



SB4100 USB Driver Installation Fails

PROBLEM:

There have been several reported incidents of failed SB4100 USB driver installations due to the drivers not being found by Windows.

WORKAROUND:

During the installation of the USB drivers the instructions direct the installer to specify the CD-ROM folder *x:\USB Driver* (where *x* is the drive letter of the CD-ROM) where the drivers are located. If this step is omitted Windows will not be able to find the drivers. This will result in the installation failing.

Once the driver is loaded Windows will look for the **Net4100.sys** file on the Windows CD-ROM. This file is actually on the SB4100 installation CD. Again specify the same file path *x:\USB Driver* and the installation will complete normally.

NOTE:

The SB4100 CD-ROM contains step-by-step instructions for installing the SB4100 and the USB drivers. These instructions must be followed exactly to insure a successful installation.