



## Cyberlogic Knowledge Base

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### **KB2010-01: UNSUPPORTED V. 6 INSTALLATION UNDER VISTA**

Cyberlogic's version 6 software is not supported under Windows Vista. However, some users may attempt an installation under Vista anyway. In such a case, the installation may appear to succeed, but Vista will create its own driver package for the device drivers. If the user then upgrades to the supported version 7 drivers, the version 6 software will not be fully uninstalled.

#### **Applies To:**

Systems running the Windows Vista operating system, if the user installed any Cyberlogic version 6 drivers, and then installed version 7.

#### **Symptoms:**

The Windows Device Manager will show extra MBX or DHX devices in the system. Their properties screens will show that they use the version 6.x driver.

#### **Cause:**

The device drivers created by Vista during the unsupported version 6 software installation cannot be removed by the version 7 installer.

#### **Resolution:**

You must manually delete the version 6 devices from the Windows Device Manager, checking the box to indicate that you want to remove the device driver from the system.

In the MBX or DHX Configuration Editor, check for extra devices that may still exist and that use device numbers not found in the Windows Device Manager.

Finally, run a scan for new hardware.

#### **Technical Support:**

If you have any questions about this article, please contact Cyberlogic's Technical Support group by emailing [techsupport@cyberlogic.com](mailto:techsupport@cyberlogic.com) or by calling 248-631-2288.