# i1 driver problem on Windows 8.1

## Problem

On Windows 8.1 systems the current versions of i1Diagnostics 2.5.x and 4.0.0 will not install the i1 drivers successfully.

## Affected instruments
- i1Pro
- i1iO
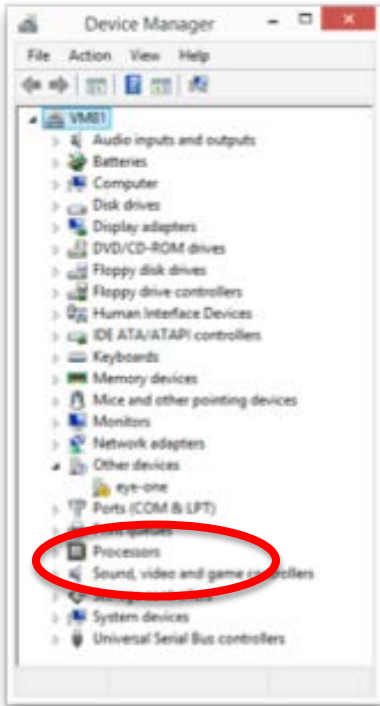- i1iSis
- i1Display V1/V2

## Prerequisites
- Windows 8.1 32 or 64 bit
- i1 drivers are installed for the first time
- Problem not seen when drivers have been installed on 8.0 and than upgraded to 8.1
- Problem not seen if drivers were installed as part of an X-Rite software package which installs XRD (e.g. i1Profiler)

## Symptom
i1 instrument not recognized after installing i1Diagnostics 2.5.x or 4.0.0.  The device will not be recognized by other software as well.

## How to verify if the driver installed correctly
Right-click on the start menu and select **Device Manager**. If the i1 device shows a yellow exclamation mark, the driver is not installed properly.  See graphic below.

## Fix

New installers for i1Diagnostics 2.5.1 and 4.0.0 have been built and posted to the web.

For existing customer s who experience this problem applications have been created which uninstall the incorrect driver installation and reinstall the drivers correctly.

## Using the fix

1. Customers should download the appropriate i1DriverInstallerFix package for their system architecture.  There are separate packages for 32 and 64 bit architecture.
2. Customers should unzip the package onto their desktop.  The package contains a \Drivers folder alongside the executable.  It is important that this folder remain in the same location as the executable.
3. Disconnect your i1 device.
4. Run the executable.
5. A command window will open and the application will execute a series of steps to repair the driver installation.  At the end of successful execution a message will appear in the command window saying 'Press any key to continue.'
6. You should now be able to connect your i1 device and have it recognized by i1Diagnostics 2.5.x or 4.0.0 and other X-Rite software applications.  The yellow exclamation mark should be gone from the device in your system Device Manager.

7. If the repair is not successful, restart your system and run i1DriverInstallerFix again.