

WinCamD-LCM Series Installation Solutions

Considerations

The following are important considerations prior to WinCamD-LCM series installation:

- Only 64-bit Windows 10 & 11 are supported.
- Installation must be performed **As Administrator** in the **User Account** where the software will be used.
- The software requires **OpenGL** Version 3.1 or higher. See **Appendix A2** for more details.
- If the software reports **No camera found** while the camera is connected, check in **Device Manager** for a yellow exclamation mark, , which may indicate a driver signing warning. The driver is properly signed and registered with Microsoft, but a non-mandatory Windows 7 update is required in order for Windows 7 to consider the signature valid. The update can be downloaded at [this link](#).

1. Check for a Software Update

The current software version is available in the top left corner of the software, as seen in Fig. 1.



Figure 1: The current version of software in the upper left corner of the standalone software. Version 8.0C56 in this case.

Go to the [DataRay](#) website, then go to **Downloads** to determine whether a more recent version is available.

2. Start-up Issues

If the camera is not behaving as expected, use the following steps to fix this:

- Press **Stop** if the camera is running, then **File** -> **Load Defaults**. Then press **Go** again.
- If the camera still does not work, unplug the camera, restart the software, and plug the camera back in. **Go**.

Continuing Problems?

If issues persist, please first follow the instructions in **Appendices A1** and **A2**. Send details of continuing issues and a screenshot from **A2** to support@dataray.com. You can also call **(530) 472-1716**.

Appendix A1: Verify the Correct Driver is Installed

- Navigate to your PC's **Device Manager**. If you do not see the box as shown in Fig. 2, then continue to the next step.

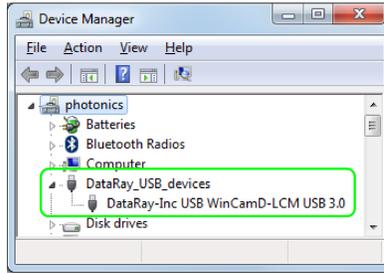


Figure 2: The driver for the LCM should show up in **Device Manager**

If the **Ready** button shows that the camera is found as seen in Fig. 3, go to Appendix A2.



Figure 3: If the camera is found, the green button in the standalone software should display a **Ready** status

- If you do not see **DataRay_USB_devices** in **Device Manager** but instead see **Cypress USB BootLoader** under **Universal Serial Bus controllers** (see Fig. 4), right click on **Cypress USB Bootloader** and select **Update Driver Software** (Do not allow it to search on the web).

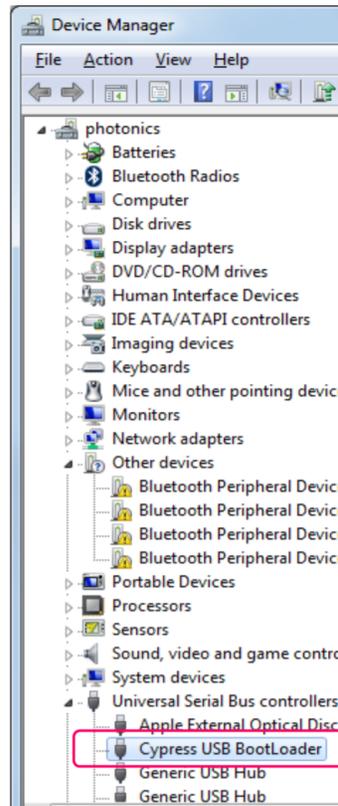


Figure 4: The driver needs to be updated if it shows up as **Cypress USB Bootloader**

- Select **Browse my computer for driver software**, then select **Let me pick from a list of device drivers on my computer**. Then select **DataRay Inc USB WinCamD LCM USB 3.0** as seen in Fig. 5 and click **Next**.

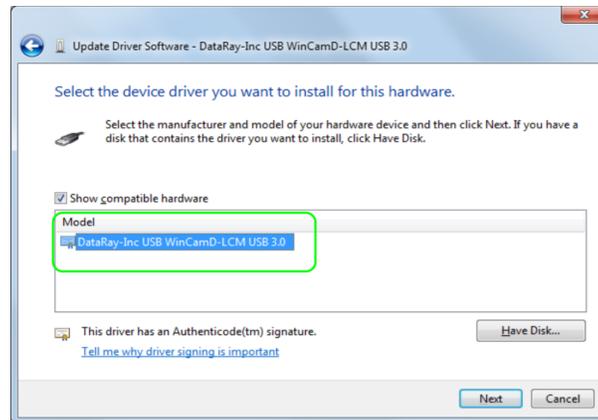


Figure 5: Search for the **DataRay-Inc USB WinCamD-LCM USB 3.0** driver to update

- Once the driver has installed, unplug and then plug in the camera. Start the software. You should see that the camera is found as shown in Fig. 3.

Appendix A2: Verify the Correct Open GL Version

Download and install **GLView** at [this link](#). Run it and note the Open GL version (Fig. 6). The version must be 3.1 or higher. The **Check for updated drivers** link on the screen in Fig. 6 may enable you to upgrade it, but that is PC dependent. Please use **Alt + Print Screen** to copy and paste the window to an email to support@dataray.com.

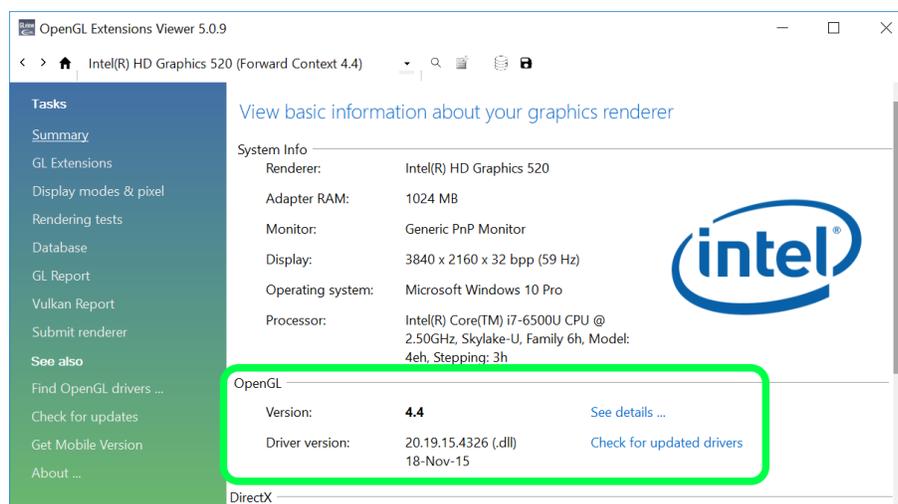


Figure 6: Check that your Open GL version is 3.1 or higher