

HTRA Driver Installation Manual

Manual Version 0.1.0

06-07-2023

1. Overview

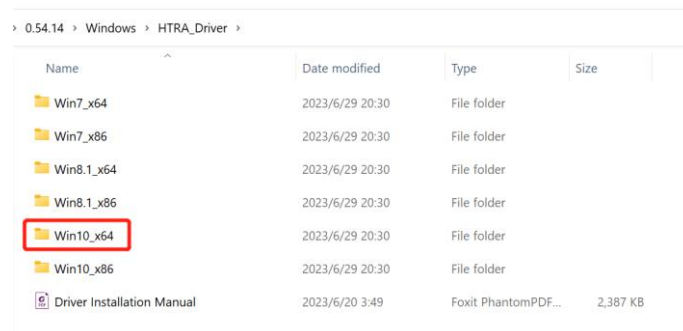
In Windows operating system, please follow the guides to finish driver installation. In Linux operating system, please follow the steps in README.txt file to finish driver installation. The NX series products is connected with network cable to obtain data, therefore no HTRA_Driver installation is required.

The following section describes how to install the driver in the Windows operating system and the solution for driver installation failure.

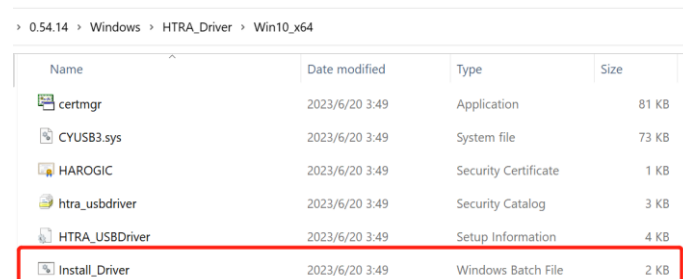
2. Driver installation in Windows operating system

The driver installation for each version is the same, the example guide for driver installation is based on Windows 10 64-bit number operating system. Note: the driver for Windows 11 is the same as Windows 10.

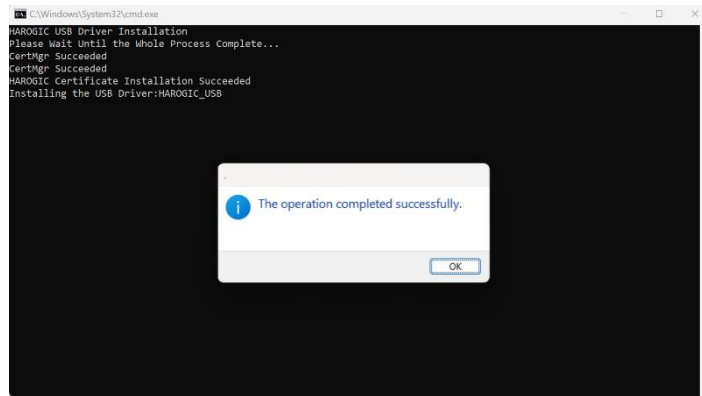
1. Open .\Windows\HTRA_Driver\Win10_x64 file in the flash disk.



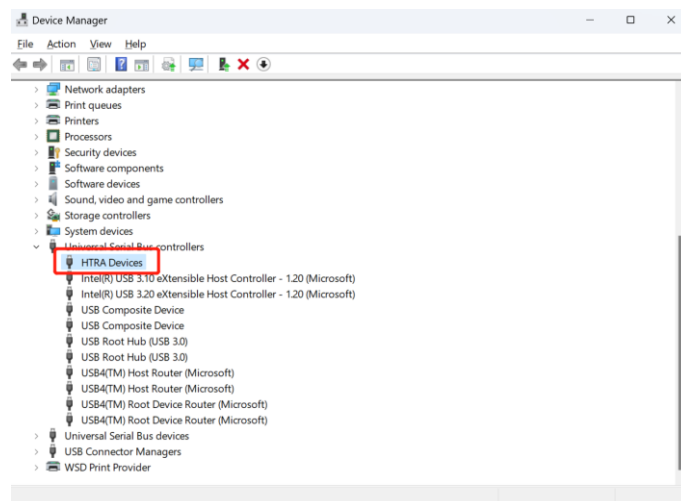
2. Run the Install_Driver.bat as an administrator.



3. When the driver is installed successfully, the UI is as follows.



4. Connect the device to the host and open the device manager-Universal Serial Bus controllers.



5. If the UI after driver installation is not as seen in the above picture, then the driver installation process is failed. Please refer to the following guide for solutions.

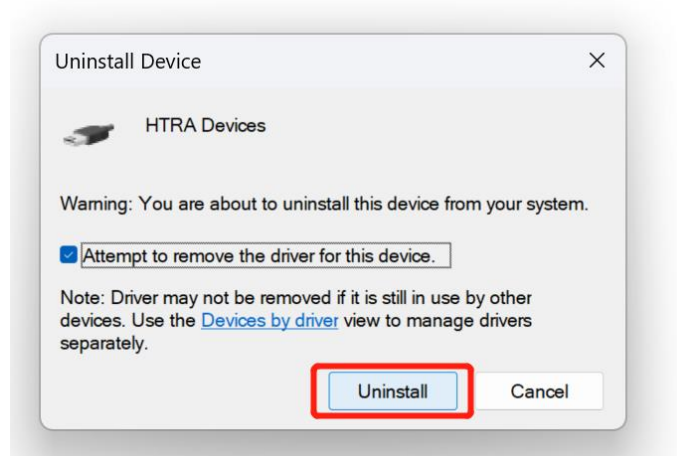
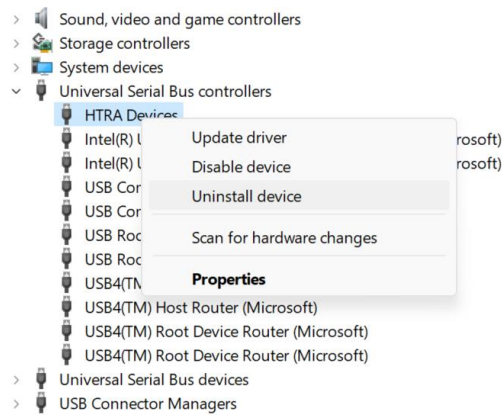
3. Common solutions for driver installation failure in Windows operating system.

Note: manually installing the driver is a common method. The method of installing Microsoft plug-ins only applies to Windows7 64-bit systems.

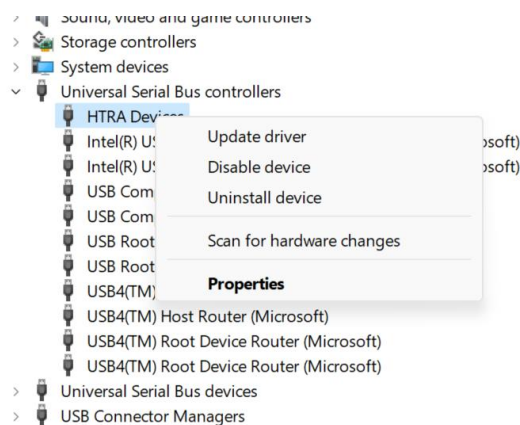
3.1 Manually installing the driver

After installing the driver and there appears '!' in the Serial Bus controllers, please follow the guides to re-install the driver.

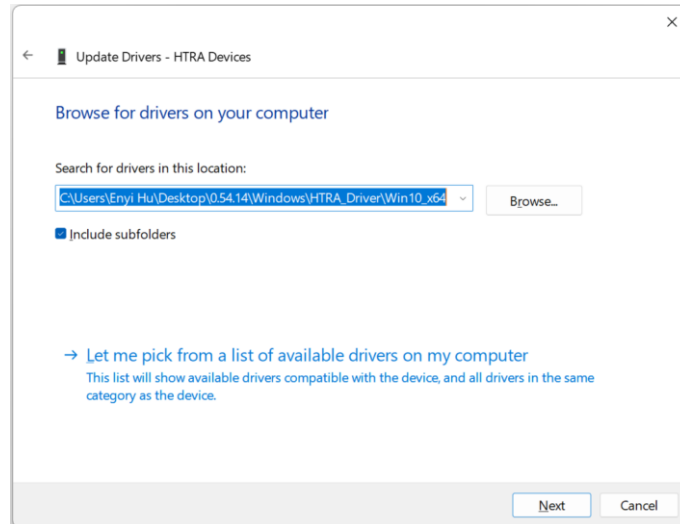
1. Right click the HTRA driver to uninstall the driver.



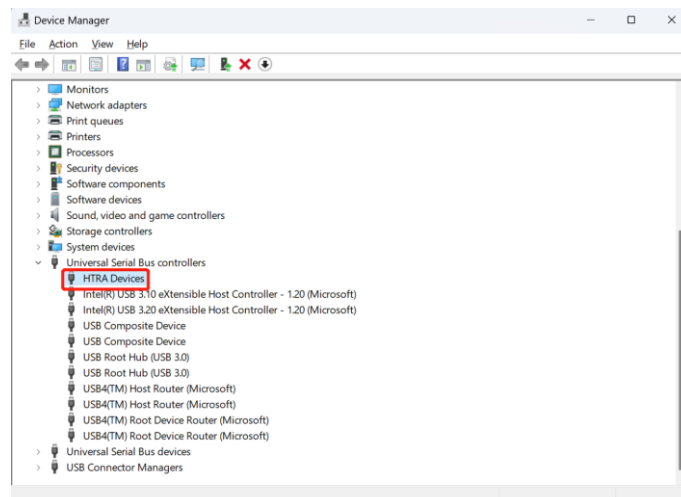
2. Open other device, right click HTRA to update driver.



3. Choose browse my computer for drivers
4. Choose \Windows\HTRA_Driver\Win10_x64 file in the flash disk.



5. Wait for some second until the successfully re-install the driver.
6. Open device manager Serial Bus controllers and connect the device, then you will see the device driver.



3.2 Installing Microsoft Plug-ins

For Windows 7 operating system 64-bit, the reinstallation of the driver still failed, please refer to the following steps.

First install kb4474419file and install kb4490628 file and restart the computer. Note: please contact for technical support to obtain kb4474419file and kb4490628 file.

Manually install driver according to the guide in section 3.1.

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