

Frequently Asked Questions about the Ativa 10in1 Reader

I get no drive letter when plugging in my Ativa reader.

Plug the reader into the USB port on your PC. The issue is that there is no drive letter and you can verify this by checking My Computer and seeing this.

Right click on the My Computer icon and scroll down to Properties.

Click the Hardware tab.

Click Device Manager.

Near the bottom of the list there will be an entry for USB Devices. Here the reader will probably be listed as a DFU adaptor.

Right click and select Update Driver.

Click the Install from a specific location button.

My Ativa reader or hard drive is installed correctly, but not listed in My Computer – Windows 2000 or XP.

In some cases, a mapped network drive or other device can take the drive letter of the card reader or hard drive in which case it would not be listed in My Computer. To remedy this, you will need to change the drive letter in Disk Management.

1. Right-click on **My Computer**, left-click on **Manage**.
2. In the left pane, click on **Disk Management**.
3. In the lower right pane, find the reader or hard drive. This may be listed as **Disk1** or **Disk2** etc. For readers with multiple slots, you will have a Disk# for each slot. Disk0 will be your internal hard drive.
4. Right-click on the Disk#, left-click on **Change Drive Letter and Paths**.
5. Click **Change**, click **Assign the following drive letter**, click the drive letter you want to assign, and then click **OK**.
6. If you have a card reader with multiple slots, change the drive letter for each assigned slot.
7. The drive/s should now be listed in My Computer.

* This does not pertain to the VFMR reader. The drive letters for the VFMR cannot be changed. The workaround for this would be to change the drive letters of your mapped or network drives.

My Ativa reader shows up as a DFU adaptor and I do not get a drive letter in My Computer.

If the Ativa shows up as a DFU adaptor in Device Manager and there is no drive letter in My Computer follow these steps.

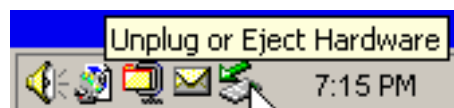
1. Double-click the My Computer icon.
2. Go to Tools 'Folder Options' View and Uncheck the box next to Hide protected operating system files. (These folders will now show up as slightly faded.)
3. Double-click C drive:'Windows' inf (This will show up as a faded folder.)
4. Find the files EUSBDFU.INF and EUSBDFU.PNF. Cut these and paste them to your desktop.
5. Close My Computer.
6. Right click on My Computer and then scroll down and left click Properties.
7. Click the Hardware tab and then the Device Manager button.
8. Near the bottom of the list should be an entry of Universal Serial Bus controllers. Find the DFU adaptor entry and right click on this and select Properties.
9. Click the Driver tab and select Uninstall.
10. The DFU entry will now disappear.
11. Unplug the device and then plug it back in and the device should now appear as USB Mass storage device.

How do I safely disconnect my USB storage device from my computer?

It is always important to follow proper disconnect procedures to avoid loss of data. (This is true of any FireWire or USB storage device.)

Windows

1. 1. If you have files located on your external drive open in any application, close them.
2. 2. Click the Unplug or Eject Hardware button in the System Tray.



3. 3. Select the entry that corresponds to your storage device from the menu that appears.
4. 4. After a moment, Windows will display a message indicating that your hardware can be safely removed. You can now disconnect your drive.

I had the Removable Disk drive letter in My Computer. It worked fine once but when I went to use it again the drive letter disappears. What is the problem?

Go into the Device Manager. (Right click on My Computer and go to Properties, then choose Device Manager) From here open the listing for Universal Serial Bus Controllers. Look to see what the name of the Host Controller. If you have Viatech, SIS, or ALI you will need to update the chipset. First you will unplug the Ativa and uninstall the drivers. Restart the computer. You will then go to www.usbman.com and click on the appropriate link. If using a Via Tech chipset once on the website you will need to download the 4-in-1 Driver (latest version) and the USB Filter Driver. If you have the SIS or ALI chipset you will follow the on screen instructions on that particular page. Once done with that reinstall the Ativa drivers and restart the computer. Plug the Ativa into the USB port and Windows should install the drivers and assign the drive letter.

I am getting a fatal exception error in apix.vxd when trying to access the Ativa. How do I get rid of that?

Go to start, find, files or folders and type in apix*.* and click find now. Rename the apix.vxd file to apix.ba1 and the apix.bak to apix.vxd. Restart the computer. This should load the drivers and give the drive letter.

I have a Hewlett Packard computer running Windows 98 or ME. When I click on the drive letter to access Ativa 10in1, the computer locks up. Why is this happening?

It may be that Keyboard Manager or a start up item is conflicting. To resolve this go to Start, Run, type in msconfig. This will bring up the System Configuration Utility box. Go to the startup tab and uncheck the Keyboard Manager box. Apply that and restart the computer. That should resolve the issue. If not you could also try going to a selective startup in the General tab in the System Configuration Utility box and uncheck the load start up items box. Apply that and restart.

I have a Dell computer with Windows 2000. Every time I insert the reader I get a "blue screen of death". It says it is beginning dump of physical memory. Why does this happen?

There is an issue that exists in trying to install USB readers on Dell computers with Windows 2000. To solve this please follow these steps:

First download Service Pack 4 from the <http://www.microsoft.com> Microsoft website.

If installing this does not work try to download the latest BIOS Version update for your computer from <http://www.dell.com> Dell's website.