Protecting Water, Gas and Life.

GasCom

SeGIS TMS

SePem Master Communicator

SePem software

Problems with device detection after Windows update

Versions concerned:	GasCom up to version 1.3.2
	SeGIS TMS up to version 1.3.4
	SePem Master Communicator up to version 1.10.0
	SePem software
Problem:	The SEWERIN software no longer recognises SEWERIN devices connected via USB.
Possible cause:	The FTDI driver is being updated with the latest Windows updates. From driver version 2.12.36.20, this can lead to communication problems between SEWERIN software and SEWERIN devices.
Corrective action:	- Install the latest version of the SEWERIN software. (https://www.sewerin.com/software)
	or
	- Install an older FTDI driver.
	The procedure may have to be repeated for other Windows updates.

Installing an older FTDI driver

If the device is not recognised by the software, proceed as follows:

1. Connect the device to the power supply.
2. Connect the device to the computer on which the software is installed.
3. Determine which COM port the device is connected to.
    a. Open the **Device Manager** on the computer.
    b. Open the **Ports (COM & LPT)** folder.
    c. Disconnect the device from the computer.
        ➢ The COM port to which the device was connected disappears from the **Ports (COM & LPT)** folder.
    d. Reconnect the device and note which COM port appears.

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Subject to technical changes.

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4. Determine the version of the installed FTDI driver.

    The device must be connected to the computer.

    a. Right-click on the COM port of the device in the Device Manager under **Ports (COM & LPT)**.

    b. Click on **Properties**.

    c. Click on the **Driver** tab.

       ➢ The driver version is displayed.

       If the driver version is 2.12.36.20 or higher, the device and the corresponding driver must be uninstalled.

5. Uninstall the driver of the detected COM port.

    The device must be connected to the computer.

    The driver version is 2.12.36.20 or higher.

    a. Make sure that you are logged in with administrator rights.

    b. Right-click on the detected COM port in the Device Manager under **Ports (COM & LPT)**.

    c. Click on **Properties**.

    d. Click on the **Driver** tab.

    e. Click on **Uninstall device** and confirm with **OK**.

       ➢ The **Uninstall device** dialog box opens.

    f. Tick the box next to **Attempting to delete the driver for this device**.

    g. Click on **Uninstall**.

6. Uninstall the USB serial converter.

    The device must be connected to the computer.

    a. Right-click on **USB Serial Converter** in the Device Manager under **USB Controller**.

    b. Click on **Properties**.

    c. Click on the **Driver** tab.

    d. Click on **Uninstall device** and confirm with **OK**.

       ➢ The **Uninstall device** dialog box opens.

    e. Tick the box next to **Attempting to delete the driver for this device**.

    f. Click on **Uninstall**.

7. Disconnect the device from the computer.

8. Install an older driver.

    For **GasCom**:

    a. Open the installation directory on the computer under

       C:\Programme (x86)\SEWERIN\GasCom\bin\utilities\driver

    b. Double-click on the file CDM_2_12_28.exe.

       ➢ An older driver will be installed.

    For **SeGIS TMS**:

    a. Open the installation directory on the computer under

       C:\Programme (x86)\SEWERIN\SeGIS TMS\bin\utilities\driver

b. Double-click on the file CDM_2_12_26.exe.

➢ An older driver will be installed.

For **SePem Master Communicator:**

a. Open the installation directory on the computer under

C:\Programme (x86)\SEWERIN\ SePem Master Communicator\bin\utilities\driver

b. Double-click on the file CDM_2_08_24.exe.

➢ An older driver will be installed.

For **SePem software:**

a. Enter the following path in the browser:

https://ftdichip.com/drivers/d2xx-drivers/

b. Install a driver lower than version 2.12.36.20 from this website.

9. Restart the SEWERIN software if necessary.

➢ Communication between the software and the device is restored.

➢ The software recognises the device.