



Troubleshooting

USB Driver Installation for DZ-MV350/380

Windows 98 Second Edition / Windows Me

Target:

DVDCAM Models	DZ-MV350A/E, DZ-MV380A/E
Operating System	Windows 98 Second Edition Windows Me

If you failed installing the USB driver for DZ-MV350/380 on Windows 98 Second Edition or Windows Me, please re-install the driver by following the steps described in Section “**Re-installing USB Driver Installation**”, followed by Section “**Confirming If USB Driver Is Properly Installed**”.

Steps 1 - 9 contain procedures for both Windows 98 Second Edition and Windows Me users. After Step 9, please proceed to the procedures by the Operating System you use.

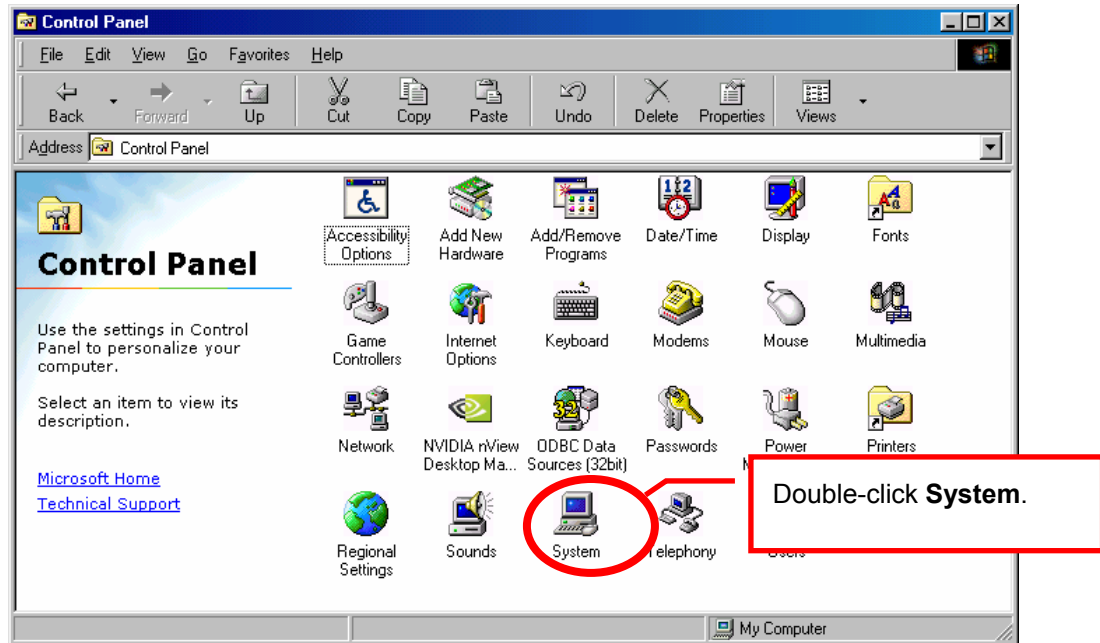
Targeted Operating System User

Procedure	Step	Page	Targeted Operating System User
Re-installing USB Driver Installation	1 - 9	1 - 4	Windows 98 Second Edition / Windows Me users
	10 - 29	5- 9	Windows 98 Second Edition users only
	10 - 29	10 - 14	Windows Me users only
Confirming If USB Driver Is Properly Installed	1 - 10	15- 17	Windows 98 Second Edition / Windows Me users

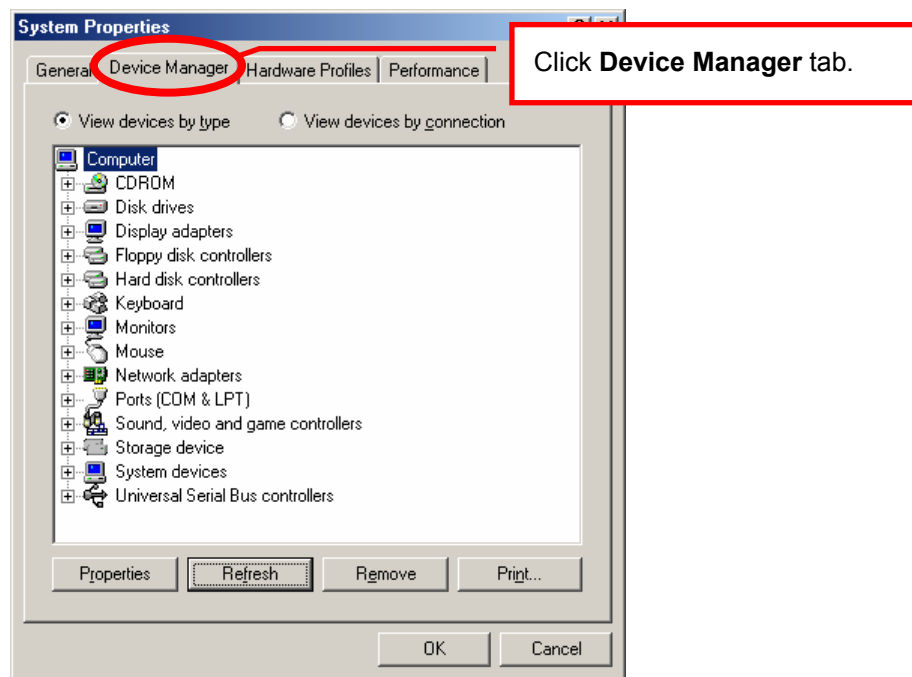
Re-installing USB Driver Installation

Steps

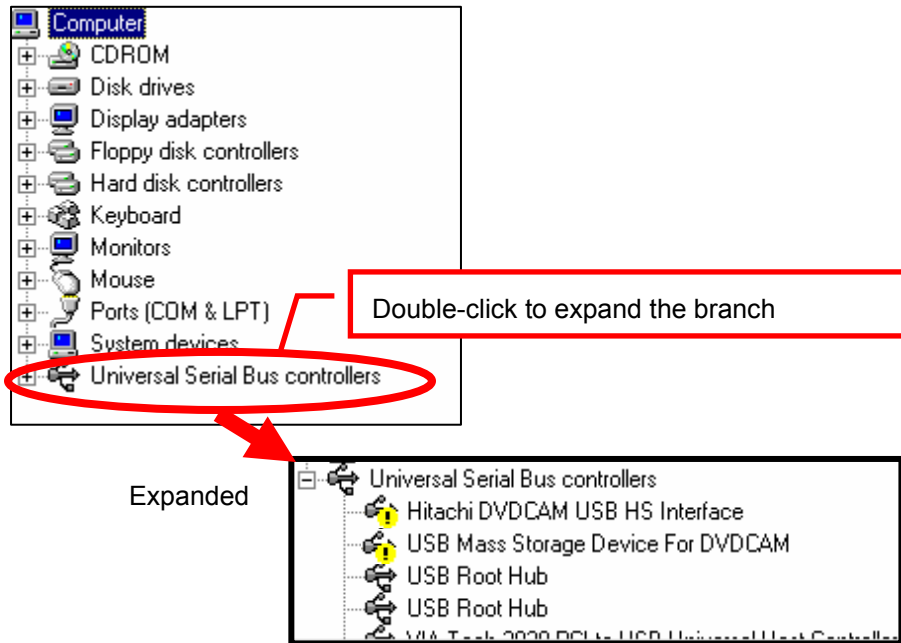
- 1** Connect DVDCAM to the PC, and power on the DVDCAM to the **VIDEO** position.
- 2** Open **My Computer**, double-click **Control Panel**, and then double-click **System**.



3 Click the **Device Manager** tab.

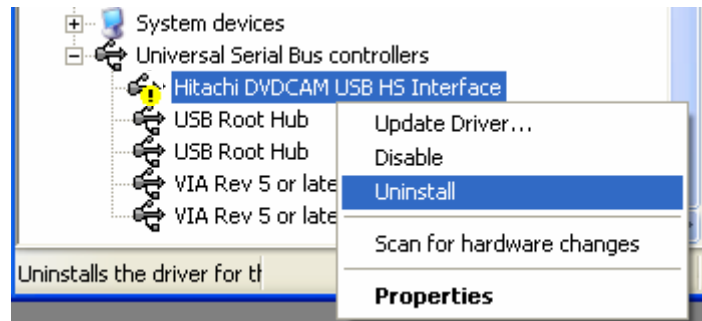
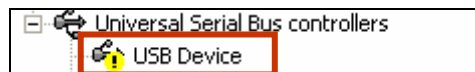


- 4 Double-click **Universal Serial Bus controllers**, one of the branches in the Device Manager. The branch that you double-clicked will be expanded.



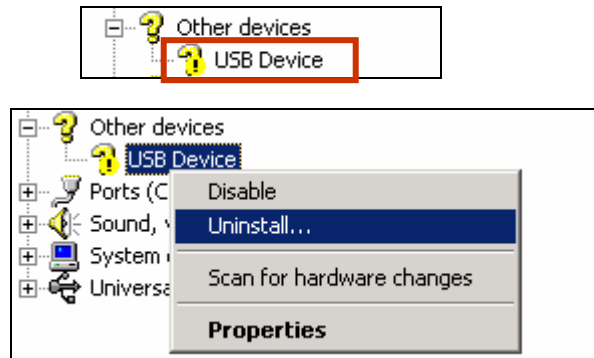
- 5 If any device name appearing with a yellow "!" or "?" or red "X" mark, right-click it and select **Uninstall** to delete it.

Sample of a device appearing with a yellow "!" mark



- 6 If **Other devices** exists in the Device Manager, double-click it. Right-click a device appearing with a yellow "!" or "?" or red "X" mark, and then click **Uninstall**.

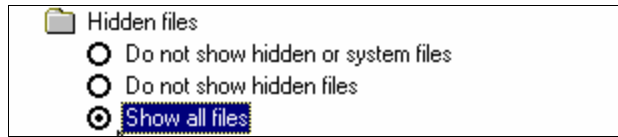
Sample of a device appearing with a yellow "?" mark



- 7 If any other devices appearing with a yellow "!" or "?" or red "X" mark exist, select the device, and then uninstall it all.
- 8 Click **OK**, and close the **Device Manager**. If a message of restart is prompted, click **No**.
- 9 If you use Windows 98 Second Edition, proceed to Page 5.
If you use Windows Me, proceed to Page 10.

Windows 98 Second Edition

- 10 Open My Computer.
- 11 From the **View** menu, click the **Folder Options**, and then click the **View** tab.
- 12 Under **Hidden files**, select **Show all files** and click **OK**.



- 13 With My Computer, open **Windows** folder in the hard drive, and then open the **inf** folder.
If a Warning message appears to view the contents of the Windows folder, click **Show Files**.
- 14 Find the **Hitachi Ltd.DZ3298** and **Hitachi Ltd.DZ32ME** files in the **Other** folder.
- 15 If any of the **Hitachi Ltd.DZ3298** and **Hitachi Ltd.DZ32ME** files in the **Other** folder exist, delete it all.
- 16 Disconnect the DVDCAM from the PC.
- 17 Close all applications, and restart Windows.
- 18 Close any running applications. If any anti-virus software is running, disable the software during the installation.
- 19 Insert the DVDCAM Software CD-ROM supplied with DVDCAM the into the CD-ROM drive.

Note

Be sure to connect to an unused USB port on the back of your PC.
Do not use USB ports on a USB hub or the front panel of the PC

- 20 Power on the DVDCAM to the **VIDEO** or **PHOTO** position, and then connect the DVDCAM with the PC.

The red **ACCESS** indicator of DVDCAM will turn off and will be followed by a beeping sound. At this time, the **ACCESS** indicator, LCD, and viewfinder are all off.

- 21** When the PC recognizes to find the DVDCAM, **Add New Hardware Wizard** appears as shown below,

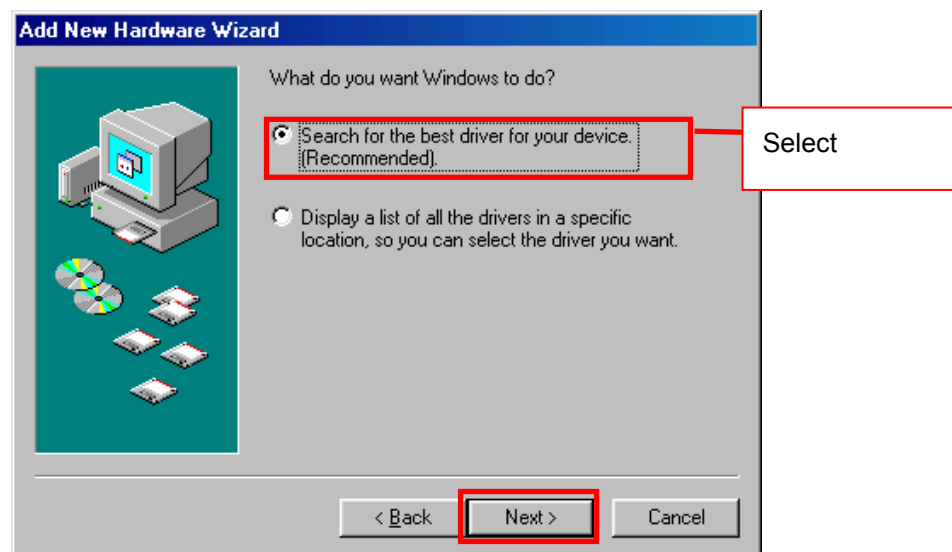
Tip If the **Add New Hardware Wizard** dialog box does not appear, perform any of the following procedures (a. to d.) and redo the above steps **16** to **20**.

- a Use another USB port on the PC.
- b Power off both the PC and DVDCAM, and then power on them.
- c Remove the DVD-RAM/DVD-R disc.
- d Power on the DVDCAM to the **PHOTO** position.

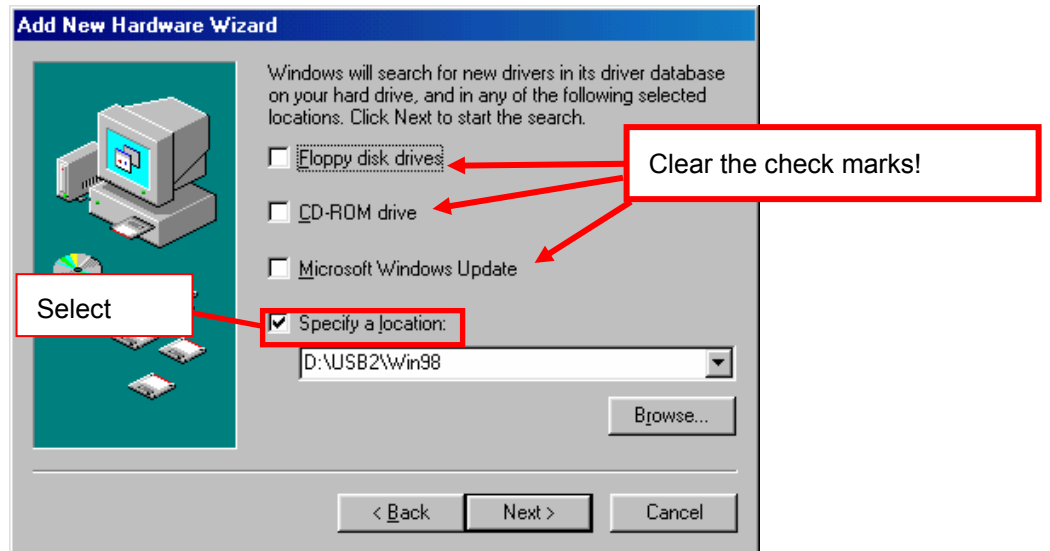
Windows 98 Second Edition Add New Hardware Wizard



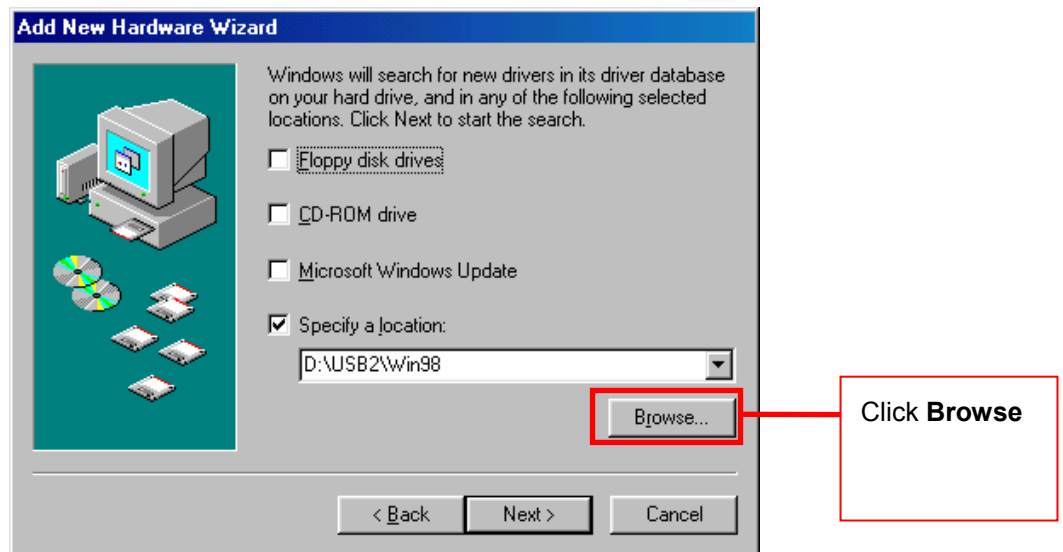
- 22** Select **Search for the best driver for your device (Recommended)**, and then click **Next**.



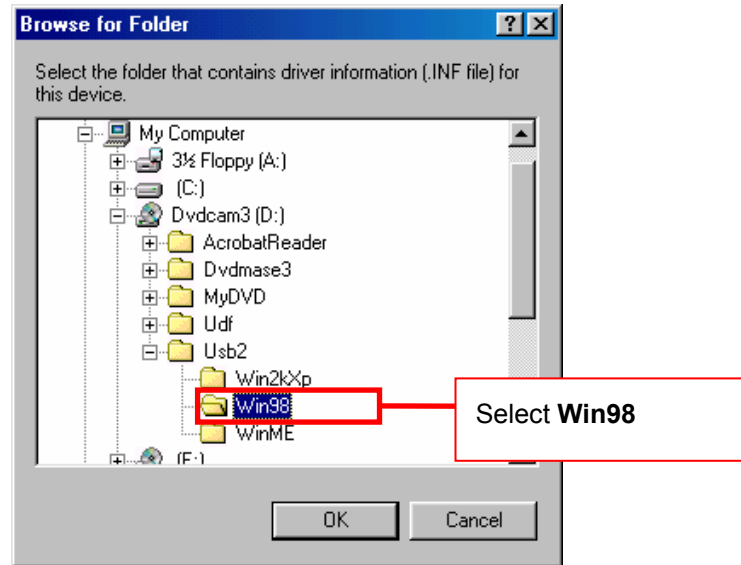
- 23** Clear the **Floppy disk drives** and **CD-ROM drive** check boxes. Select the **specify a location** check box.



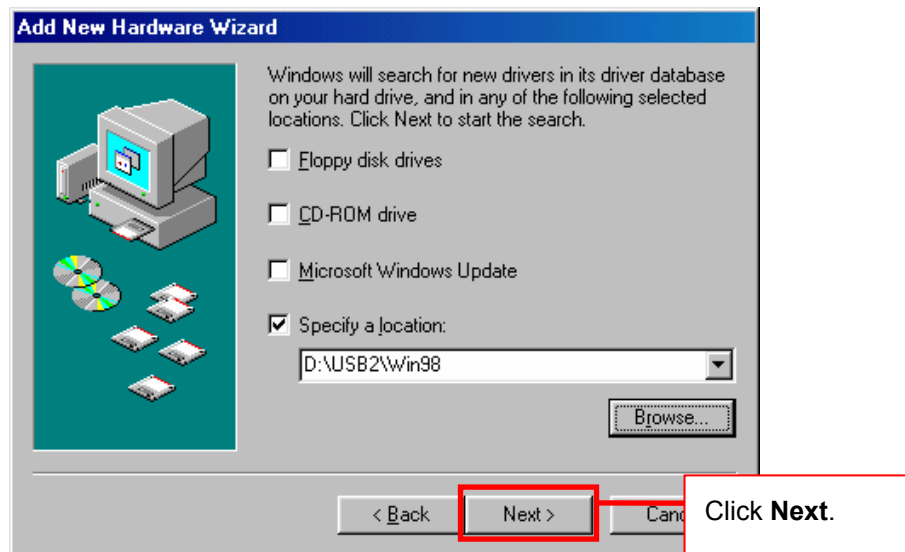
- 24** Click **Browse**.



- 25 Specify the **Win98** folder under the **USB2** folder from the DVDCAM Software CD-ROM, and then click **OK**.

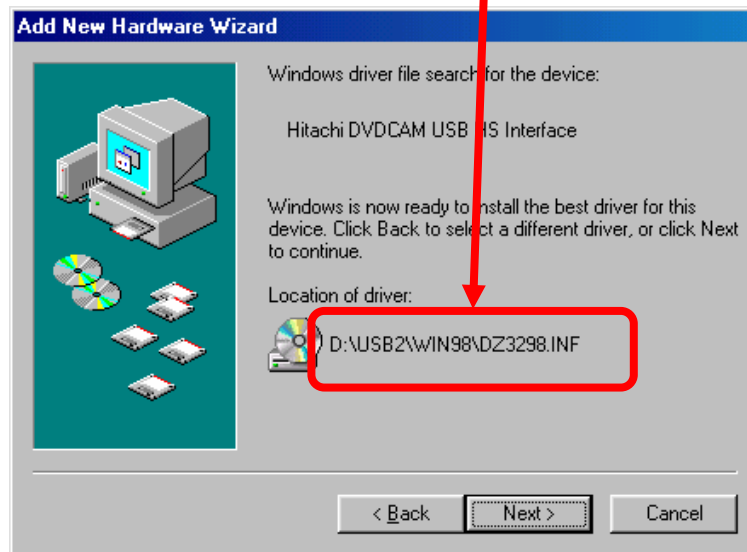


- 26 Click **Next**.



- 27** Confirm that the following USB driver file location that the PC found appears, and then click **Next**. If it does not appear, click **Back** and select the correct USB driver file as shown in Step 25.

drive-letter : \ USB2 \ WIN98 \ DZ3298.INF



- 28** When the USB driver installation finishes, click the **Finish** button.



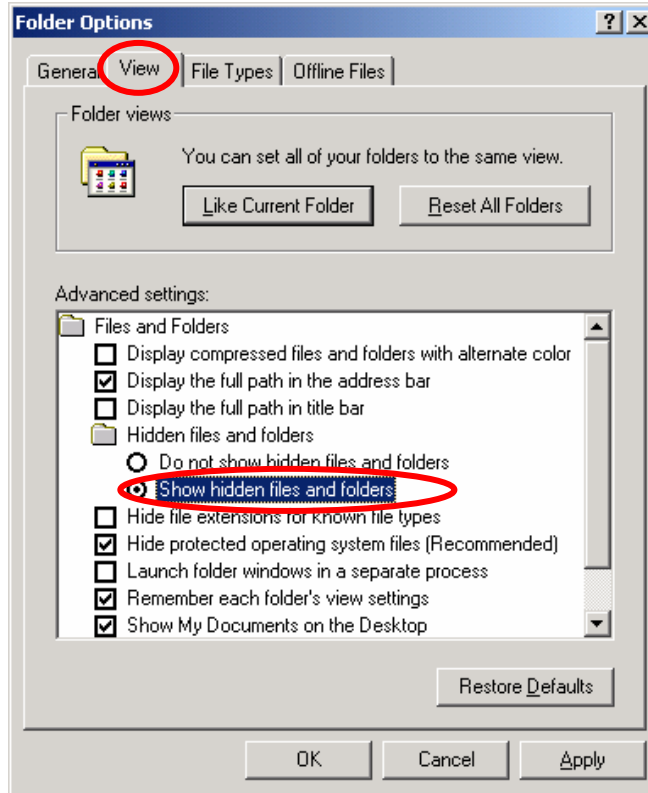
- 29** Proceed to Page 15 “Confirming If USB Driver Is Properly Installed”

Note

To access the DVDCAM from PC, you need to install the UDF (DVD-RAM) driver, DVD-MovieAlbum, and MyDVD. For installing those programs, please refer to Sections **INSTALLING UDF DRIVER**, **INSTALLING DVD-MovieAlbumSE**, and **INSTALLING MyDVD** in the "Instruction Manual" supplied with the DVDCAM.

Windows Me

- 10 Open My Computer.
- 11 From the **Tools** menu, click the **Folder Options**, and then click the **View** tab.
- 12 Select **Show hidden files and folders** and click **OK**.



- 13 With My Computer, open **Windows** folder in the hard drive, and then open the **inf** folder.
If a Warning message appears to view the contents of the Windows folder, click **Show Files**.
- 14 Find the **Hitachi Ltd.DZ32ME** and **Hitachi Ltd.DZ3298** files in the **Other** folder.
- 15 If any of the **Hitachi Ltd.DZ32ME** and **Hitachi Ltd.DZ3298** files in the **Other** folder exist, delete it all.
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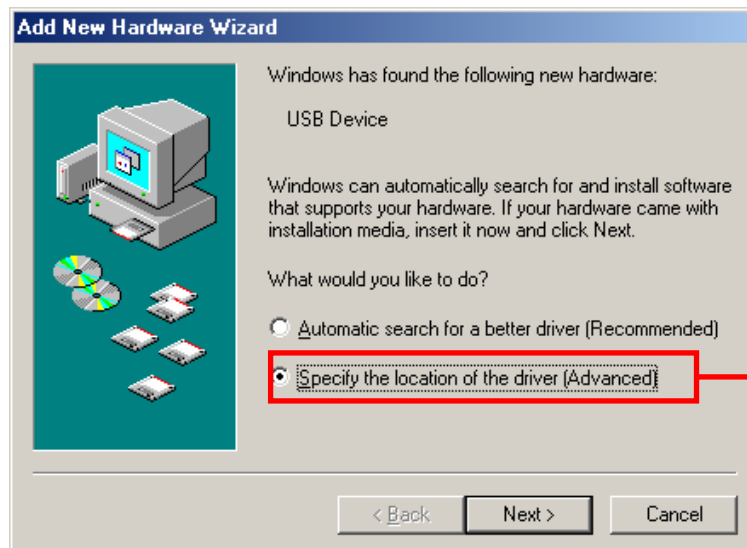
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- b Power off both the PC and DVDCAM, and then power on them.
- c Remove the DVD-RAM/DVD-R disc.
- d Power on the DVDCAM to the **PHOTO** position.

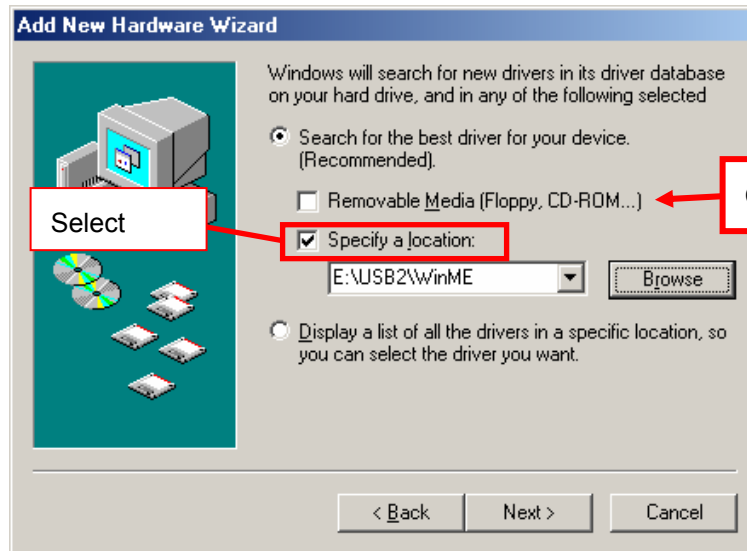
Windows Me Add New Hardware Wizard



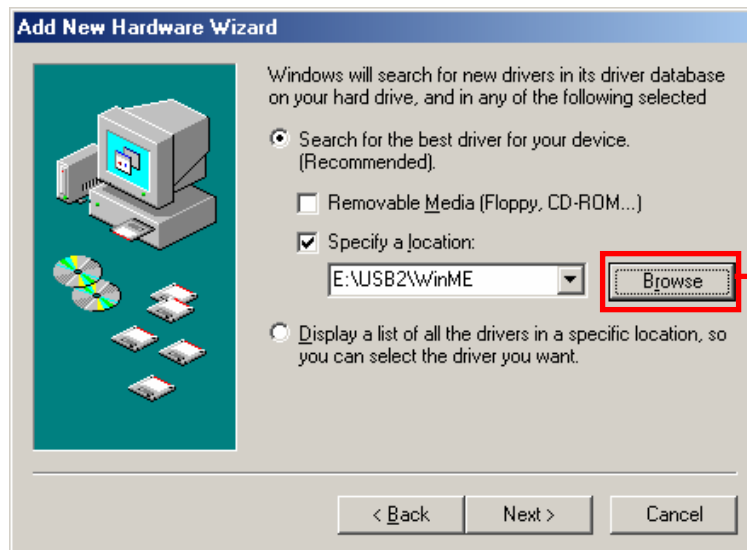
- 22 Select **Specify the location of the driver (Advanced)**, and then click **Next**.



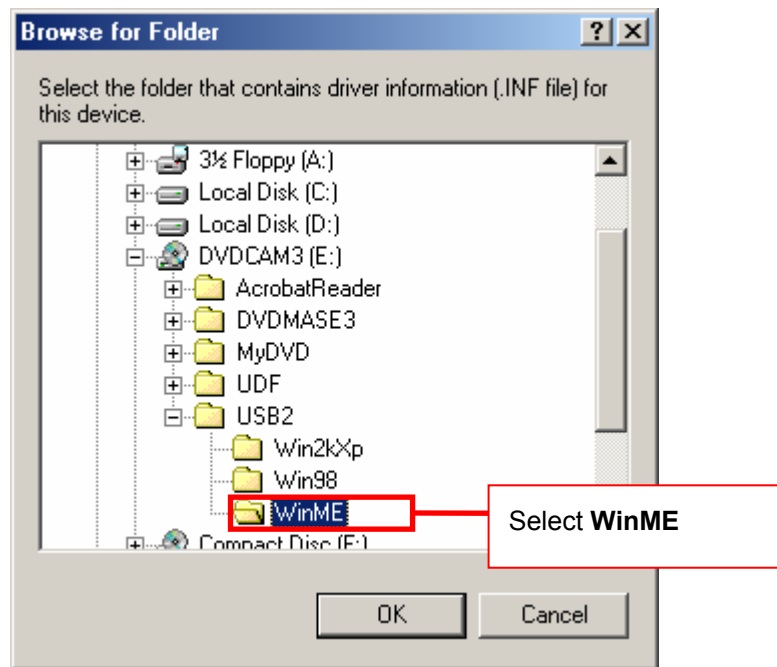
- 23** Clear the **Removable Media (Floppy, CD-ROM drive...)** check box. Select the **Specify a location** check box.



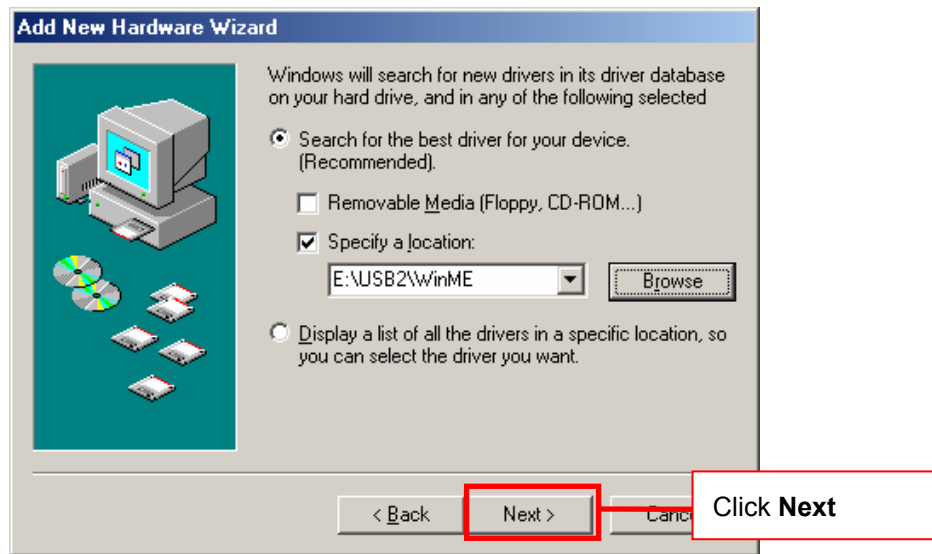
- 24** Click **Browse**.



- 25** Specify the **WinME** folder under the **USB2** folder from the DVDCAM Software CD-ROM, and then click **OK**.

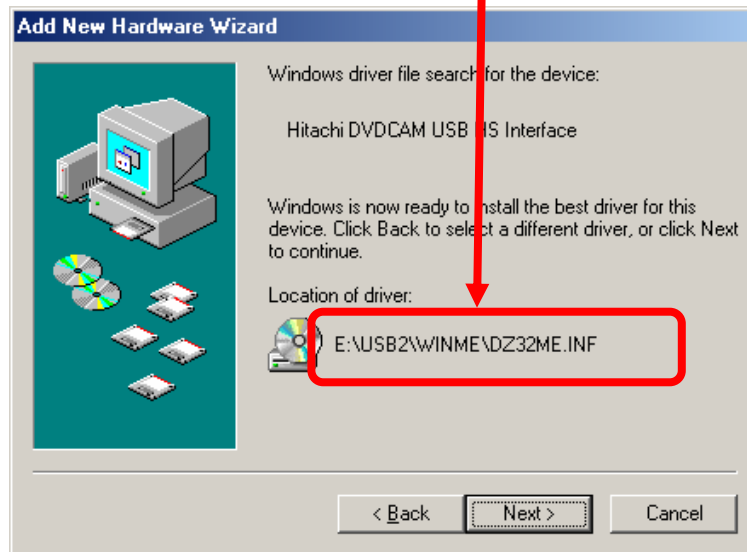


- 26** Click **Next**.

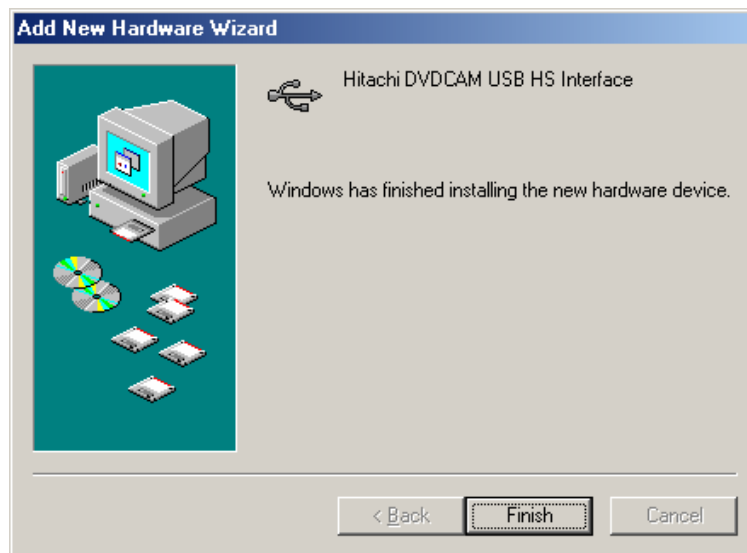


- 27** Confirm that the following USB driver file location that the PC found appears, and then click **Next**. If it does not appear, click **Back** and select the correct USB driver file as shown in Step 25.

drive-letter : \ USB2 \ WINME \ DZ32ME.INF



- 28** When the USB driver installation finishes, click the **Finish** button.



- 29** Proceed to Page 15 “Confirming If USB Driver Is Properly Installed”

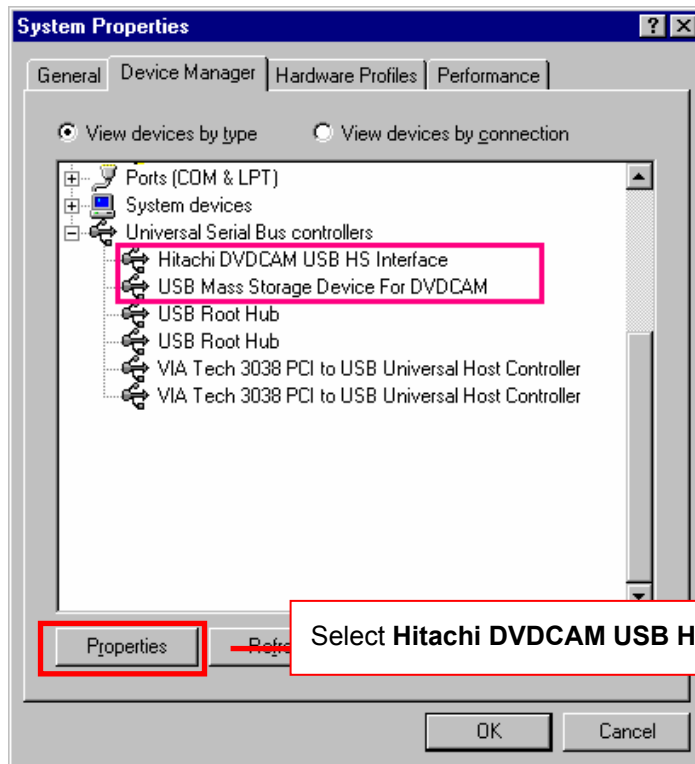
Note

To access the DVDCAM from PC, you need to install the UDF (DVD-RAM) driver, DVD-MovieAlbum, and MyDVD. For installing those programs, please refer to Sections **INSTALLING UDF DRIVER**, **INSTALLING DVD-MovieAlbumSE**, and **INSTALLING MyDVD** in the "Instruction Manual" supplied with the DVDCAM.

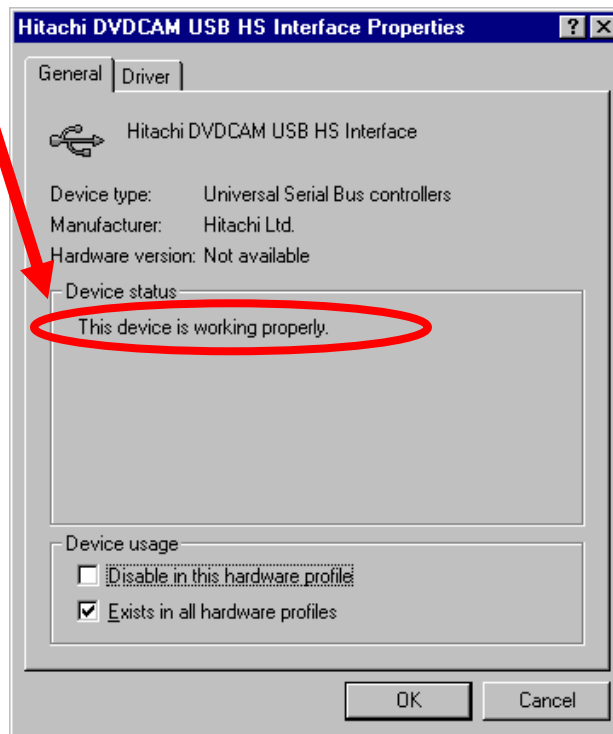
Confirming If USB Driver Is Properly Installed

Please confirm if the USB driver for the DVDCAM is working properly by the following procedures after re-installation.

- 1 Open **My Computer**, double-click **Control Panel**, and then double-click **System**.
- 2 Click the Device Manager tab, and then click **Hitachi DVDCAM USB HS Interface** under **Universal Serial Bus controllers** .
- 3 Click the **Properties** button.



- 4** Check the **Device status** box on the **General** tab of **Hitachi DVDCAM USB HS Interface Properties** dialog box.
If the USB driver is properly installed, the Device status shows "**This device is working properly.**"



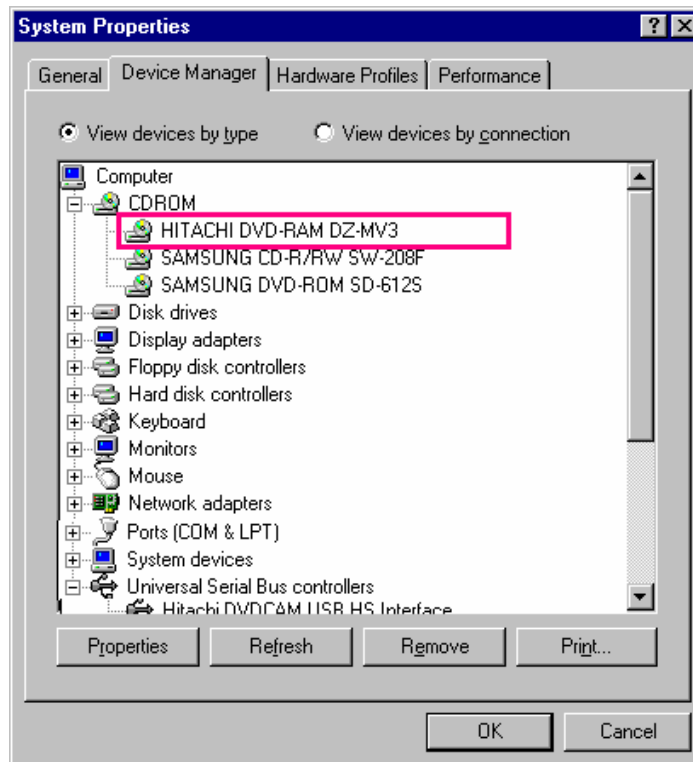
- 5** For Windows 98 Second Edition users, Click the Device Manager tab, and then click **USB Mass Storage Device For DVDCAM** under **Universal Serial Bus controllers** .

For Windows Me users, double-click **Storage device**, and then click **USB CD-ROM**.



- 6** Click the **Properties** button.
- 7** Check the **Device status** box on the General tab of **USB Mass Storage Device For DVDCAM Properties** dialog box.
If the USB driver is properly installed, the **Device status** shows "**This device is working properly.**"

- 8 Click the Device Manager tab, and then click **HITACHI DVD-RAM DZ-MV3** under **CD-ROM**.



- 9 Click the **Properties** button.
- 10 Check the **Device status** box on the General tab of **HITACHI DVD-RAM DZ-MV3 Properties** dialog box.
If the USB driver is properly installed, the **Device status** shows "This device is working properly."

Note

To access the DVDCAM from PC, you need to install the UDF (DVD-RAM) driver, DVD-MovieAlbum, and MyDVD. For installing those programs, please refer to Sections **INSTALLING UDF DRIVER**, **INSTALLING DVD-MovieAlbumSE**, and **INSTALLING MyDVD** in the "Instruction Manual" supplied with the DVDCAM.