



TITLE:	Unable to install the Gerber USB-Parallel Driver on a Win10 system or it installs as an LPT port
Category:	OMEGA GerberEdge
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Supplied by:	Gerber Service
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Summary:	This document addresses trouble outputting to the GerberEdge ½ on Win 8/10 systems

ISSUE:

1. The GspWinUSB driver can't be installed for the Gerber USB – Parallel cable on some Win 10 systems
2. The USB-parallel cable installs as an LPT port
3. The GSPWinUSB driver is over written after a Win8/10 update resulting communication errors to the GerberEdge 1/2

CAUSE:

1. The USB-parallel cable was connected to a USB port prior to the driver being installed resulting in Windows installing its own driver
2. A Windows 10 update overwrote the Gerber USB – parallel driver

SOLUTION: The following process must be followed to remove the Windows driver and install the GSPWinUSB driver

YOU MUST BE LOGGED IN AS AN ADMINISTRATOR**❖ STEP 1:**

- Turn off ALL background tasks, including Antivirus software, Gerber Applications, and anything else running
- Unplug the USB –parallel cable from both the PC and from the GerberEdge
- Click START | ALL Apps | Windows System
- Right-Click Command prompt and click 'Run as Administrator'
- At the Dos prompt (c:\) type pnputil –e |more (Scrolls the drivers list a page at a time)
- Find the ASIX ELECTRONICS CORP driver and make note of its oem number ie:oem1.inf oem2.inf
- Press ENTER to the end of the list

- To delete the oem files From the c:\prompt Type:
pnputil -f -d oem1.inf [ENTER] (you should see pkg deleted successfully – if not, check the oem number and spelling)
pnputil -f -d oem2.inf [ENTER] (you should see pkg deleted successfully – if not, check the oem number and spelling)

This removes the Windows driver

❖ **STEP 2**

- Delete mosuport.sys file from the following folder
C:\Windows\System32\drivers

❖ **STEP 3**

To install the Gerber WinUSB driver, put the OMEGA DVD in the dvd drive

- Unplug the Gerber USB-Parallel cable from the GerberEdge (if you haven't already done so previously)
- From the C:\ prompt Type
pnputil -I -a D:\UsbInterfaceCables\UsbToParallel\Drivers\GspWinUsb.inf (where D is the DVD drive)
Click yes when asked Would you Like to Install?
- After the driver is successfully installed TYPE **EXIT**
- Reboot the PC

❖ **STEP 4**

- Plug the USB – Parallel Cable to a USB port **REMINDER: PLUG IN ONLY THE USB END TO THE PC, DO NOT PLUG THE CABLE IN THE GerberEDGE end at this time** (if prompted for a driver, navigate to the USB Drivers folder on the DVD. Do NOT select let windows find the driver)
- Open GSPTray and Install a GerberEdge (1/2) on a USB port
- Run GQmgr.exe (START | PROGRAMS | OMEGA | GQMgr.exe)
- Right-Click the Gerber Edge USB
Click PROPERTIES
Click the LIST Button
Under connected devices, Select GSPWinUSB Click OKAY and then preference
- (Note – if the GSPWinUSB driver isn't in the connected list, check for a compound driver in device manger. Right-click, update driver and point to the DRIVERS folder on the OMEGA 5.0 or higher DVD)
- REBOOT THE PC
- Turn on the GerberEdge and connect the USB-parallel cable to the GerberEdge
- You're ready to output