BSL Driver Troubleshooting

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Administrator Privileges Required

This document provides **MP36/35/30/45** driver troubleshooting tips and instructions to reinstall drivers if the automatic installation fails to establish MP communication.

MP drivers are automatically installed as part of BSL 3.7.7 Lessons and *PRO* installation. The application installer will guide you through the driver installation process. If drivers have been previously installed, the installer will check the driver version numbers and update them if necessary. The installer will also confirm whether or not a driver installation was successful.

MP36/35/30 Hardware

Drivers and firmware installed to establish communication between the MP3X and the computer. (Viewable in BSL 3.7.7 "Help→About" menu)
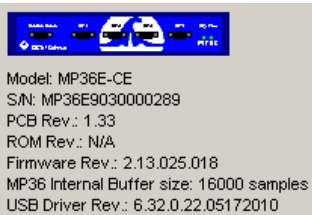

Model: MP36E-CE
S/N: MP36E9030000289
PCB Rev.: 1.33
ROM Rev.: N/A
Firmware Rev.: 2.13.025.018
MP36 Internal Buffer size: 16000 samples
USB Driver Rev.: 6.32.0.22.05172010

Fig 1—MP36 Driver/Firmware

Model: MP35
S/N: MP35A6060002360
PCB Rev.: 2.8
ROM Rev.: N/A
Firmware Rev.: 1.28.012.030
MP35 Internal Buffer size: 200016 bytes
USB Driver Rev.: 6.32.0.7.03152007

Fig 2—MP35 Driver/Firmware

Model: 3.0
S/N: 1696
PCB Rev.: 1
ROM Rev.: 1
Firmware Rev.: 3.1.1
MP30 Internal Buffer size: 200016 bytes
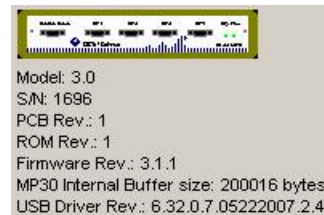USB Driver Rev.: 6.32.0.7.05222007.2.4

Fig 3—MP30 Driver/Firmware

MP45 Hardware

Three drivers are installed to establish communication between the MP45 and the computer.

- o Driver 1 – installed to Device Manager > Sound, video and game controller <rev. controlled by Microsoft>
    - ▪ Windows 7 or Vista: "BIOPAC MP45 USB Data System"
    - ▪ XP: "USB Audio Device"
- o Drivers 2 and 3 – installed to Device Manager > Universal Serial Bus controllers
    - ▪ Driver 2: "BIOPAC MP45 Control Device" <current rev. 2.0.3.3 5/29/2007>
    - ▪ Driver 3: "BIOPAC MP45 Data Device"   <current rev. 2.0.3.3 5/29/2007>

Model: MP45
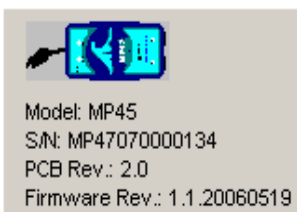S/N: MP47070000134
PCB Rev.: 2.0
Firmware Rev.: 1.1.20060519

Fig 4—MP45 Driver/Firmware

After completing BSL 3.7.7 application installation/MP driver installation and launching the program, the BSL startup wizard (Fig. 5) will appear*. Select the desired program launch option (Lessons or *PRO*) and click OK. If the application can't find the MP hardware (Fig. 6), try the **Basic Troubleshooting** steps and, if necessary, the **Advanced Troubleshooting** steps detailed on pages 3-4.

*In the case of the BSL 3.7.7 Lessons only version for **MP45**, the simpler "Please Choose a Lesson" menu will appear in place of the startup wizard.
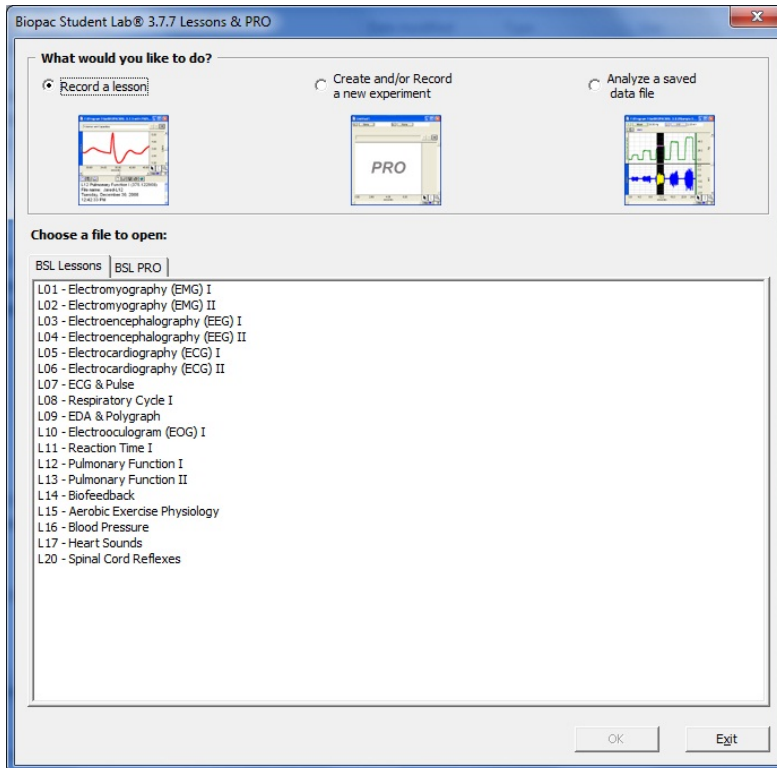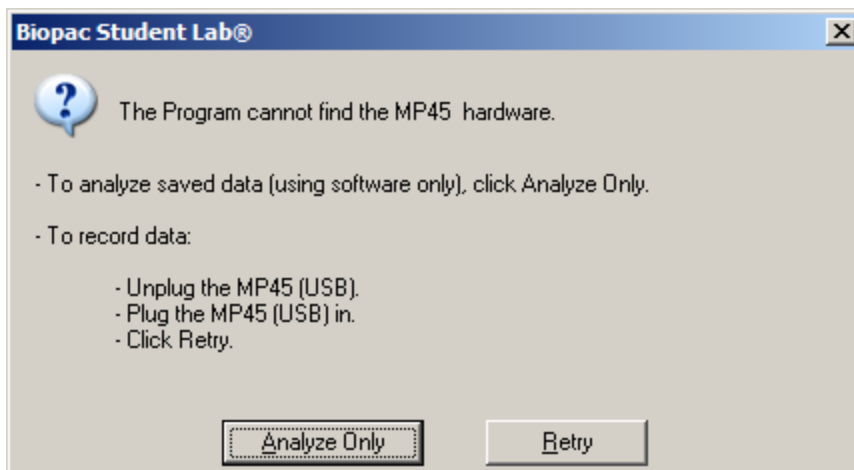
Fig. 5—BSL 3.7.7 Startup Wizard

Fig. 6—Find hardware prompt following BSL launch indicates possible failed driver installation

Basic Troubleshooting

If MP communication can not be established or the driver files have not updated correctly to the current version:

1. Unplug the MP device.
2. Turn off the computer (do not use Restart).
3. Turn on the computer.
4. Plug the MP device in (only after you have turned on the computer).
5. Wait (2-15 seconds) for the "Busy" light on the MP device to go out.
6. Launch the BSL Lessons or *PRO* software.
7. Check for green status indicator in the software window.

BSL Driver Troubleshooting—**Administrator Privileges Required**

Advanced Troubleshooting:

If, **after following the procedures for installing application and drivers**, you are unable to establish communication between the MP device and the computer, OR the driver files have not updated correctly to the current version:

1. Check power and cable connections.
2. Turn off the MP3X. (Disconnect the MP45, as it has no power button)
3. Turn off the computer (do not use Restart).
4. Turn on the computer.
5. Turn on the MP3X (connect the MP45) **after** you have turned on the computer.
6. Wait (2-15 seconds) for the "Busy" light on the MP device to go out.
7. Launch the BSL Lessons or *PRO* software.
8. Check for green status indicator in the software window.
9. If communication is not established, manually uninstall the driver files as described below.

   - **Only manually uninstall drivers if all other troubleshooting options failed.**

   ### Windows XP/Vista/7:

   A. Turn off or unplug the MP unit from the computer..
   B. Launch the MP driver uninstaller from within the appropriate DRIVERS folder on the BSL Installation CD: (Double-click on uninstaller to launch)

   > The uninstaller is on the BIOPAC Installation CD or WWW.BIOPAC.COM > Support > Downloads

   MP36 users: "**MP36Uninstaller.exe**"
   MP35 users: "**MP35Uninstaller.exe**"
   MP30 users: "**USB1WUinstaller.exe**"
   MP45 users: "**MP45Uninstaller.exe**"

   C. When uninstallation is complete (less than 5 seconds), you will be prompted to:
      1. Verify that MP hardware is turned off or disconnected
      2. Press any key to restart computer.
   D. To reinstall the current MP Driver, reinstall BSL 3.7.7 from the installation CD .Using this method, you will be prompted to uninstall and reinstall the application, and reselect the desired hardware driver. (No existing BSL data files will be deleted) You may also choose "Add or Change Hardware" from the Installer dialog, which will present the MP hardware selection dialog but without the need to uninstall/reinstall the application. After selecting the desired hardware and clicking OK, you will be guided through driver reinstallation.

   - **For 64-bit OS, you must use the 64-bit driver uninstaller located in the '64-bit Driver' folder on the installation CD.** *(Windows Vista & 7 only. XP 64 is not supported)*

Alternate Driver Re-installation Method

After completing the above driver <u>uninstallation</u> steps, you may also reinstall the driver by launching the driver installation utility directly from the DRIVERS folder on the installation CD. While the above steps are recommended, this alternate method circumvents uninstalling/reinstalling of the BSL application.

After running the MP uninstaller utility and rebooting the computer:

1. Verify that MP hardware is OFF or disconnected.
2. Browse to the DRIVERS folder on the installation CD.
3. Open the appropriate MP hardware folder.
4. Double-click the MP installer utility and follow the onscreen prompts. (MP36 example shown below)
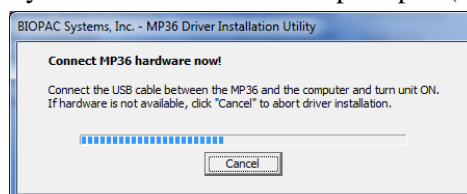
5. When the driver installation confirmation message appears, you may launch the application.

Troubleshooting Support

If the **Basic Troubleshooting** and **Advanced Troubleshooting** steps do not successfully complete the driver installation or if the BSL 3.7.7 application still cannot find the MP hardware, contact BIOPAC Support.

BIOPAC Support

- E-mail support@biopac.com
- Call 805-685-0066 from 8:00 AM to 4:30 PM Pacific Time

REMOVING DRIVERS

MP hardware drivers are not removed from the computer system when the BSL 3.7.7 application is removed (uninstalled) via "Programs and Features" (Windows 7 or Vista) or "Add/Remove Programs" (XP). You must use the driver uninstaller utility on the BSL installation CD to completely remove the drivers.