

Advantech AE Technical Share Document

Date	2017 / 12 / 19	SR#	1-3305083807
Category	■ FAQ □ SOP	Related OS	Microsoft Windows Embedded XP / 7
Abstract	Why Advantech COMM driver cannot be installed properly in Windows Embedded OS?		
Keyword	Serial Communication cards / RS-232 / RS-422 / RS-485 / COM / PCI Communication cards / PCIE Communication cards / PC-104 PCI Communication Modules		
Related Product	PCIE-1602B(C) – AE / PCIE-1604B(C) – AE / PCIE-1610B – AE / PCIE-1612B(C) – AE PCIE-1620A – BE / PCIE-1622A(B) – BE / PCIE-1622C – AE PCI-1602B – CE / PCI-1602C – AE / PCI-1604C – AE / PCI-1604L – AE / PCI-1610B - DE PCI-1610C – CE / PCI-1612B – DE / PCI-1612C – CE / PCI-1620A(B) – DE / PCI-1622B(C) - DE PCM-3612I- AE		

■ **Problem Description:**

Advantech COMM driver cannot be installed in Windows Embedded OS. The error “The required section was not found in the INF” is shown after driver installation.

■ **Brief Solution :**

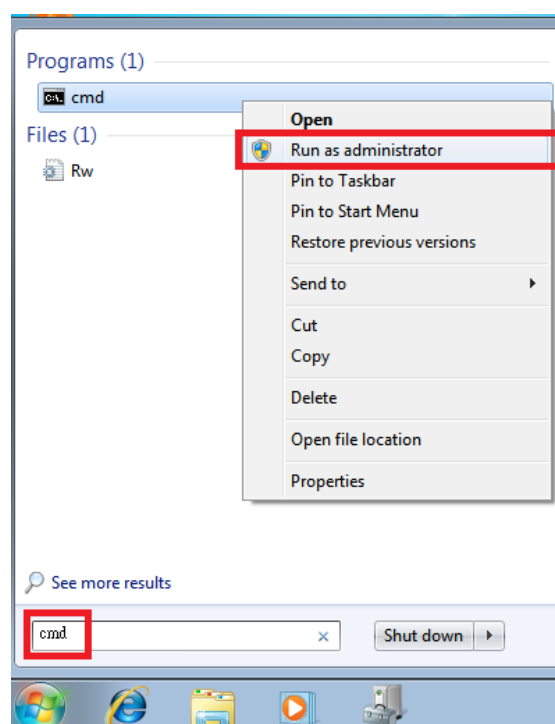
The root cause of this problem is related to the lack of the module “Multifunction adapters” in customized WES OS. Therefore, COMM card users must install it before Advantech COMM driver installation.

The package can be found on Advantech Support Portal or Microsoft website:

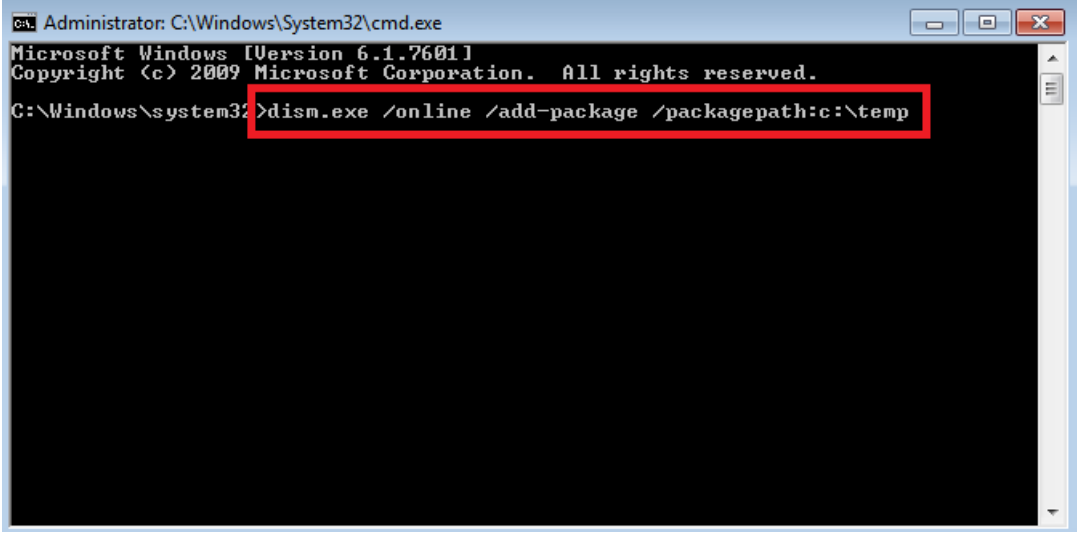
http://support.advantech.com/support/DownloadSRDetail_New.aspx?SR_ID=1-1IM4OOX&Doc_Source=Download

Please follow the SOP to add the package in WES OS (This FAQ use WES7 as example):

- 1. Copy package (WinEmb-INF-mf.cab) to the path (e.g. c:\temp).**
- 2. Run Command Prompt as Administrator:**



3. Enter command “dism.exe /online /add-package /packagepath:c:\temp”:



A screenshot of a Windows command prompt window titled "Administrator: C:\Windows\System32\cmd.exe". The window shows the Microsoft Windows version 6.1.7601 copyright notice. The command prompt shows the path "C:\Windows\system32" and the command "dism.exe /online /add-package /packagepath:c:\temp" entered, which is highlighted with a red rectangular box.

```
Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>dism.exe /online /add-package /packagepath:c:\temp
```

4. Restart the computer and install Advantech Windows COMM driver.