

## eBus Driver Installation Tool and Windows XP SP2 HotFix

### GigE eBus Driver Installation Tool

The most problems of using Pleora eBus driver installation tool are with SDK ver. 2.3.1 driver. When you open the installation tool, the computer goes into repeated reboot mode or safe mode which displays blue screen and warning of operation and shut down.

### Cause of the Problem

This is known pre-existed problem associated with Microsoft XP-SP2 deficiency. Microsoft has fixed this problem and automatically updating PCs connected to Internet. However many PCs are not completely updated to resolve the problem.

The key reason seems that some version of XP OS does not like Vista extension in some programs. With anticipation of OS shift from XP to Vista, software companies started adding Vista extension. Then, they are encountered with this problem. Pleora SDK 2.3.1 has the same issue.

### Tentative remedy:

You can use 2.3.0 eBus driver to avoid the problem as the tentative solution. In this case, uninstall 2.3.1 completely then install 2.3.0. Next, you can open installation wizard of 2.3.1 and just install Coyote application only (upgrade).

### Update XP SP2

Go to Microsoft web site.

<http://support.microsoft.com/kb/921337>

The site will explain the problem but not give you how to fix or use of the specific method to obtain HotFix.

The majority of valid users of XP OS, the SP2 update is straight forward and almost automatic through MS update or download center. Make sure your computer contains the following DLL of this or newer version.

Look for Windows\System32 and find the following file is the same or newer than described below.

Sxs.dll 5.1.2600.2932 713,216  
16-Jun-2006 23:45 x86

If you cannot find the proper .dll file even though the update is completed, you need HotFix to install the specific file.

### HotFix

In order to obtain the HotFix KB921337 you have to go to a third party website (not Microsoft web site);

<http://thehotfixshare.net/board/index.php?automodule=downloads>

From there you choose the OS language (for example English) then OS (for example XP) then look for the KB921337. Now you can download ,

WindowsXP-KB921337-x86-ENU.exe

There you can install the HotFix .

If you have problem of getting the file, please contact Gevicam at info@gevicam.com or sales department.

### SDK 2.3.1 Driver Installation

SDK2.3.1 allows separate installation of eBus driver and Coyote application software. With these XP-SP2 update, the driver installation tool should work properly. Make sure whatever you select the driver type, you have to go through Window Stack (original manufacturer's driver) before changing to other. For example, installing Universal driver; Windows stack ==> Universal driver. Change Universal driver to Optimal driver; Universal==> Windows stack ==> Optimal.