

Troubleshooting MSP Installation and Communication Issues

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Note: This document contains Windows-specific terms and concepts that may not be familiar to all users. Please call or email support@tekninc.com if you require further assistance.

This document was created to help users of Teknic ClearPath MC or SD family motors who are experiencing MSP (Motor Setup Program) issues listed below.

- User cannot complete installation of MSP software.
- System hangs or reports errors or warnings during installation.
- User is able to install MSP software but cannot communicate with a properly connected, powered ClearPath MC or SD motor.

Important note on USB communication cables

Your USB cable must support high-speed data transfer to work properly with ClearPath. Please verify that your USB communication cable is a fully populated, **USB type-A to micro-B data transfer cable**. Phone and camera "charge-only" cables cannot be used to communicate with ClearPath motors.

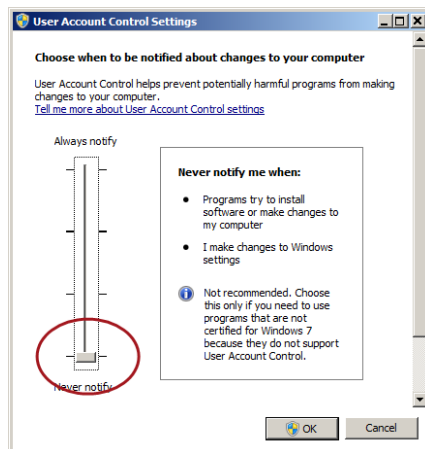
Problem #1: MSP appears to install but will not run.

Likely cause: A restrictive Windows UAC (User Account Control) setting is preventing proper installation of some components of the MSP application.

Possible Solution

Uninstall all instances of MSP software from your PC.

1. Change the Windows UAC (User Account Control) setting to the least restrictive setting. To do this, type "UAC" in the Windows Start Menu. Set slider as shown below.



2. Reboot your PC (required for changes to take effect).
3. Log in with administrator privileges.
4. Reinstall MSP and attempt to run it.

Problem #1A: MSP appears to install but will not run.

Likely cause: Antivirus or process monitoring software has incorrectly flagged MSP or its files as a threat and prevents it from launching (with no error message or notification). This is not an issue with MSP.

Possible Solution:

1. Disable antivirus software, then uninstall/reinstall MSP. A reboot may be required.
2. Contact your IT department (if applicable) to find out if antivirus or process monitoring software may be preventing MSP from launching. **Webroot is one application known to prevent MSP from launching.** The Webroot utility should be viewable in Task Manager under Processes. Often, an IT department can create an exclusion to allow for the installation and operation of MSP. The exclusion should be made for the following: C:\Program Files (x86)\Teknic\ClearPath MSP 2.0.

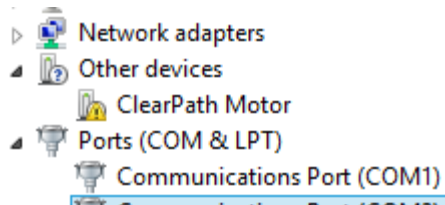
Problem #2: MSP installs (on a Windows 7, 8 or 8.1 system) and the application opens but will not talk to the attached ClearPath motor.

Likely Cause: Failed Windows 7/8/8.1 driver installation.

Possible Solution:

On the target PC, open Device Manager>Other Devices.

If ClearPath motor appears under the "Other Devices" heading with a warning triangle as shown below, proceed with driver update. (Note: When the driver is installed correctly, the ClearPath device will appear under the "Ports" heading.)

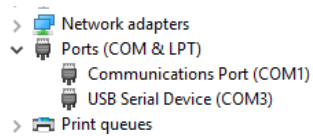


Right-click the "ClearPath Motor" device and select "Update Driver Software". If target PC has an internet connection, use the "Search Automatically...." option to update the driver. If *no internet connection* is available, use the "Browse my computer..." option and point to the following local folder:

C:\Program Files\Common Files\Teknic\CPM USB Driver\Teknic\CPM USB Driver\CPM USB Driver

Problem #3: Windows 10 installed a compatibility driver.

Likely Cause: Under certain conditions, Windows 10 may install a "compatibility" driver instead of the correct driver. If this happens, you may see a generic looking "USB Serial Device" show up under Ports in Device Manager when you connect your motor to the PC (see image below). In this scenario, **MSP will be unable to communicate with any attached ClearPath motor.**



Possible Solution:

This problem was generally resolved via an update to MSP. If you are running the most recent version of MSP, and you experience this problem, please call or email Teknic at: support@tekninc.com. Please be prepared to share screen shots of error messages or exception codes if any.