

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 nondmandatory 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.



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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).

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Generic USB Hub

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 DataRayDInc USB WinCamDDLCM USB 3.0 as seen in Fig. 5 and click Next.

Select the device driver you w	ant to install for this l	nardware.
Select the manufacturer and disk that contains the driver y	model of your hardware dev you want to install, click Hav	rice and then click Next. If you have re Disk.
✓ Show <u>c</u> ompatible hardware Model		
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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 youto 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**.

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	OpenGL	4.4 20.19.15.4326 (.dll) 18-Nov-15	See details Check for updated drivers			

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