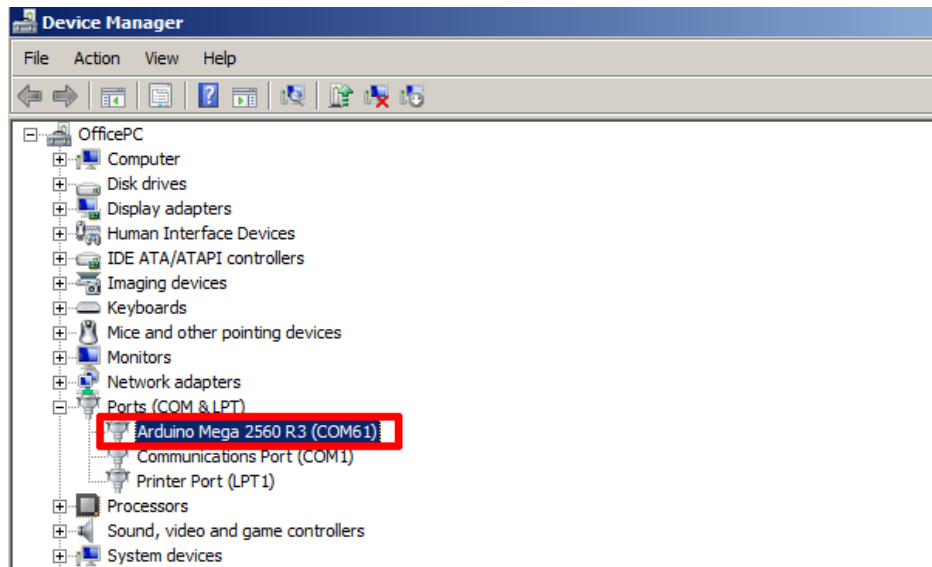


## Troubleshooting

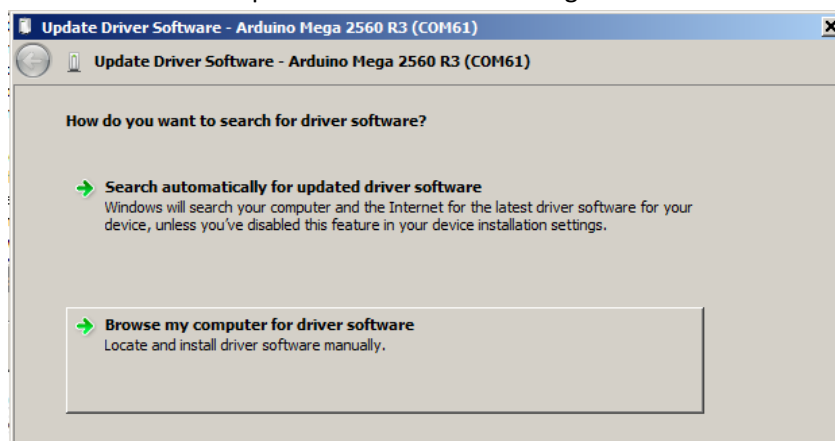
**Problem:** Unknown comport or “stk500\_2\_ReceiveMessage(): timeout”, wrong comport

**Solution:** Check controller listed under ports in device manager



**Problem:** Unknown device or Device drivers not found

**Solution:** Disconnect controller from USB and reconnect checking which unknown device corresponds to the controller. Right click on the unknown device and select properties. Select the “Driver” tab and click “Update Driver”. Select “Browse my computer for driver software”. Browse to the drivers folder, extracted from the zip file and continue installing drivers.



General windows help can be found under devices and drivers section at the following links

Windows 10 <https://support.microsoft.com/en-us/products/windows?os=windows-10>

Windows 8.1 <https://support.microsoft.com/en-us/products/windows?os=windows-8.1>

Windows 7 <https://support.microsoft.com/en-us/products/windows?os=windows-7>