

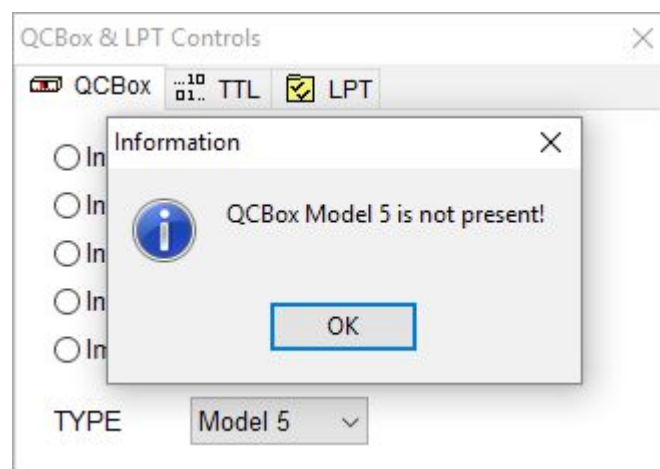
TROUBLESHOOTING QCBOX MODEL 5 DRIVER INSTALLATION

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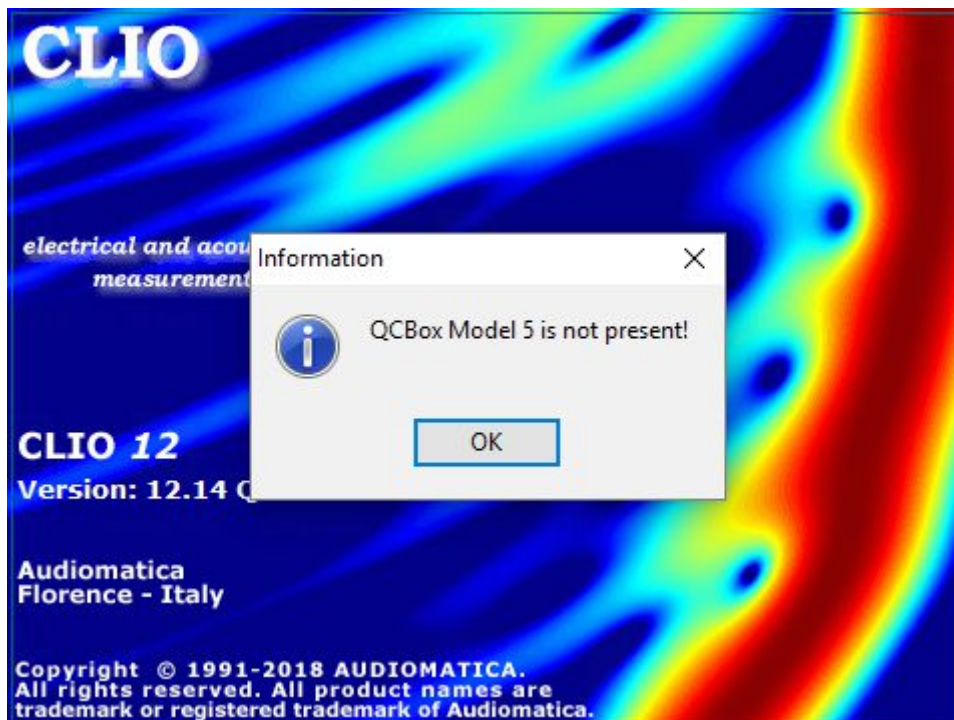
INTRODUCTION

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:

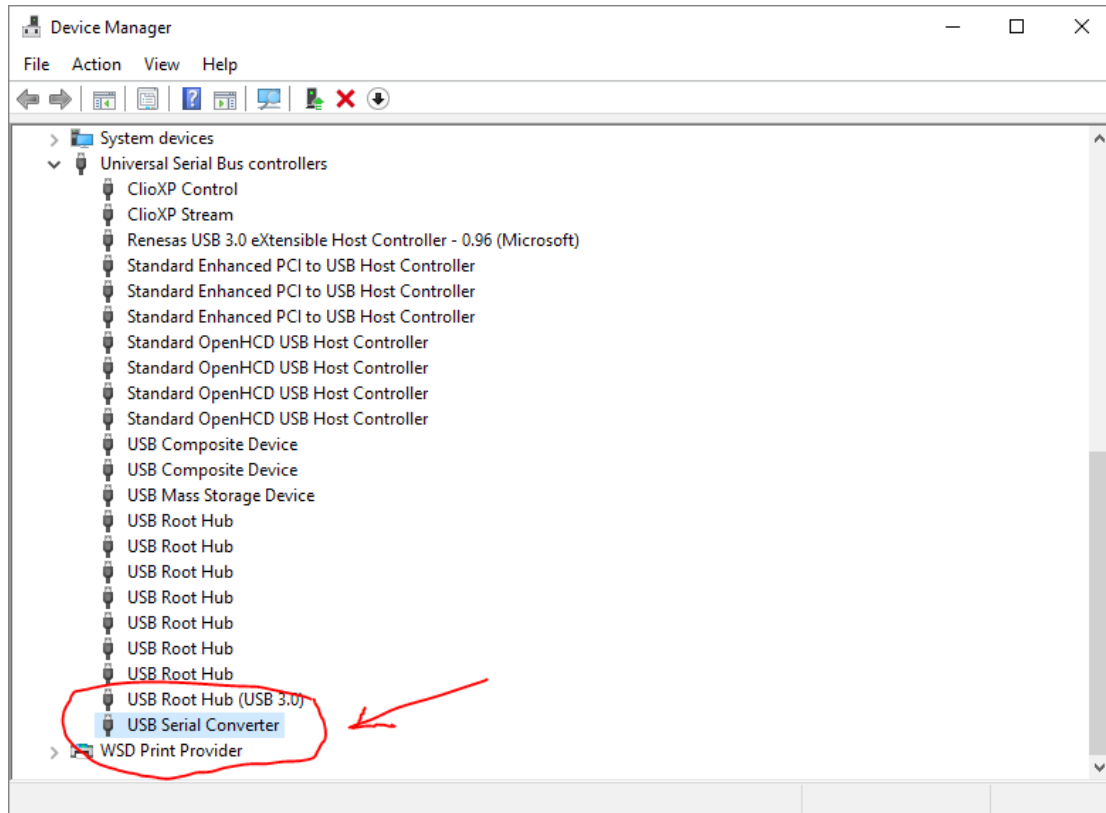


or, at software startup:



SOLUTION

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



Double Click with the mouse and choose the **Properties>Advanced** tab.

Be sure that the Load VCP check-box is deselected:

