INTRODUCTION

This technical note addresses a situation where the CLIO software is not able to detect the QCBox Model 5 device even if its driver installation apparently succeeded.

This may happen when trying to activate it from the dedicated dialog box:

![QCBox & LPT Controls Dialog](image1)

or, at software startup:

![CLIO Software Startup](image2)
SOLUTION

Open the **Device Manager** and locate the **USB Serial Converter** entry under **Universal Serial Bus controllers**: 

![Device Manager with USB Serial Converter highlighted](image)

**Double Click** with the mouse and choose the **Properties>Advanced** tab. Be sure that the **Load VCP** check-box is deselected:

![USB Serial Converter Properties](image)