click the device entry and choose "Uninstall Device" and follow any prompts.
2. Unplug and then re-plug in the device.

3. Check the driver version using the steps above (starting at step 3 of "Check Current Driver Version")
4. The driver should be at the correct version (2.12.28.0 or 2.12.24.0), if it says no driver is available, reinstall QuikEval or PScope. If the driver is still at the incorrect version, contact whoever sent you this document. Otherwise QuikEval and PScope should work correctly from now on.