

## **VAGdashCAN trouble shooting**

### **Problem:**

The VAGdashCAN interface won't be recognized anymore after a software update. This problem might occur if you update an early software version to the latest version.

### **Reason:**

The manufacturer of the chipset of our interfaces changed the drivers. Unfortunately Windows is not able to overwrite existing drivers during an installation if it recognizes existing drivers with the same name.

### **Solution:**

The existing drivers must be removed manually. That fore you need a small tool called: "**Tool\_cp2102infdel\_02.exe**".

Now do this procedure:

- Connect the interface with the USB port.
- Open the device manager

You should see now two devices with the name "cp210x"- one at USB device section and one at the COM device section.

It is also possible the two devices are named: "VAGdashCAN".

However – two devices recognised indicates that there are still the old drivers installed.

- Make a right mouse click on the first "cp210x" device and choose uninstall.
- Make a right mouse click on the second "cp210x" device and choose uninstall.
- Unplug the interface
- Now run the "**Tool\_cp2102infdel\_02.exe**"

It opens a black screen for a second, and then it is done.

- Go to START / Programs / VAGdashCAN / click USBuninstall.
- Go to START / Programs / VAGdashCAN / click Uninstall.
- Install the VAGdashCAN again.
- Restart the computer
- Connect the Interface

Open the device manager and look if only one new device is recognized instead of two devices.

If yes, everything should be okay.