

Advantech AE Technical Share Document

Date	2018/8/31	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	Windows 7
Abstract	Why is yellow exclamation mark showing up in Device Manager for PCIE-1154 even after driver is installed on Win7?		
Keyword	PCIE-1154, Driver, Windows 7, Exclamation Mark, Device Manager		
Related Product	PCIE-1154		

■ **Problem Description:**

If your operating system is Windows 7, you may encounter the issue that the USB frame grabber does not function properly and the yellow exclamation mark comes up in the Device Manager even after the driver is installed.

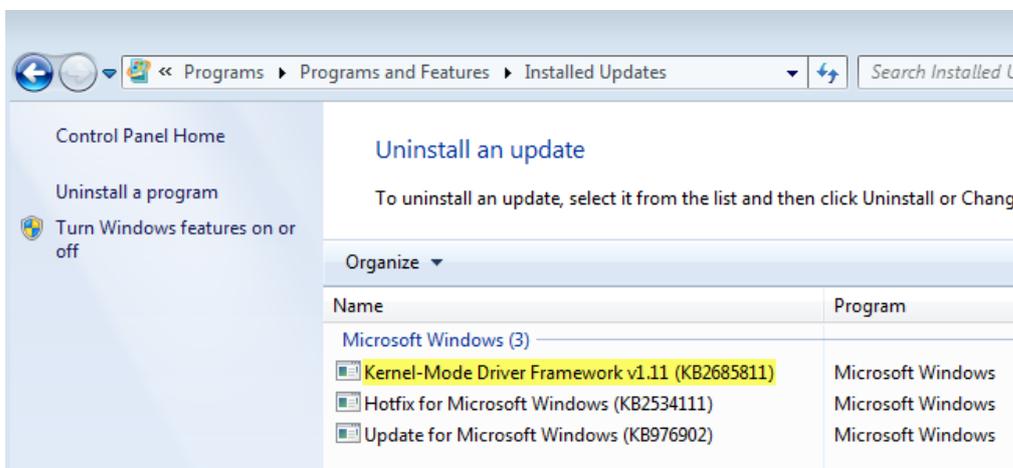
This is because the newer version of drivers utilize Microsoft’s Kernel-Mode Driver Framework v1.11 which is not natively supported on Windows 7 unless the KB2685811 hotfix is installed manually or via Windows Update.

■ **Brief Solution - Step by Step:**

There are two solutions: 1) apply the KB2685811 hotfix prior to installing the driver; 2) install the legacy driver instead.

If you wish to apply the hotfix:

1. Go to <https://www.catalog.update.microsoft.com/Search.aspx?q=KB2685811> and choose 32/64bit installer accordingly to proceed to download.
2. Run the installer to apply the hotfix. A restart may be needed to complete the update.
3. Go to Control Panel -> Programs -> Programs and Features -> View Installed Updates and check if KB2685811 is successfully installed.



4. Go to [Advantech Support Portal](#) to download and install the latest driver for PCIE-1154.

If you do not wish to apply the hotfix to your system:

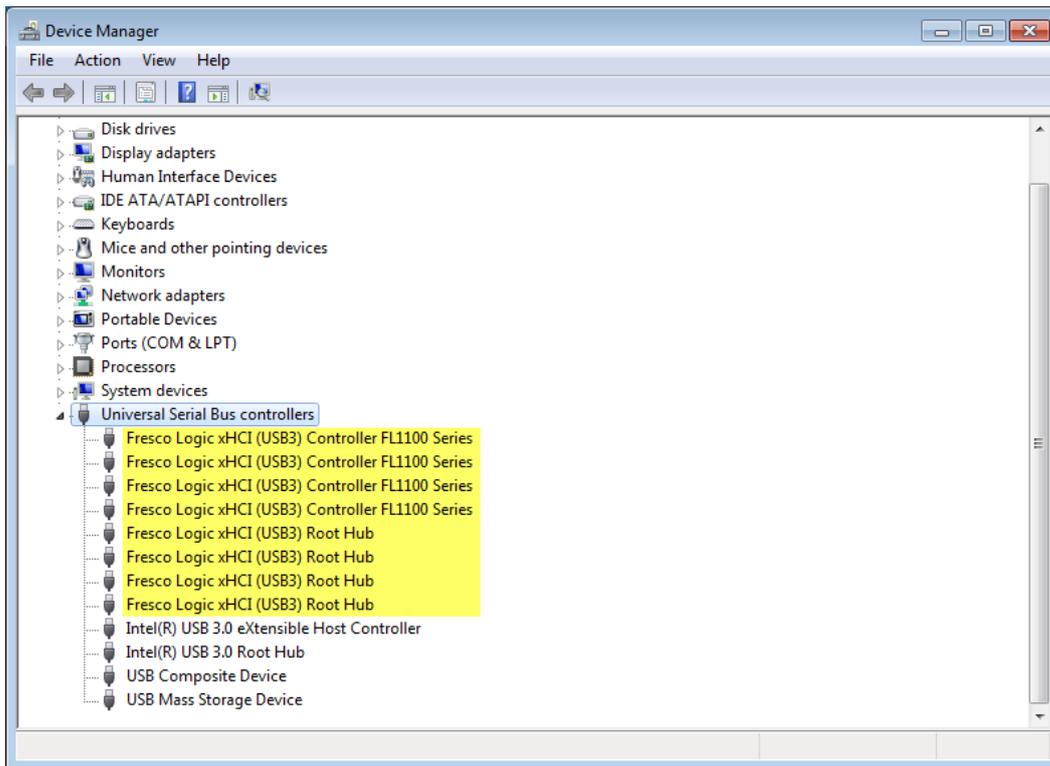
1. Go to [Advanced Support Portal](#) to download and install the legacy driver.

Win7/8.1 (32&64bit) Driver for PCIE-1154

Solution : Win7/8.1 (32&64bit) Driver for PCIE-1154

Download File	Released Date	Download Site
PCIE-1154_3.6.8.0_Win7_8.1(32&64bit).zip	2018-08-29	Primary Secondary
PCIE-1154_3.8.34556.0_Win7_8.1(32&64bit).zip	2018-08-29	Primary Secondary

2. Check the Device Manager and confirm the driver has been properly installed.



■ **Reference:**

1. Microsoft Knowledge Base article regarding KB2685811
<https://support.microsoft.com/en-us/help/2685811/kernel-mode-driver-framework-version-1-11-update-for-windows-vista-win>
2. Advantech Support Portal for downloading PCIE-1154 driver
http://support.advantech.com/Support/DownloadSRDetail_New.aspx?SR_ID=1-1KEODE5&Doc_Source=Download