

Windows 7 unsigned/non-certified driver installation

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Q: I've upgraded to Windows 7, and now I'm having problems installing/updating to the latest FTDI drivers – what do I do?

Answer:

We occasionally will release a non-WHQL (Windows Hardware Quality Lab) certified driver as an interim fix. Prior to Windows 7, this wasn't an issue – however, with Windows 7, the operating system is set up for automatic updates, and your Windows 7 computer will go out to Microsoft and "automagically" grab the last WHQL certified driver, not necessarily the current driver off our web site.

If you already have an FTDI driver installed, and you want to upgrade to a later version of the driver under Windows 7, you will need to go through the following steps:

- 1.) Unplug the FTDI device from your USB port
- 2.) remove the current driver using our FTDI software CMD uninstaller found here:
http://www.ftdichip.com/Support/Utilities/CDMUninstaller_v1.4.zip
- 3.) Save the CMD Uninstaller zip file
- 4.) Right click on the CMD uninstaller file and select "extract all"
- 5.) Open the readme file found here: http://www.ftdichip.com/Support/Utilities/CDM_Uninst_GUI_Readme.html
- 6.) Open the readme file, and follow the steps documented
- 7.) Shutdown the computer, wait for it to power down, then turn it back on
- 8.) Download the latest Windows 7 driver (in this case, version 2.08.08) found here:
<http://www.ftdichip.com/Drivers/CDM/CDM20808.zip>
- 9.) Right click on the CDM20808.zip file, and select "extract all"
- 10.) Now, here's where it gets a little tricky – you need to unplug your Ethernet cable, or if you are using a wireless connection, left click on the wireless icon (the one that looks like a little signal strength bar) You should see the following window pop up.



- 11.) Left click on the network that shows "Connected" – you should get a button underneath that says "Disconnect"

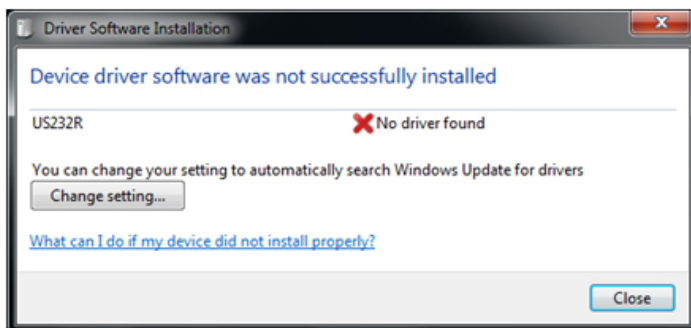


- 12.) Left click on the "Disconnect" button - you should no longer see "Connected" next to your network

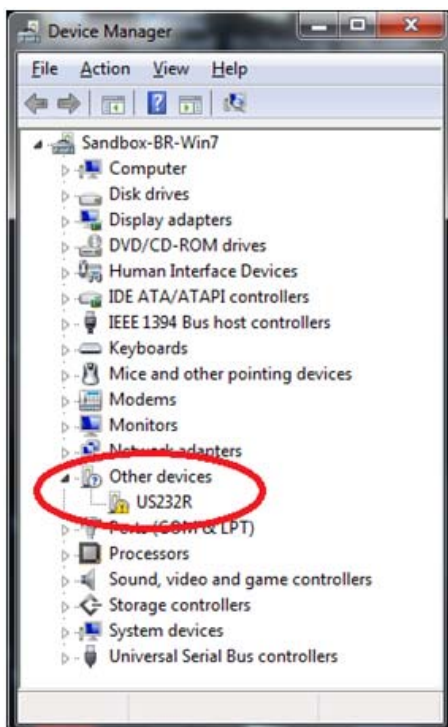


13.) Now that the network is disconnected, plug in the FTDI device into your computer's USB port (you did remember to unplug this in step one, right?)

14.) Once the FTDI device is plugged in, you should get the following message:

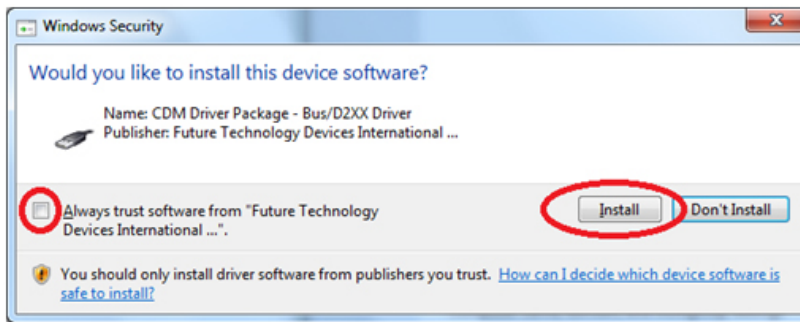


15.) Go to "Control Panel" – view by small icon – click on "Device Manager"



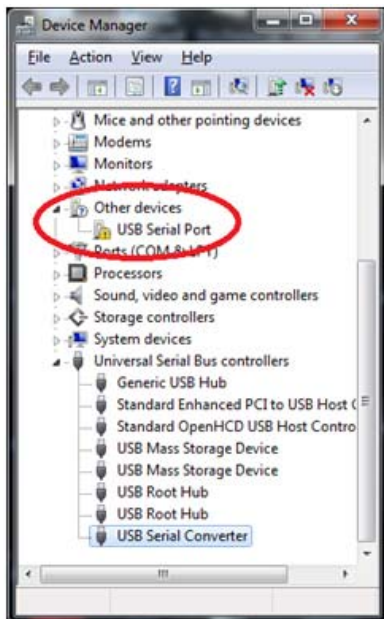
Right Click on it, and select "Update Driver"

16.) You will see the following security warning:



Click the "Install" button to continue (clicking the "Always trust..." is optional)

17.) The driver will install, but give a second "driver not found error" if the VCP port is enabled (which by default is enabled)



Right Click on "USB Serial Port" and select "Update Driver"

18.) If you didn't click "Always Trust FTDI" in step 16 you should see a similar Windows security warning as in step 16 – go ahead and click "Install"

19.) You should now see



20.) Plug in your Ethernet cable if you unplugged it earlier in step 10, **OR proceed to step 21 below**

21.) If you disconnected the wireless connection, go ahead and open the network connection window, and left click "Connect"



*NOTE – it is possible to completely turn off Microsoft's automatic updates – please be aware that when you do this, you may miss certain mission-critical updates – do this at your own risk:

<http://clubhouse.microsoft.com/Public/Post/e4b2b4a1-1d51-4f15-ab73-19dd4d4a7c31>