

# VISTA V2

Simple, Powerful, Visual

## Public Software Release Notes

Software version:	2.1.9503	Released on:	17 April 2012
Supersedes version:	2.1.9184 & Public Beta 2.1.9382	Released on:	02 February 2012 & 20 March 2012

### Software Release Notification

Application installation packages for this software release are available for consoles, Windows PC and Mac OSX.

*Installation of this software version on an L5, T4, T2 or I3 will require using the ISO image file to update.*

### New Features and Improvements

#### Timecode

- Added SMPTE Timecode support (LTC, MIDI, Internal)

#### Snapshots

- Fader levels can optionally be included in snapshots.

#### Playback

- Page Holdover for active items on playbacks

#### Playback Window

- Cue fonts have been enlarged to be easily seen
- Playback Window only scrolls the cuelists when it gets to the bottom of the screen
- Cuelists that wrap around and have a follow time for their first cue now display the cuelist position as being prior to the first cue when wrapping around.

## Import /Export

- Export patch file process has been improved
- Import patch file process has been improved.

## Cuelist Properties

- Fader Auto Play modes added to cuelist properties
- Submaster fader modes have been moved to the cuelist properties
- Implemented "Release on override" for cuelists accessed through cuelist properties.
- Added "Release on fader down" option for cuelists.

## Move in Black

- Move In Black is now a cue based option
- Filters can be applied by parameter or by fixture selection.
- A MIB command can be inserted in any previous cue and references the fixtures in the marked cue.
- An 'Ignore Move in Black' property for events has been added.

## Audio Playback

- Added audio playback on a per cue basis

## MIDI

- Added MIDI Show Control support

## Fixture Properties

- Added the ability to customise gobos and colour slots from the software without going into the fixture editor - Found under the Patch > Customise Gobos...

## Fixture Chooser

- Colour Picker Dialog has been enhanced to include filter numbers and CMY/HSV/RGB options - useful for Icon colour and Gel Colour settings

## Console Displays and Hardware

- Console LCDs now correctly countdown to incoming cues.
- Locked status of cuelists in playbacks is displayed more clearly
- Improved fader gating and hardware fader handling.
- Improved display of group parameters on playbacks
- Page number display message when changing pages is now smaller and briefer
- Increased smoothness of fader response

## Serial Control

- Serial control added has been added. The supported commands are the same as the Vista 1 command set which is:-
  - go
  - rego

- pause
- release
- load

You can also send commands to set fixture levels in the programmer. The syntax is: {fixture id(s)} @ {level} where fixture id(s) is any combination of number, +, > and minus and level us a value between 0 and 100 or just f for full.

For further details, please refer to the user manual.

- KeySpan USB->Serial device is supported for OSX

## Fixture Output Window

- Fixture Output window shows parked fixtures with their actual parked output values

## Console Window

- Implemented a "Toggle Play" button in the console view

## Groups

- Group + scaling fader now does not affect fixtures with 0 intensity

## Jump Dialog

- Arm & Close has been added to defer jumping until the next time the cuelist is played

## Quickpicker

- Play and release cuelists directly from the quick picker. This is enabled using the quick picker settings option.

## Keyboard Shortcuts

- Shortcuts have been implemented for accessing the main screens

Shortcut	Screen
ALT +1	Patch
ALT +2	Console
ALT +3	Fixture Chooser
ALT +4	Timeline
ALT +5	Playback
ALT +6	Fixture Output

## Bugs fixed in this release

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### Bug Description

2042 Fixture Type Editor now quickly auto regenerates the library when fixtures are edited, duplicated or deleted. Longer operations now include an abortable progress bar, although this should rarely be

needed. Automatically reloads the fixture catalogue when the fixture type editor is closed.

- 2685 Added a live time combo box to the main Byron toolbar
- 3148 All / None selector added to the feature filter bar (Presets, Store Part, Component Side Bar)
- 2789 Gobo image popups suppressed in feature panels
- 3764 The skewing rectangle now dynamically increases the cue size while you are skewing events.
- 3782 Store Dialog: Timing is now respected when selecting cuelist via console playback select button
- 3914 Fixed the fixture flicker that occurs when switching from hi-light to low-light
- 4005 Improved the speed of pre heat and parking multiple fixtures.
  
- 4018 Duplicating a fixture type in the fixture editor no longer renames duplicates with a unique name.
- 4044 Fixed an issue where moving an encoder quickly would result in wrong values being read.
  
- 4192 Insert commands are honoured by cut/copy/paste.
- 4479 Various VL1000 library issues fixed
- 4526 Exported fixture files now go to Userdata directory
- 4546 'Disable All Editing' Lock mode now disables the custom DMX and 'ALL' gobo editors
- 4631 Removing a sub effect from a multi effect now cleans up after itself.
- 4640 Maximise of main window is re-enabled.
- 4649 Grid options menu is fixed.
  
- 4696 Can now type in layout notes when command line is open
- 4711 Fix the intensity channel of the Lightmaxx Stage Colour bar fixtures.
- 4750 Deleting a page with group master actions no longer leaves action active
- 4762 Loading a cuelist into the super playback using the play button no longer plays the cuelist
- 4772 Cues are no longer copied when changes discarded in editing
- 4779 'Only Show Active Cuelists' in the Playback Control Window is now saved with the show and works more robustly.
- 4780 Tracking backup improvements and bugfixes – the playback state is now synchronised along with the show when starting a connection.
- 4781 Locking the console now prevents “go” presses on hardware
- 4784 Incorrect playback if show modified in the future
  
- 4821 Flash latch now works with autoplay and release
  
- 4822 Flash buttons respect submaster mode
  
- 4824 Inserted commands in zero second cues now execute correctly
  
- 4826 Non-overlapping Split fade times no longer result in oscillating output
  
- 4829 Editing a cuelist created with Store All and closing it no longer causes cuelist to disappear
- 4844 Creating a snapshot with only a workspace state no longer causes a crash
- 4859 Cloned fixtures no longer get the same user ID
- 4862 The close button no longer automatically reverts and closes a cuelist without asking
- 4865 SuperPlayback buttons now work with cuelists temporarily loaded via select button
- N/A Fixed an unpredictable crash when selecting fixtures in the chooser
- N/A Pressing SFX button in SuperPlayback top level menu goes straight to Playback mode/SmartFx mode
- N/A Fixed bug relating to tracking backup lack of synchronisation of group masters
- N/A Fixed various issues related to LED states on playbacks.
- N/A Fixed a potential crash if there is an error in a multi-element fixture's type specification

- N/A Fixed an issue where display is slow to catch up with encoder movements.
- N/A Preview parked data is honoured
- N/A Fixed an issue where clearing an HTP fader from a group would leave HTP active for that group.
- N/A Fixed an issue where LCD contrast settings were not being saved
  
- N/A Made the Tracking Backup related timeouts user configurable and fixed 2 cases where erroneous failovers could/would eventually happen.
- N/A Sped up rubber band selection of in the patch table.
- N/A Fix crash, when importing HES color\_pro\_fx fixtures
- N/A Fixed a bug in the Insert Commands dialog which prevented the selection of any step but the first.
- N/A Fixed a number of issues with selections in the fixture pool.
- N/A "Merge steps" no longer deletes the incorrect step
- N/A The fixture pool now obeys normal computer selection behaviour for multiple selection and dragging
- N/A The audio waveform generator was continuously trying to generate waveforms if the audio directory did not exist
- N/A Fixed a crash and inconsistent behaviour when using cuelist property 'release on override'
  
- N/A The Inserted Macro Commands now trigger in the correct cue (only affects 0 second cues)
  
- N/A Changing multiple cues at once now will only change the name if the name is actually edited
  
- N/A Fixed selection of wheel indexes in superplayback gobo and colour wheel programming modes.
  
- N/A Corrected behaviour of DMX strike/douse/etc macros
  
- N/A Corrected output of default dmx when a fixture is patched, repatched, etc.
  
- N/A Fixed an issue where all cuelists would be opened in the editor upon show load.
  
- N/A Fixed the failure of USB consoles to reconnect

## Software Problems

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We ask that users of the software report ALL cases of crashes or incorrect operation to [support@jandsvista.com](mailto:support@jandsvista.com). Please include as much detail as possible, such as:

- The full software version number you were using.
- An exported copy of the showfile you were using.
- Detailed information about the problem you were seeing, what you were trying to do, and how you tried to do it. If possible, try to recreate the problem and tell us how.
- If you experienced a crash please retrieve the crash log files from your system and send them to Jands to enable the root cause to be determined and eliminated. More information on this can be found in Appendix A and B of this document.

Please note that Windows must be specially configured to generate crash log files BEFORE any crashes occur. Please read the instructions in Appendix B of this document and configure crash reporting before using the software on a Windows PC.

## Compatibility with Vista 1.13

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Vista 1.13 fixture library files and show files CANNOT be used with Vista V2. Vista 1.13 patch files can be exported and subsequently imported into Vista V2.

Vista V2 and Vista 1.13 can be installed on the same computer, but should not be running simultaneously. If you intend to use Vista 1.13 and Vista V2 with an S3, S1, M1, UD512 or E2 wing, you will need to update Vista 1.13 to the latest release of that software (1.13.5295 or later). Please see Appendix D for more details on switching USB consoles between Vista V2 and Vista 1.13.

Jands Vista V2 includes many changes and enhancements from Vista 1.13. While the application functions similarly to Vista 1.13, time should be allowed for getting to know the software, as there are significant differences that may take time to get used to, in terms of both placement of functions and actual operation.

Installing the Vista V2 Console Image on a T2, T4 or I3 console installs both Vista 1.13 and Vista V2 software onto the console hard disk, allowing you to easily switch between using the Vista V2 software and the latest Vista 1.13 software by selecting the appropriate boot-mode during start-up.

To select the desired boot mode:

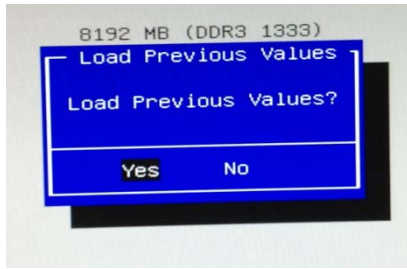
1. Start the console. Press the down arrow as soon as you see the large Vista logos. This will prevent the console from booting automatically.
2. Use the up and down arrows to choose one of the following the boot options:
  - **vista2 (Normal)** – Vista V2
  - **vista2 (VNC)** – Vista V2 with VNC server running
  - **vista1** – Vista 1.13
  - **vista1-VNC** – Vista 1.13 with VNC server running
3. Press the Enter key to start the console in the selected mode. Note that if an I3 console is to be changed from Vista V2 to Vista 1.13, the red and yellow modifiers must be held down when powering up until "Vista 2.x" is displayed in the upper-left LCD.

## Installation Instructions (L5 Consoles)

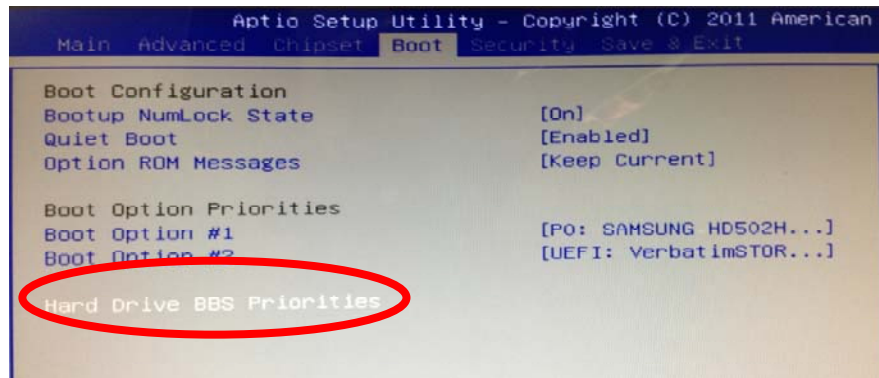
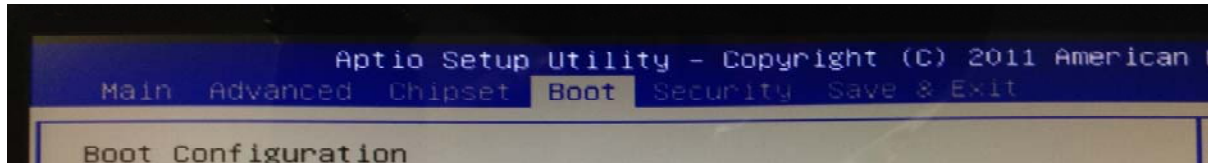
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### To install the Vista V2 Console Image:

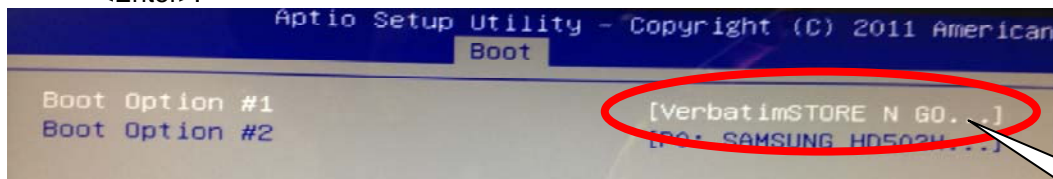
1. Insert the USB device into a console USB port.
2. Power on console.
3. Press the "F2" button repeatedly while the console boots up until the console goes into the BIOS menu. (The screen will be upside down.) The following dialogue box will appear:



4. Select "No" and press <Enter>.
5. Using the navigation arrows on the keyboard, navigate to the "Boot Menu" and press <Enter>. The console will display the available Boot parameters.



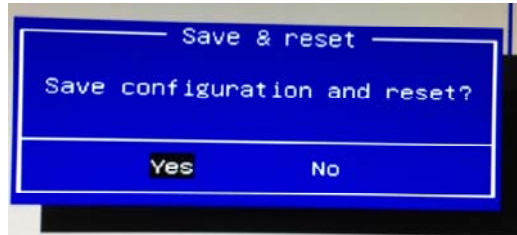
6. Navigate to "Hard Drive BBS Priorities" and press <enter>. The console will display the current boot device order.
7. Select "Boot Option #1" and press <Enter>. The console will display a list of the bootable devices it has found.
8. From this list highlight the device that is the USB FLASH drive you wish to boot from and press <Enter>.



Bootable USB Device

9. Press "Esc" to exit
10. Navigate to the "Save and Exit".

11. The system will now ask you to save all settings. Select "Yes" and press <Enter>.



The system will now exit the BIOS menu and boot from the USB device.

There is no requirement to reverse this process when booting the console normally.

### To install a Vista V2 Console Update package:

If Vista V2 has been previously installed on a console, it is possible to apply most new software updates via a smaller Vista V2 Console Update package. Major releases will still require a full .iso image installation. To install a Vista V2 Console Update, first download the update file onto a USB flash drive, or FTP the file into the /Vista V2/UserData/Updates directory on the console.

1. Boot the console into Vista V2.
2. If updating via USB stick, insert the USB stick into a console USB port.
3. Select File → Quit Application. Wait for the System Settings dialogue to appear.
4. Click on 'Apply Update'.
5. Click 'Browse'.
6. If updating by USB, click on the USB flash drive in the list. If the file has been transferred via ftp, navigate to /Vista V2/UserData/Updates.
7. Select the desired update file.
8. Click "Open".
9. The update package will appear on the left hand side of the dialogue. Click on the update package. The package contents are now inspected – wait until the cursor changes back from the hourglass.
10. Click 'Apply Update'. The software will now install the update package. When complete, a new dialogue will appear, warning that the console must be rebooted for the update to take effect.
11. Click 'OK'.
12. Click 'Quit'. T series consoles will now power down, while I3 consoles will reboot.

## Installation Instructions (T2, T4 & I3 Consoles)

If installing Vista V2 software on a Vista T2, T4 and I3 console for the first time, the hard-drive in these consoles must be re-imaged from CD or USB stick, using the Vista V2 Console Image file.

*Warning! Installation of this software on a T2, T4 or I3 console will erase all saved shows and other*

*data. You must manually backup or archive all your existing show data (the contents of the /data/ directory) to an external storage device.*

When T2 and T4 consoles start in Vista V2 for the first time the inbuilt Tablet / LCD and any additional monitors, touch screens or tablets may not be configured automatically. This may result in incorrect operation of the pen, and an upside-down display in some consoles. See the Known Issues section of these release notes for details on how to rectify this.

After installing the Vista V2 Console Image for the first time, subsequent Vista V2 Console Images can be applied with a “Re-use” option, which retains the existing hard-drive partitions, screen configurations, and User Data files. Also, application-only update packages can be applied using the Vista V2 Console Update files, and update package files for Vista 1.13.

### **To install the Vista V2 Console Image:**

1. Download the latest Vista V2 Console Image file and burn it to a CD, or create a bootable USB drive. Instructions for how to create a bootable USB drive can be found in Appendix C of these release notes.
2. Insert the CD or bootable USB drive and restart the console. Note the BIOS settings in some older consoles may not have USB enabled as a boot device. If you have connected your bootable USB drive to your console, but the console still boots normally, please download the Vista T Series BIOS Restore Instructions from [www.jandsvista.com](http://www.jandsvista.com) and verify the BIOS settings are correct.
3. When the console is finished booting, the Console Software Installer will open. Note the Pen will not work during installation; use the touch pad or a mouse instead.
4. To install the dual boot software make sure that both the Vista1 and Vista2 check boxes are selected and click the Next button. The Confirm Installation window will open.
5. Select a Hard Disk to install to in the Target Disk Device box and select ‘Yes’ in the Proceed with Installation box.
6. Select ‘Initialise’ in the Partitions box, or if Vista V2 has been installed previously select ‘Re-use’, and click on the ‘Next’ button to start the installation. Note this will completely erase the hard disk – be sure you have already backed up any important data.
7. When the installation is complete, click the ‘Next’ button
8. Click the finish button to eject the CD (if present) and shutdown the console. Remove the USB drive or CD from the console.
9. When the console has fully shut down, press the Power button to restart the console.

### **To install a Vista V2 Console Update package:**

If Vista V2 has been previously installed on a console, it is possible to apply most new software updates via a smaller Vista V2 Console Update package. Major releases will still require a full .iso image installation. To install a Vista V2 Console Update, first download the update file onto a USB flash drive, or FTP the file into the /Vista V2/UserData/Updates directory on the console.

13. Boot the console into Vista V2.
14. If updating via USB stick, insert the USB stick into a console USB port.
15. Select File → Quit Application. Wait for the System Settings dialogue to appear.

16. Click on 'Apply Update'.
17. Click 'Browse'.
18. If updating by USB, click on the USB flash drive in the list. If the file has been transferred via ftp, navigate to /Vista V2/UserData/Updates.
19. Select the desired update file.
20. Click "Open".
21. The update package will appear on the left hand side of the dialogue. Click on the update package. The package contents are now inspected – wait until the cursor changes back from the hourglass.
22. Click 'Apply Update'. The software will now install the update package. When complete, a new dialogue will appear, warning that the console must be rebooted for the update to take effect.
23. Click 'OK'.
24. Click 'Quit'. T series consoles will now power down, while I3 consoles will reboot.

Unlike Vista 1.13, in Vista V2 there is no simple way to revert an update. If it becomes necessary to revert to a previous version the console must be re-imaged.

## **Installation Instructions (Windows XP, Windows Vista & Windows 7)**

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The Vista V2 software can be installed on a Windows PC running XP, Vista, or Windows 7. Both 32 and 64 bit versions of Windows are supported. The recommended PC should have an Intel i3 CPU, 2GB RAM, and 500MB disk space.

Note that if Vista 1.13 is to be run on the same machine, the Vista 1.13 version must be 5295 or later.

### **To install Vista V2 Windows Update files on a PC:**

1. Close all open applications.
2. Disconnect/switch off all Jands Vista USB devices.
3. Launch the Vista V2 Windows Installer file. If an earlier version of Vista V2 is already installed on the PC, there's no need to un-install it - simply install the new version over the top of the old one.
4. Click 'Next'.
5. A location for the installed files is selected automatically. If required you can change the location. Click 'Next'.
6. A location for the User Data folder (your show files etc) is selected automatically. If required you can change the location. Click Install.
7. When the installation is complete, click Finish.

*It is strongly recommended you now setup your PC to automatically generate crash report files. Details of how to do this can be found at <http://www.jandsvista.com/downloads/Tbilt134.pdf>*

## Installation Instructions (Apple Mac)

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The Vista V2 software can be installed on an Apple Mac running OSX Snow Leopard or later.

Note that if Vista 1.13 is to be run on the same machine, the Vista 1.13 version must be 5295 or later.

1. Double-click on the Mac installer package downloaded from [www.jandsvista.com](http://www.jandsvista.com) to launch the installation wizard
2. At the Introduction window, click "Continue"
3. If this is the first time you are installing Vista, you will be asked to Select a Destination for the installation. Click on "Install for all users of this computer", and then click "Continue"
4. At the Installation Type window, click "Install"
5. You may be prompted for a password. If so, enter your password and click "OK"
6. During the installation procedure, a Sentinel Runtime window will appear, to install software to operate the USB Security Dongle. If you have previously installed the Sentinel Runtime, please skip this step. Otherwise:
  - a. Double click on the "Install Sentinel Runtime Environment" icon to launch the installation wizard
  - b. A notification will appear advising that this package will run a program to determine if the software can be installed. Click "Continue".
  - c. At the Introduction window, click "Continue"
  - d. At the License window, click "Continue"
  - e. Ensure you read and agree to the terms of the software license, and click "Agree"
  - f. At the Installation Type window, click "Install"
  - g. At the Summary window, click "Close"
7. In the initial Install Vista 2 window, click "Close"

Your software has now been installed.

## Known Issues

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### **Bug 3844: Tablet in T2 and T4 consoles is not automatically configured after re-imaging to Byron software**

When T2 and T4 consoles start in Byron for the first time the inbuilt Tablet / LCD and any additional monitors, touch screens or tablets are not configured automatically. This will result in incorrect operation of the pen, and an upside-down display in some consoles. To configure the displays:

1. Using a mouse or the inbuilt trackpad, select File > Quit Application
2. In the System Settings dialogue that appears, click on "Display and Input Devices"
3. Choose the main Tablet / LCD type from the Screen #0 drop down. Normally this will be Wacom PL550 for V1 consoles or Wacom DTI520 for V2 or V3 consoles
4. Choose the external monitor 1 type, if connected, from the Screen #1 drop down. Byron supports the following monitors:
  - a. Wacom pen tablet models PL550, used in version 1 consoles,
  - b. Wacom DTI520 used in version 2 consoles.
5. ELO touch monitor "Intellitouch" models eg ET1715L.

6. Choose the external monitor 2 type, if connected, from the Screen #2 drop down.
7. Click OK to reset the graphics system

### **Bug 4534: OSX Tracking Backup Network Issues**

There are a number of instances where network conflicts can arise when using tracking backup on OSX platform. These are particularly prevalent when the system has an active Airport adaptor. These can be eliminated by ensuring Airport is disabled in your system.

***Jands recommends disabling Airport before using Tracking Backup.***

## Appendix A: Creating a Bootable USB Drive

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Major upgrades, that require the console's hard drive to be erased, can be installed from a suitably formatted USB device. To create a USB FlashDrive that can be used to reinstall the operating system and Vista software on a T or I series console follow the steps below.

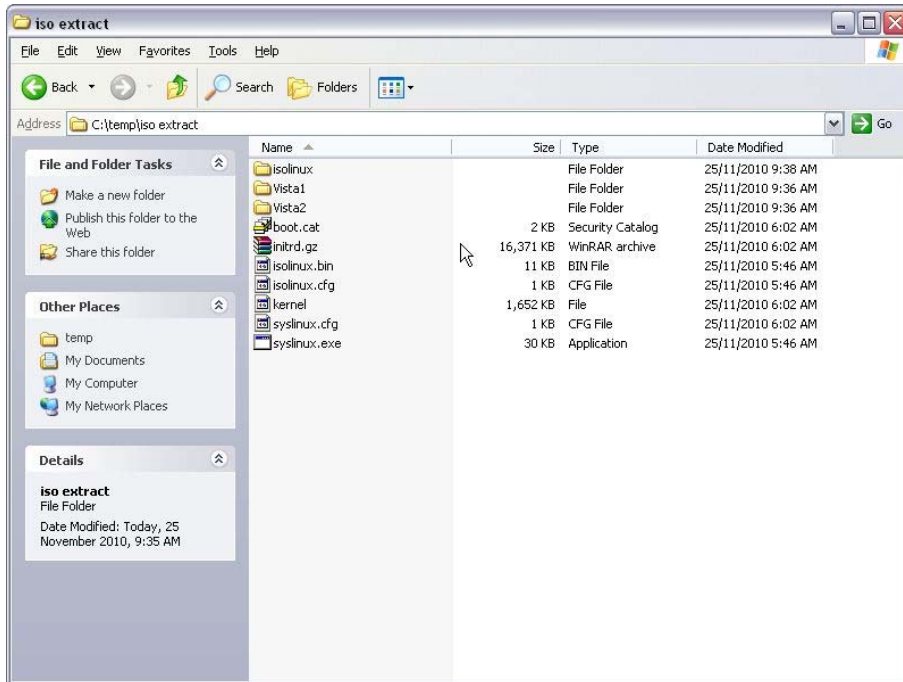
### Using a PC

To use a USB flashdrive to boot the console and re-install the software, the drive needs to be 2GB or larger and it has to be converted into a Linux system disk. This procedure will erase all data on the FLASH drive and format it.

Once the FLASH drive has been converted, or if you have the original USB flashdrive supplied with your I3, you can use it for future updates. In this case please skip to step 4.

### To convert the flash drive to a Linux System disk:

1. Some FLASH drives come with pre-installed software to help users manage the files on the drive. Uninstall this software.
2. Right-click on the USB Flash drive and selecting the 'Format' option from the popup menu. Take care that you have selected the Flash drive. If you select your computer's hard disk by mistake, you could erase it completely. Ensure the File System option is set to "FAT32" before clicking the 'Start' button.
3. Download and install a ISO file extractor program such as WinRAR. WinRAR is available from <http://www.rarlab.com>
4. Download the latest console ISO installer.
5. Open the console ISO image file with WinRAR.
6. Extract all of the files and directories within the ISO file to a temporary directory on your hard drive, for example to c:\temp\iso\_extract. After the files have been extracted the directory should look something like the figure below:



7. Close the ISO file extractor.
8. Using a file manager, navigate to the `isolinux` directory of the extracted files, for example navigate to `c:\temp\iso_extract\isolinux`.
9. Copy all of the files from the `isolinux` directory to the 'root' of the extracted files eg from `c:\temp\iso_extract\isolinux` to `c:\temp\iso_extract`.
10. Copy all of the files and directories from the temporary directory eg `c:\temp\iso_extract` onto the root of the FLASH drive. Keep all files in the directories they were uninstalled in. This step takes a significant amount of time. When the copy is complete, the drive directory should look similar to the previous Figure.
11. Note the drive letter assigned to the Flash drive by Windows, e.g. 'E'. Open a command prompt and using this drive letter, type the following:

```
[Flash Drive letter]:syslinux -ma [Flash Drive letter]: -f
```

For example:

```
E:syslinux -ma E: -f
```

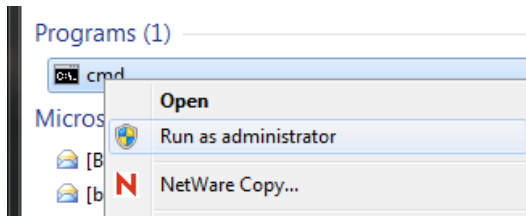
The FLASH Drive is now ready for use. Don't forget to eject the drive using the normal Windows procedure.

*Please note: if using Windows 7 please ensure that you are running the command prompts as administrator. This is different to having administrator rights on a Win7 machine. To do this:-*

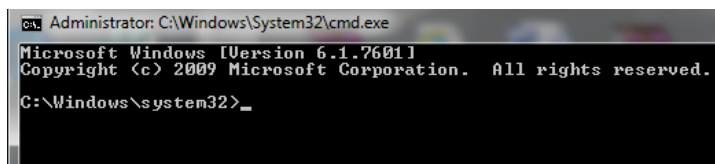
- *open the command prompt*
- *right click on the 'cmd' icon*



- *Select 'Run as Administrator'*



- *The command window will indicate status in top left corner*



- *Then type the commands as instructed above.*

## Appendix B: Using I3, S3, S1, E2 or M1 consoles with both Vista V2 and Vista 1.13

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### Using S3, S1 & M1

If Vista V2 is to be used on the same PC as Vista 1.13, Vista 1.13 must be version 5295 or later. Installations of both Vista V2 and Vista 1.13 may be installed on the same computer, but only one can be running at any one time.

Disconnect all Jands Vista USB devices before installing the new version of Vista 1 and Vista V2. Once both programs are installed, follow the procedures below to switch USB consoles between the two applications

#### To change from Vista 1.13 to Vista V2 (ie upgrade):

1. Exit Vista.
2. Disconnect or switch off any Jands USB consoles.
3. Launch Vista V2.
4. Reconnect or switch on the USB consoles.

#### To change from Vista V2 to Vista 1.13 (ie revert):

1. Exit Vista V2.
2. Disconnect or switch off any Jands USB consoles.
3. Launch Vista.
4. Press and hold the yellow and red modifiers on each USB console.
5. Reconnect or switch on the USB consoles.

*Please note: some I3 consoles do not revert using this method. In this case, please use the method illustrated below for the E2 wing.*

### Using an E2 and updating firmware for the L5

Hold the 3<sup>rd</sup> and 4<sup>th</sup> buttons as illustrated when switching between application versions.



### Diagnosing USB Driver Problems:

If your USB consoles fail to switch between Vista V2 and Vista 1.13 using the procedures above, there may be an issue with the USB driver versions.

The driver that Windows associates with a port/device combination can be found as follows:

1. Plug in the device and turn it on.
2. Go into Start -> Control Panel -> System -> Hardware tab -> Device Manager. A Jands Vista product that's been found will appear under "Jands LibUSB-Win32 Devices" – click on the "+" next to it to open it.
3. Right click on the device and select Properties -> Driver tab. The correct driver version for Vista V2 and Vista 1.13(5295) is "1.12.1.0".

If the loaded driver is not this version neither Vista V2 and Vista 1.13(5295) will not work with it. To replace the driver:

1. Plug in the device and turn it on.
2. Go into Start -> Control Panel -> System -> Hardware tab -> Device Manager. A Jands Vista product that's been found will appear under "Jands LibUSB-Win32 Devices" – click on the "+" next to it to open it.
3. Right click on the device and select Uninstall. Follow the prompts.
4. Remove the USB device.
5. Reboot the computer.
6. Install the most recent version of Vista V2. If Vista V2 runs at the end of the installation, exit Vista V2.
7. Plug in the USB device. After a few moments the computer should display the "Found new hardware" dialogue.
8. When Windows asks "Can Windows connect to Windows Update to search for software" select "No, not this time" and click Next.
9. When Windows asks about the installation CD select "Install from a list or specific location [Advanced]" and click Next.
10. When Windows asks you to choose your search and installation options select "Don't search. I will choose the driver to install" and click Next.
11. Select a driver that includes the text "1.12.1.0 [13/07/2010]" and click Next.
12. Click Finish.
13. Verify correct operation.

If you are still experiencing problems please check the power management status of the PC controlling the console. To do this:

1. Go to the device manger on your PC
2. Right click on all USB Root hub entries
3. Select "properties" and then the "power management" tab
4. Uncheck "allow windows to put this usb port to sleep)