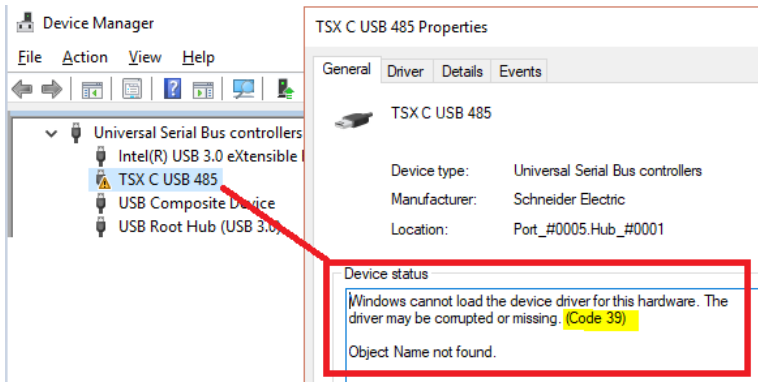


TSX C USB 485 cable driver error 39 – “Quick win” fixing procedure

Symptoms:

- Can happen after major Windows update.
- TSX C USB 485 cable driver (driver for cable TCSMCNAM3M002P) returns **error 39**

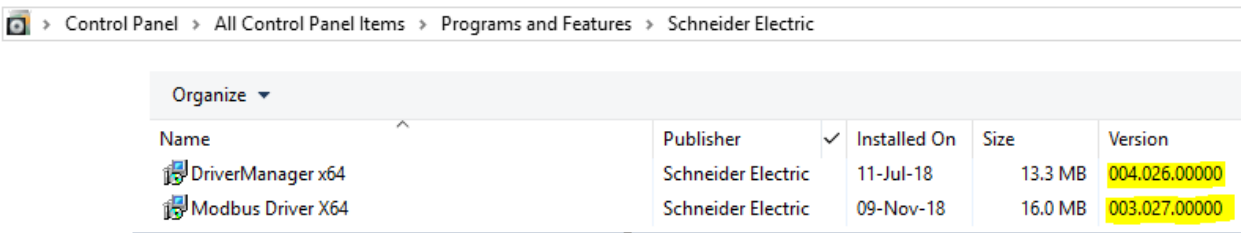


Conditions to be checked, before applying the ‘quick-win fix’:

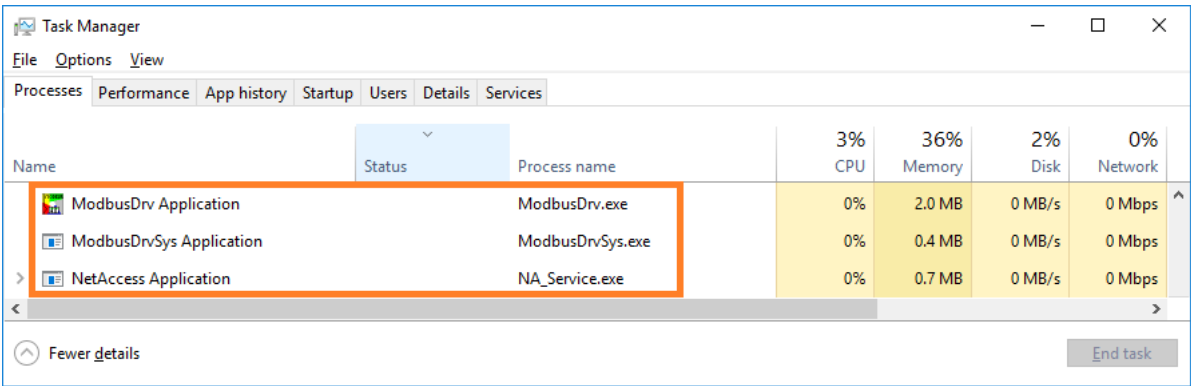
- The official fix for this kind of error, i.e.:
 - 1) Uninstall all SE-Communication Drivers (from DriverManager or from Control Panel -> Programs & Features)
 - 2) Uninstall DriverManager (since V14.12.0.0, this can be done via Control Panel -> Programs & Features, as shown below)
 - 3) Reinstall DriverManager and all SE-Communication Drivers

is failing.

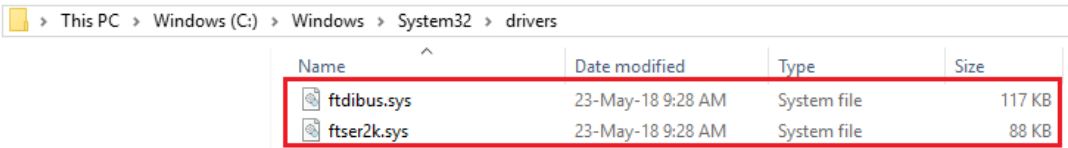
- Correct versions of **DriverManager x64** and **Modbus Driver X64** are installed:



- The following processes are running:



- **ftdibus.sys** and **ftser2k.sys** files are missing in *Windows\System32\drivers* folder:



“Quick win” fix:

- Unplug the TCSMCNAM3M002P cable
- Copy/paste the missing **ftdibus.sys** and **ftser2k.sys** files to *Windows\System32\drivers* directory
How to get them?
 - From **Windows.old\System32\drivers** folder.
This folder is created during a major upgrade of Windows, to allow the rollback to the previous version of Windows.
 - From another PC, where the Modbus driver was installed successfully.
 - Ask technical support.
- Plug the TCSMCNAM3M002P cable back – now, the cable should be recognized correctly:

