

How to Restore the functionality of the USB-RF-Configuration Stick:

1. Introduction:

Currently there is an issue with the USB-RF-Configuration-Stick that causes the device to switch unintentionally to the “Bootloader - Mode” (the green LED is deactivated and only the orange LED will blink if RF-commands are received, the MRF tool can no longer connect to the device). This mode is normally used for software update of the device and needs a special device driver in order to be recognized by the operating system (WinXP, WinVista, Win7, etc...). When the device is in this mode it is not possible to connect the MRF tool to the Stick and work with it. However if the right Bootloader - Mode drivers are installed the MRF will recognize that the Stick is in this Mode and will allow the use of the **Software-Update function during that the USB-RF-Stick can be repaired completely.**

The drivers for the Bootloader mode are delivered by the MRF Setup and installed automatically when the user executes the function “Gateway -> Software Update” in the MRF.

2. The different driver installation states:

The different driver states are:

1. The correct Bootloader driver is already installed (Software Update has already been done on that PC/Laptop)
2. No Bootloader driver is installed (Software update has never been executed for this PC/Laptop)
3. The old driver of the USB-communication interface is installed (previous use of the USB-communication interface on this PC/Laptop)

How do you know which state applies to you?:

You can check the state of the Bootloader-driver installation by going to the Device manager on your PC when the Faulty USB-Stick is connected. The device manager can be executed either by

-) Clicking the Start Button, typing “device manager” in the search field and hitting “Enter”

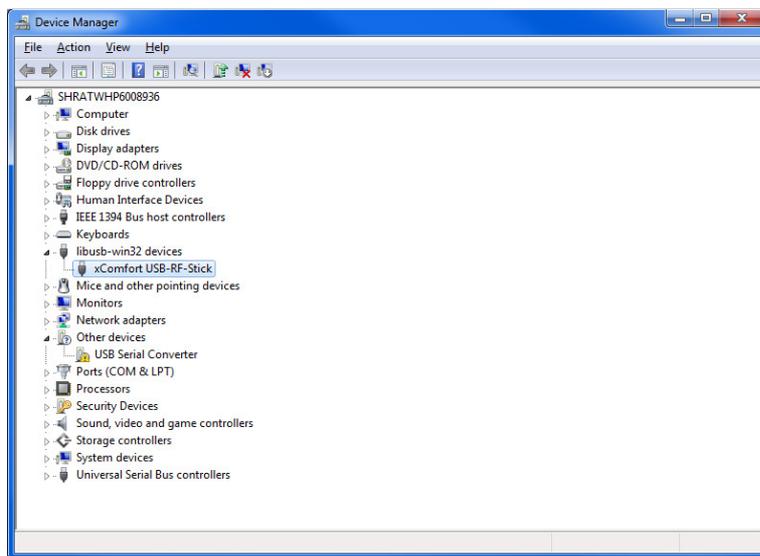


or by

-) Navigating to Start-> Control Panel -> Double clicking the System icon and clicking on device manager on the left side

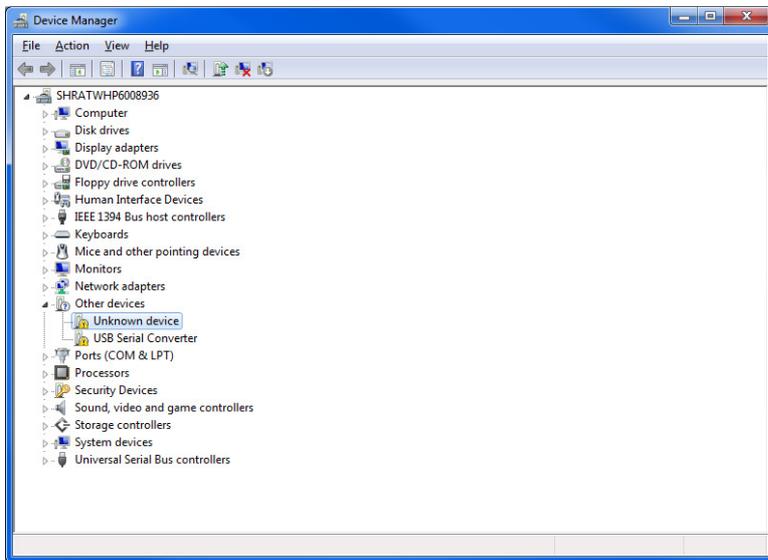
State 1:

For 1. [The correct Bootloader driver is already installed](#) there needs to be a category “libusb-win32 devices” that has a device with the name “xComfort USB-RF-Stick” (see screenshot).

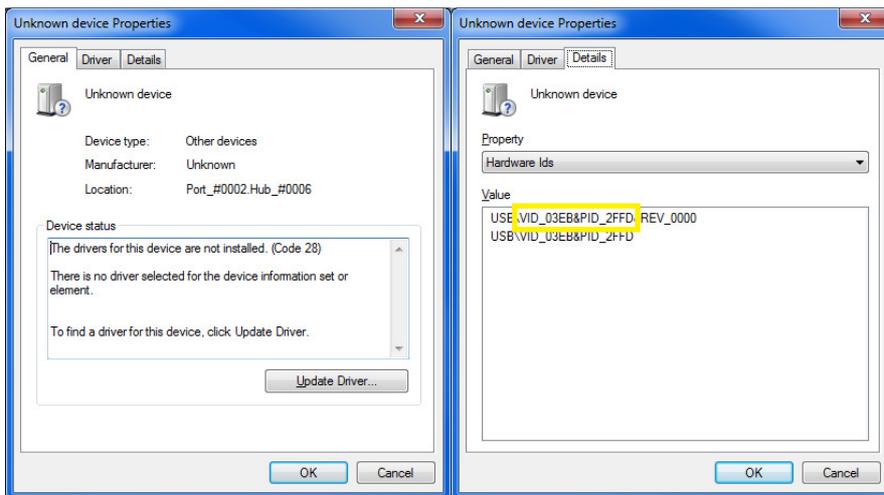


State 2:

For 2. [No Bootloader driver is installed](#) there needs to be a category “other devices” that has a device with the name “Unknown device” (see screenshot) or the “Unknown device” is displayed in the “Universal serial Bus controllers” category.



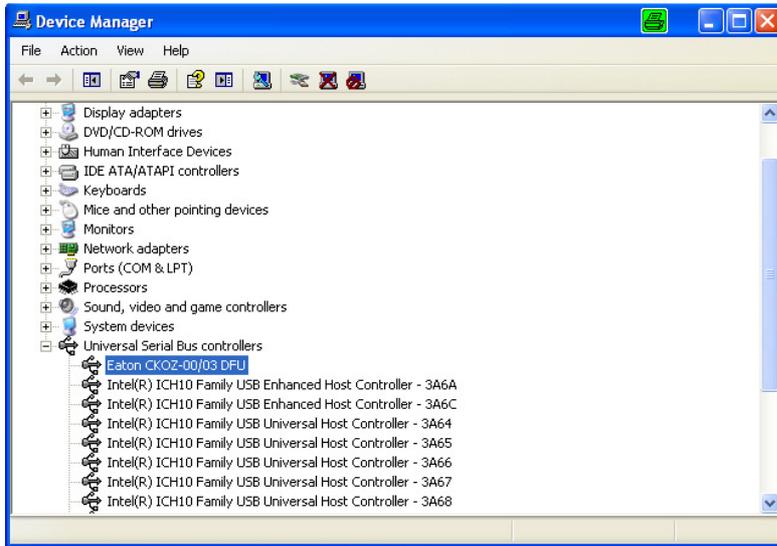
Double click the “Unknown device” and you should see the following window:



Navigate to the Details tab and select “Hardware Ids” if not already displayed. If you have the same VID (03EB) and PID (2FFD) as in the screenshot that device is the USB-RF-configuration-stick.

State 3:

For 3. [The old driver of the USB-communication interface is installed](#) there needs to be a device with the name “Eaton CKOZ-00/03 DFU” in the USB serial Bus controllers interface devices category.



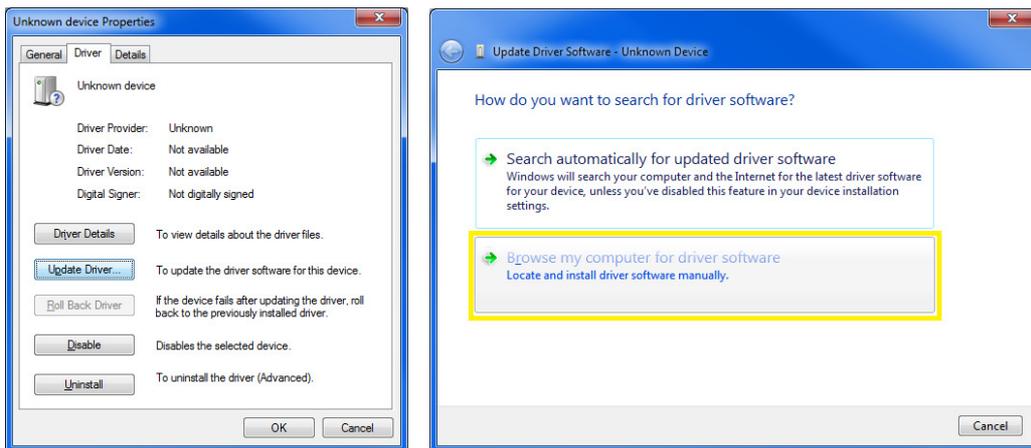
If you have state 1 you are fine and can continue on page 6 - 4. Software update by MRF tool.

If you have state 2 or 3 continue on this page - 3. Manual Bootloader Driver installation.

3. Manual Bootloader driver installation:

You have either no driver or an old incompatible driver for the USB-RF-Stick Bootloader installed.

In this case double click on the device in the device manager, select the Driver tab and click on “Update driver” or right click the device name and select “Update driver software”

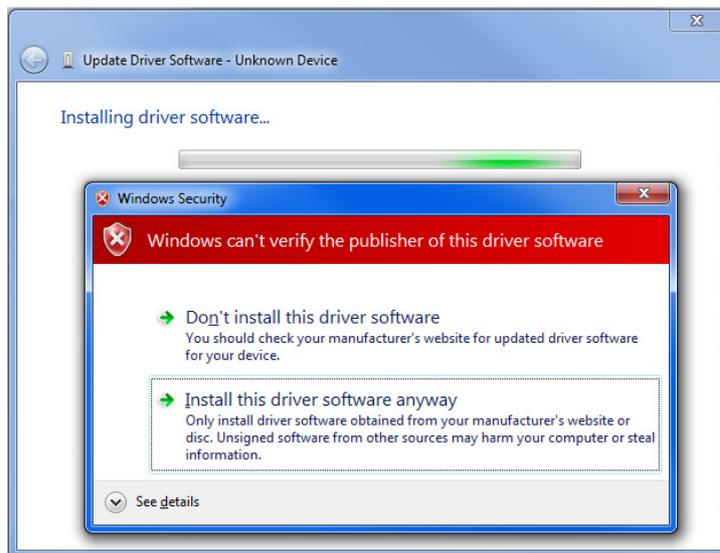


If you are asked to select “Browse my computer for driver software”. Do not search automatically.



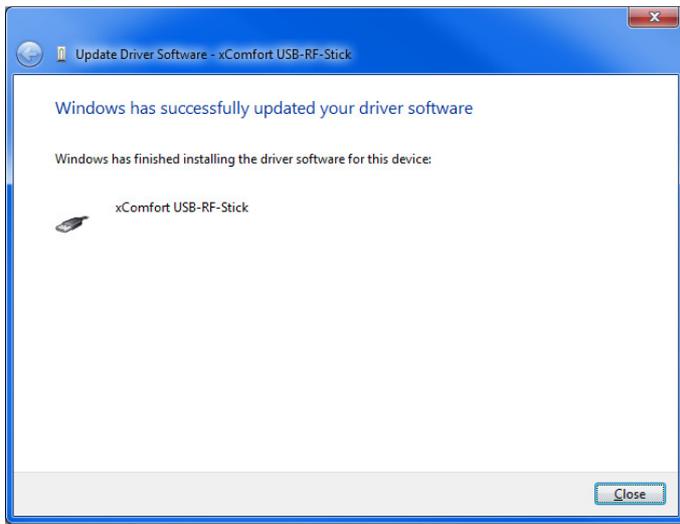
Click on “Browse” and select the installation folder of the MRF (2.18 or higher) and the subfolder “Treiber” (in my case C:\Program Files (x86)\Eaton\Eaton RF-System 2.18 DE Final\Treiber) then click “Next”.

The driver software will be installed now. Because the driver is not digitally signed the following window may appear.



Click on “Install this driver software anyway” to continue with the driver installation.

If it was successful the following window will be shown.



Click "Close"

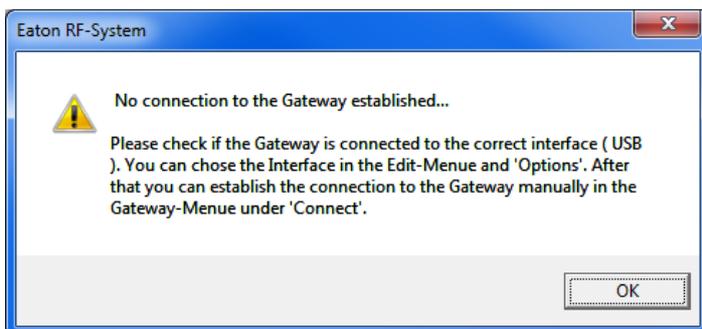
Now the device will be displayed as "xComfort USB-RF-Stick" in the "libusb-win32 devices" category.

You can now close the device manager and control panel.

4. Software update by the MRF tool:

Make sure you have the USB-RF-configuration stick in Bootloader mode connected and **no** other USB-Configuration stick.

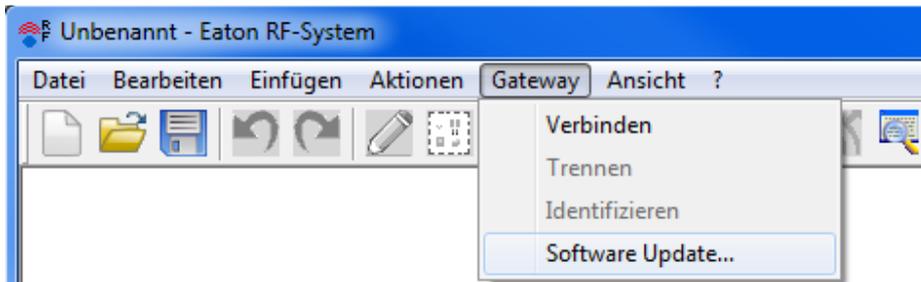
Start the MRF tool (2.18 or higher) and wait until the following window will be displayed.



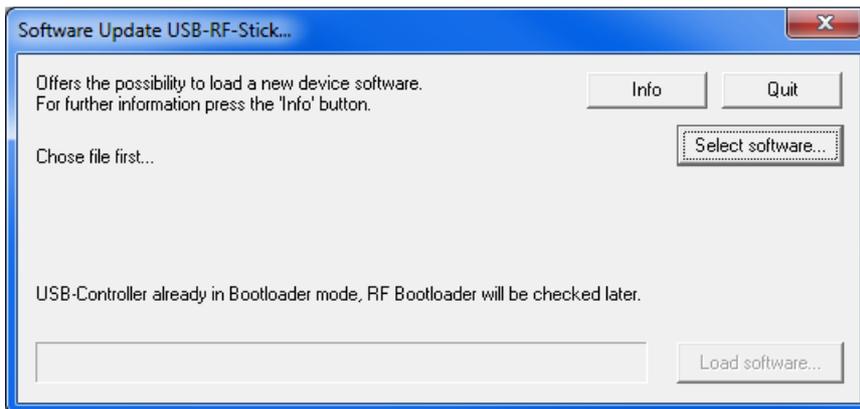
If you are already in the MRF you can select "Gateway -> Connect" and wait until that window appears.

Now that the right driver is installed the MRF will recognize that the connection cannot be established but that an USB-RF-configuration Stick in Bootloader mode is connected.

It will now offer the possibility to do a software update (Gateway -> Software Update).



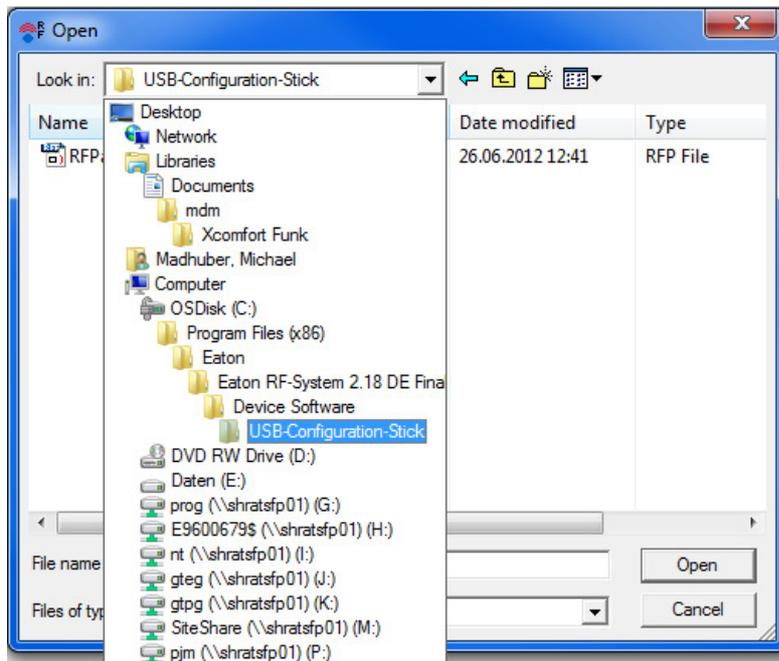
Execute the Software Update



In the update window you will see the message “USB-Controller already in Bootloader mode,...”

Now select the right software for the USB-RF-configuration Stick by clicking on “Select software...”.

It is also located in the MRF directory in the subfolder “Device software\USB-Configuration-Stick”



Click “Open” and the Click in the “Load Software” button.

It will take around 1-2 minutes until the update is finished. The window will be exited automatically and the USB-RF-Configuration stick can now be connected to the MRF tool as usual.