

## Tech Note:

### Installation of Sanyo Driver for Win 98 systems

#### Steps to watch in installation and how to fix when incorrect driver is installed

Background: This method was tried on two Win98 systems to create and fix installation problems – it does not cover every path to install.

During driver installation if the user chooses the SEARCH method:



And selects CD-ROM:



They could be presented with the following screen. A closer look at this shows that Windows has selected an incorrect .inf file – But if the user simply clicks on NEXT without reading the screen, a USB Composite Device driver will be installed. This is where the problem starts.



After this screen the user will still be prompted once again for finding drivers for the Sanyo phone, and at this point, even if they navigate the correct folder by selecting the path as shown (Note: the path in this screen shot was entered manually for illustrative purposes!):



Windows will report that the driver for this device cannot be found in that directory.

### Instead...

If the user selects the location in the first place (Note: the path in this screen shot was entered manually for illustrative purposes!)

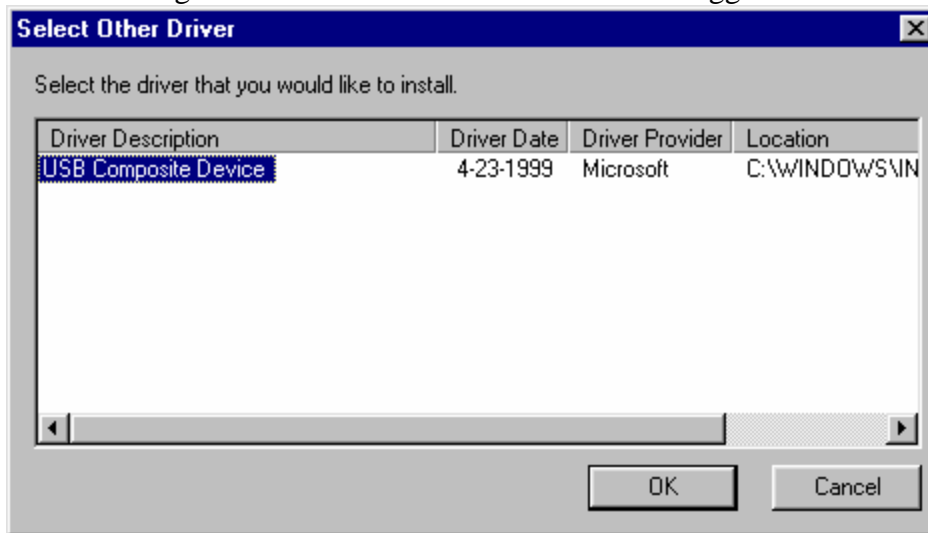


They will be presented with this screen:



And they should continue with the recommended selection. And the driver will be properly installed.

If one investigates the “other drivers” that Windows suggested in the last screen:



One can clearly see that “USB Composite Device” is not the right device to install.

## How to “restore” Windows to complete installation when things go wrong:

If the system is exhibiting the symptom where it does not think the correct drivers are located at the path indicated on the CD, then use the following procedure to correct the problem:

1. Boot to Safe mode (Hold F8 after POST screen just before Windows boots)
2. Select option 3 for startup mode (Safe Mode)
3. When Windows boots, open Device Manager
4. “Expand” **Universal Serial Bus controllers**
5. Highlight and delete **USB Composite Device**
6. Reboot system as normal
7. Repeat installation of driver (insert cable... etc.)

### Additional notes and recommendations:

Do not search for and delete USB.INF – there is no reason to do this.

Although the files **ccport.sys**, **usbser.sys**, and **wdmmdl.vxd** (referenced by the Sanyo inf) are STANDARD Windows files, I have observed in a system precheck on one of the two test systems that one of the files (usbser.sys) was not installed by default – however, since the Windows CAB files were on the system, the installer was able to find and copy the file to the appropriate directory without any user intervention.

It would not hurt to have those files in the installer directory for the odd case that the user had a file missing, and did not have the Windows cab files on the system – in which case it might send him off looking for a Windows CD to complete the driver installation.