

TN-012 TECHNICAL NOTE

TROUBLESHOOTING QCBOX MODEL 5 DRIVER INSTALLATION

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INTRODUCTION

This technical note addresses a situation where the CLIO software is not able to detect the QCBox Model 5 device even if its driver installation apparently succeeded.

This may happen when trying to activate it from the dedicated dialog box:



or, at software startup:



SOLUTION

Open the **Device Manager** and locate the **USB Serial Converter** entry under **Universal Serial Bus controllers**:

4	📇 Device Manager			×
Fi	le Action View Help			
	 The System devices Universal Serial Bus controllers ClioXP Control ClioXP Stream Renesas USB 3.0 eXtensible Host Controller - 0.96 (Microsoft) Standard Enhanced PCI to USB Host Controller Standard OpenHCD USB Host Controller 			^
	USB Composite Device USB Mass Storage Device USB Root Hub USB Root Hub			v
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Double Click with the mouse and choose the **Properties>Advanced** tab.

Be sure that the Load VCP check-box is deselected:

USB Seria	l Converter	Properties				\times			
General	Advanced	Power Management	Driver	Details	Events				
USB Serial Converter									
Configuration Use these settings to override normal device behaviour.									
Load VCP Enable Selective Suspend 5 Selective Suspend Idle Timeout (secs)									
		OK	Ca	ancel	Hel	p			

TROUBLESHOOTING QCBOX MODEL 5 DRIVER INSTALLATION

If the "QCBox Model 5 is not present" error message is still showing at CLIO software start a reset of the QCBox might be needed. This can be simply achieved by cycle power the QC Box.

Please follow these steps:

- 1) Close CLIO software
- 2) Disconnect QCBox USB cable from PC
- 3) Turn off QCBox by disconnecting the power supply cable
- 4) Turn on QCBox by reconnecting the power supply cable
- 5) Connect QCBox USB cable to PC
- 6) Open CLIO 12 software and if needed select QCBox 5 under QCBox & LPT Controls