



## FTDI Driver Troubleshooting

This document is a troubleshooting aid for Velocitek ProStart Classic and SpeedPuck Classic (AA battery powered varieties) users who encounter issues with FTDI driver installation as part of the Velocitek Control Center installation process.

Velocitek Control Center, ProStart Classics and SpeedPuck Classics are no longer supported and these resources are provided only as a courtesy to Velocitek legacy customers.

### Manually Installing Drivers for Velocitek device with Windows 10

1. Type Device Manager in the search field next to the start menu and select the Device Manager.
2. Expand the "Universal Serial Bus controllers" device category.
3. Right click on ProStartV1.0 or SpeedPuckV1.0 and select "Update Driver Software..."
4. Select "Browse my computer for driver software".
5. Select "Let me pick from a list of device drivers on my computer".
6. Select "ProStartV1.0" or "SpeedPuckV1.0", so that this option is highlighted.
7. Select Next.
8. Select Close.
9. Close and Reopen Velocitek Control Center.

### Uninstalling and reinstalling Velocitek Control Center with driver signature enforcement disabled:

1. Uninstall Velocitek Control Center from your computer using the Program Manager
2. Reboot your computer and change the Windows setting to "disable driver signature enforcement":



<https://support.viewsonic.com/en/support/solutions/articles/33000252416-how-to-install-unsigned-drivers-in-windows-10#:~:text=The%20easiest%20way%20to%20install,to%20the%20Advanced%20Boot%20menu>

3. Reinstall Velocitek Control Center

## Downloading FTDI drivers directly from FTDI's website

1. Follow the link below or copy paste this URL into your browser:

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

2. On that page, click the first "here" link in the text and it will download a .zip file.

3. If you double click that file it will open and there will be an application (installer) inside the zip. Double click that application to run it, follow the installer prompts through to complete installation. .

4. Once you have completely installed the FTDI drivers, restart your computer.

5. After restarting, try opening Velocitek Control Center.

## Run a Windows update prior to installing Velocitek Control Center

1. When the device is connected and you receive a driver missing error you can run a Windows update.

2. In optional upgrades / additional software, you should find a driver update.

3. After running that update, the speedpuck changes to USB device with driver error, but then you can install VCC and finally the speedpuck is recognized.