

maxon motor control		
Maxon motor ag Brünigstrasse 220 6072 Sachseln, Switzerland www.maxonmotor.com	EPOS2 USB driver incompatibility	Last updated: July 7, 2016 / HDA

EPOS2 USB driver incompatibility

Initial situation

The EPOS2 positioning controller product line can be configured and controlled via CANopen, RS232, or USB. To enable USB communication between an EPOS2 controller and a Windows PC, a special USB electronic component is required on the EPOS2, and a corresponding USB software device driver on the PC.

The problem

Due to a change by FTDI (Future Technology Devices International), the manufacturer of the USB electronic component, new requirements have arisen for using EPOS2 controllers with USB. Previously the units could be operated without restriction using any USB software device driver, whatever the version. USB drivers are provided by maxon as part of the EPOS setup installation. The change means that EPOS2 controllers delivered in the future will function only with up-to-date USB drivers of version 2.12.16 or higher. If an older USB driver is installed on the Windows PC, the unit will still be detected by the device manager. However, communication with the EPOS Studio or Windows DLL will no longer be possible.

As mentioned above, this applies only to USB communication. CANopen and RS232 are not affected.

Which devices are affected?

All EPOS2 controllers with USB interfaces supplied by maxon motor ag after the 08 July 2016. This affects both catalog products and accessories (e.g. EPOS2 Module Evaluation Board) and customer-specific items. Due to remaining stocks of old chips at our manufacturers, the problem may appear at a later date for some products.

Part number	Part description
375711	EPOS2 70/10
347717	EPOS2 50/5
367676	EPOS2 24/5
378308	EPOS2 P 24/5
390438	EPOS2 24/2 DC
380264	EPOS2 24/2 EC
390003	EPOS2 24/2 DC/EC
361435	EPOS2 Module Evaluation Board
407583	EPOS2 Motherboard USB Module

Table 1: EPOS2 catalog products affected

All customer-specific EPOS2 products with USB interface are also affected!

Which devices are not affected?

EPOS2 controllers that were supplied by maxon before 08 July 2016. All other maxon product lines, such as ESCON, EPOS3, EPOS4, and MAXPOS are also unaffected.

Will the device behave differently?

No. The functionality of the USB interface – and thus the controller – will remain exactly the same. The only thing that has changed is the interaction between the USB electronic component and the USB software device driver when EPOS Studio or Windows-DLL is used.

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How will the affected devices behave?

After the EPOS2 controller has been connected to power and has made a USB connection, Windows will search for the corresponding driver and will correctly identify the connected USB device.

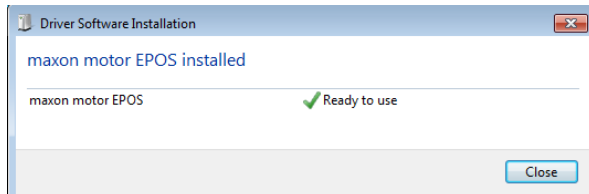


Figure 1: After successful device driver installation

The EPOS2 controller is correctly displayed under *Windows start menu* → *Devices and Printers*.

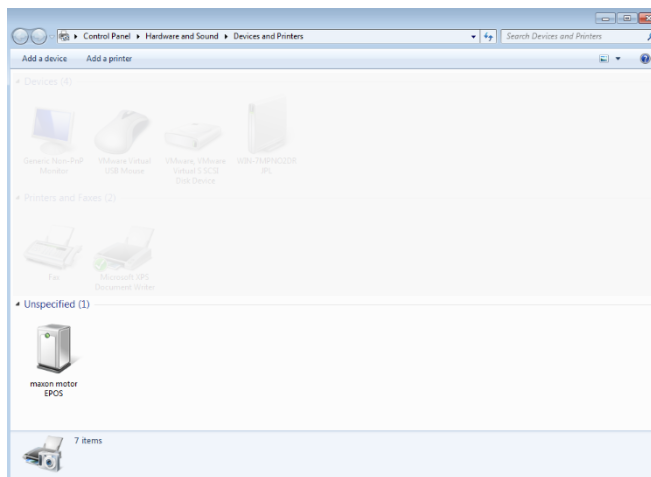


Figure 2: EPOS2 controller displayed under "Devices and printers"

When a project is opened in EPOS Studio, the USB interface is connected. However, USB communication with the connected EPOS2 controller is impossible both with EPOS Studio and Windows DLL. This is indicated by the icon .

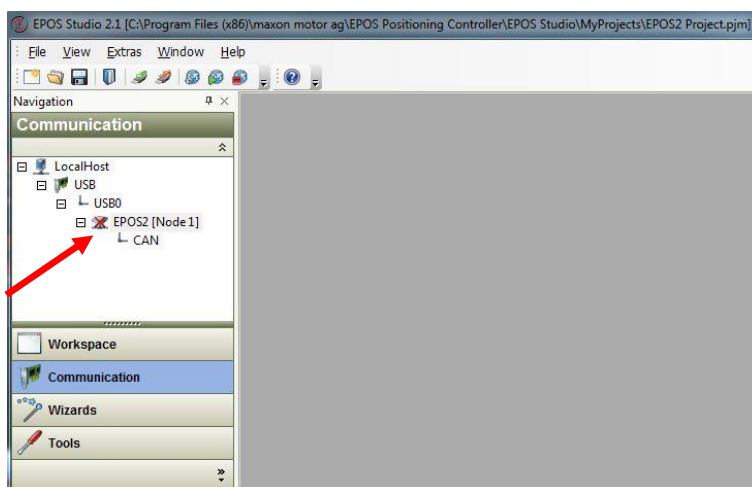


Figure 3: Communication view in EPOS Studio showing lack of communication with controller

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How can I find out which driver is currently installed?

The EPOS2 controller is displayed under *Windows start menu* → *Devices and Printers*. *Right-click* on *maxon motor EPOS* → *Properties* to go to the Properties view.

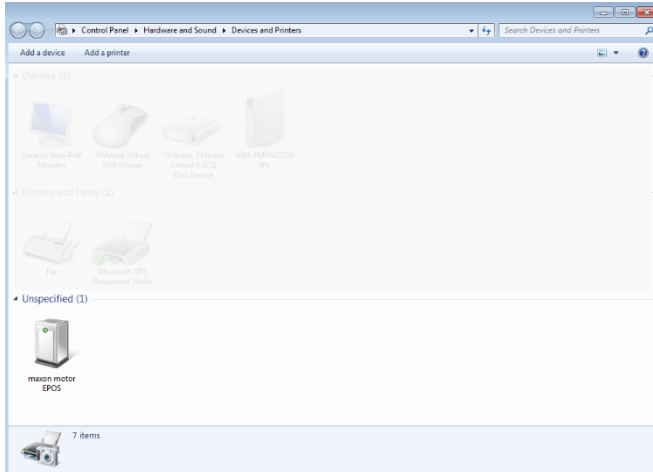


Figure 4: EPOS2 controller displayed under "Devices and printers"

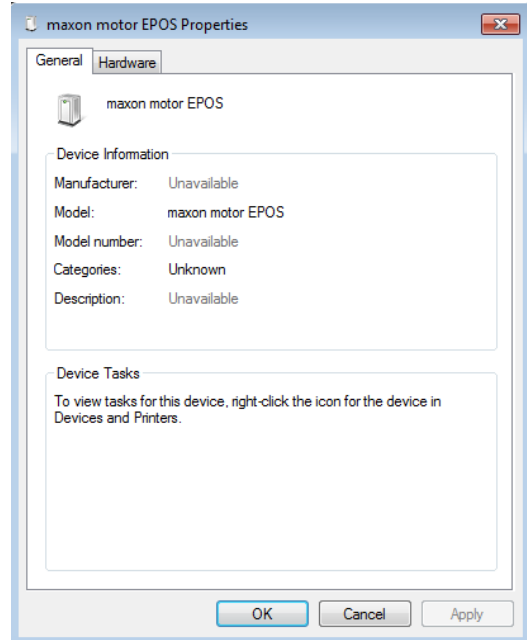


Figure 5: Properties: General

Select the *Hardware* tab and *double-click* on *maxon motor EPOS* to access the details. The current driver version can be viewed under the *Driver* tab.

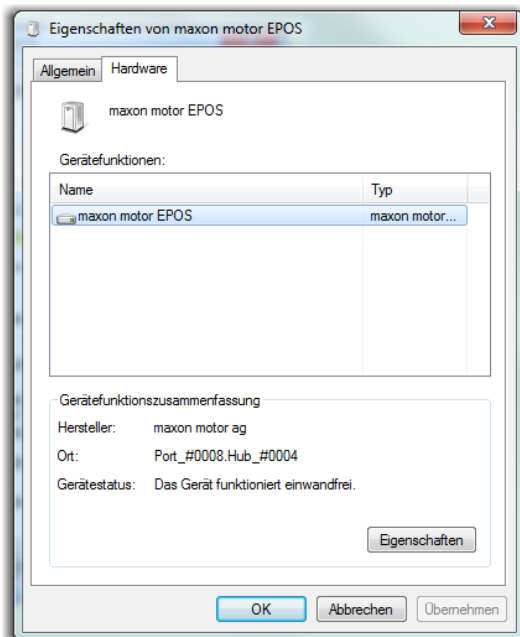


Figure 6: Properties: Hardware

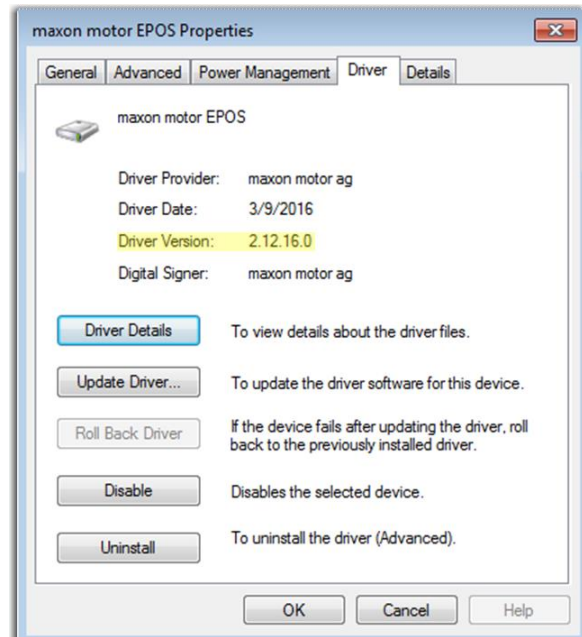


Figure 7: Detailed properties view: "Driver"

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The USB driver version I am using is a version older than 2.12.16. What should I do next?

1. New installation of the EPOS setup (Version 27 upwards), including EPOS Studio and current USB software device driver

For a new installation, existing components need to be uninstalled first. To do this, run the Uninstall program for EPOS Positioning Controller from the *Windows start menu* (Figure 8). The corresponding software and driver will be completely deleted.

Go to <http://epos.maxonmotor.com/> and download the current version of the EPOS setup onto your Windows PC. Then run the installation file (Figure 9). After the installation has been successfully completed, all current components are fully installed. No further steps are necessary for proper operation.

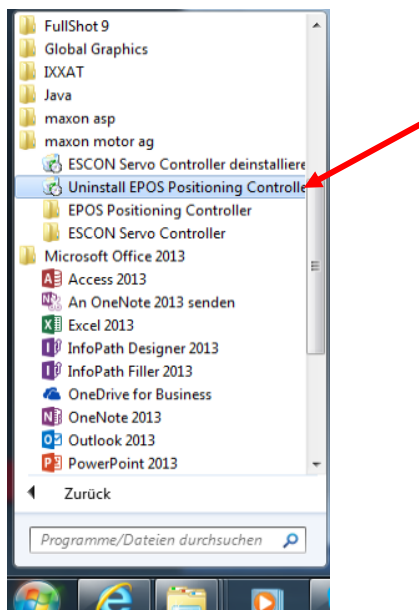


Figure 8: Running Uninstall in the Windows start menu

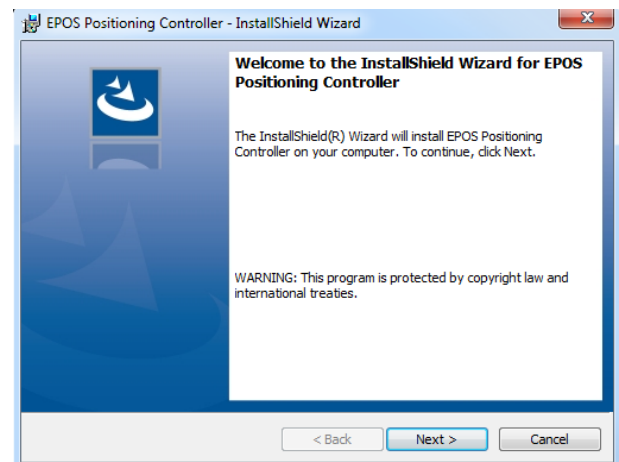


Figure 9: EPOS Positioning Controller installation

2. Exclusive installation of the USB software device driver

If you do not wish to carry out a full installation again, you can simply install the latest version of the USB driver instead. The current driver is available for download at <http://epos.maxonmotor.com/>. The download file also contains detailed, step-by-step instructions on how to install the driver.