



Troubleshooting

USB Driver Installation for DZ-MV350/380

Windows XP / Windows 2000

Target:

DVDCAM Models	DZ-MV350A/E, DZ-MV380A/E
Operating System	Windows XP, Windows 2000

If you failed installing the USB driver for DZ-MV350/380 on Windows XP or Windows 2000, 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 - 25 contain procedures for both Windows XP and 2000 users. After Step 25, please proceed to the procedures by the Operating System you use.

Targeted Operating System User

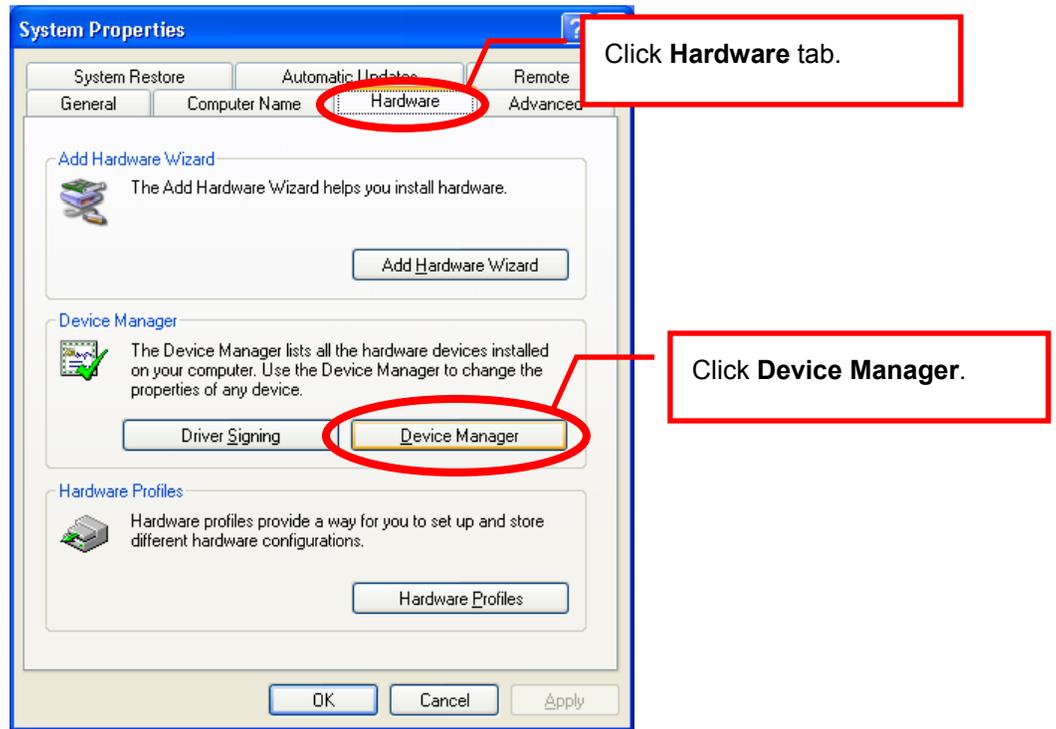
Procedure	Step	Page	Targeted Operating System User
Re-installing USB Driver Installation	1 - 24	1 - 7	Windows XP / Windows 2000 users
	25 - 32	8 - 11	Windows XP users only
	25 - 33	12 - 15	Windows 2000 users only
Confirming If USB Driver Is Properly Installed	1 - 5	16 - 18	Windows XP / Windows 2000 users

Re-installing USB Driver Installation

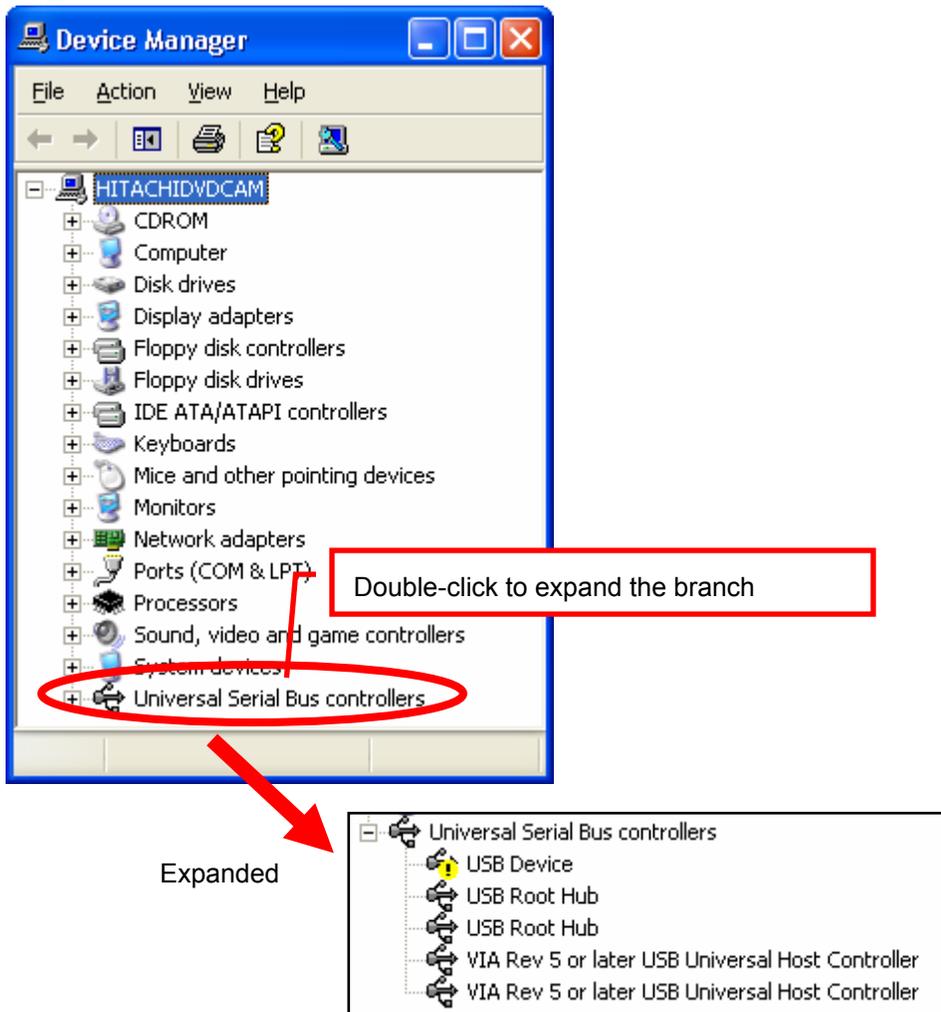
Steps

- 1** Connect DVDCAM to the PC, and power on the DVDCAM to the **VIDEO** position.
- 2** From the **Start** menu, open **Control Panel**, double-click **System**.
If you are using the Classic Start menu or the Windows 2000 start menu, open **Settings** → **Control Panel**, double-click **System**.

- 3 Click the **Hardware** tab, and then click the **Device Manager** button.

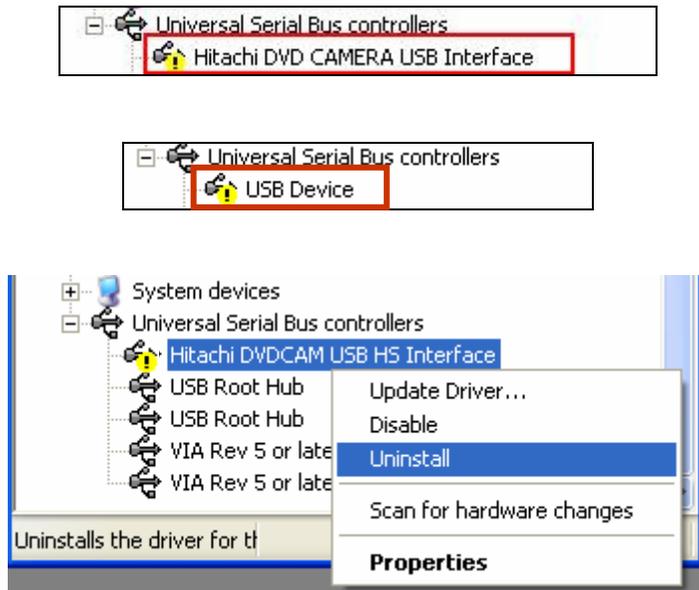


- 4 Double-click **Universal Serial Bus controllers**, one of the branches in the Device Manager. The branch that you double-clicked will be expanded.



- 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

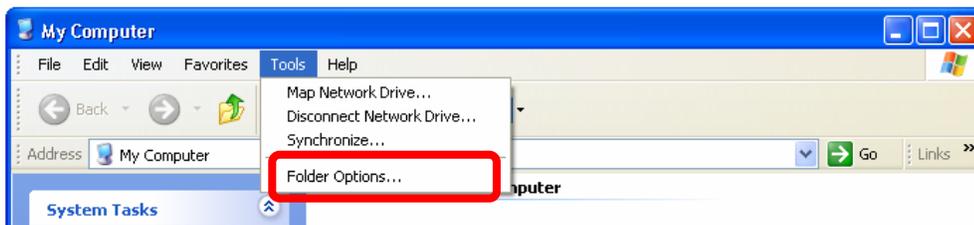


- 6 If **Other devices** exists in the Device Manager, double-click it. Right-click a device appearing with a yellow “!” or “?” or red “X” mark, and then click **Uninstall**.

Sample of a device appearing with a yellow “?” mark

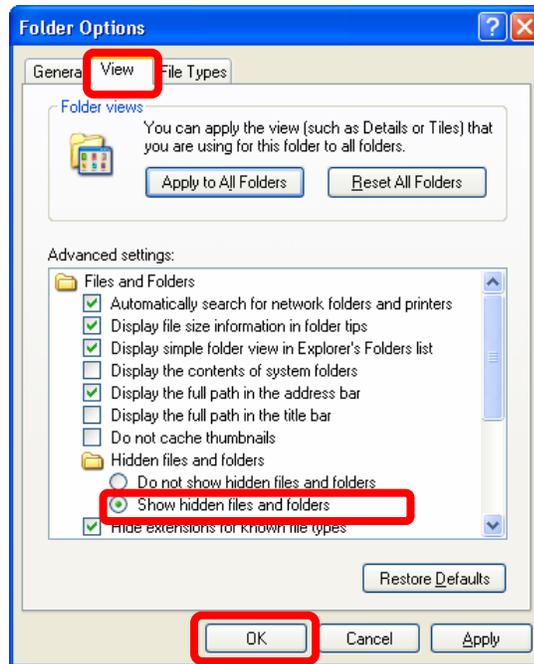


- 7 If any other devices appearing with a yellow “!” or “?” or red “X” mark exist, select the device, and then uninstall it all.
- 8 Click **OK**, and close the **Device Manager**. If a message of restart is prompted, click **No**.
- 9 Open My Computer. From the **Tools** menu, click **Folder Options**.

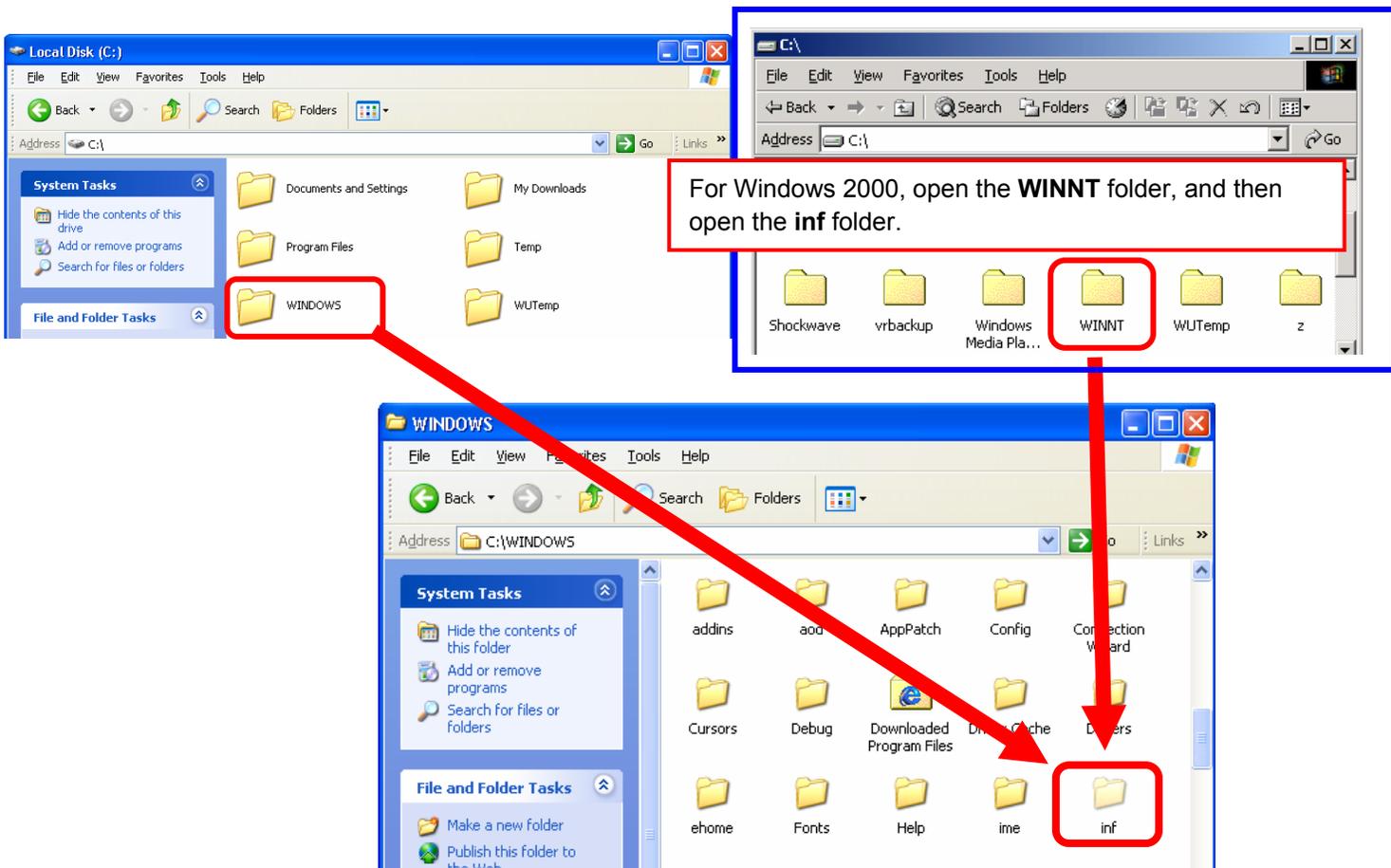


- 10 In the **Folder Options** dialog box, click the **View** tab.

- 11 Under the **Hidden files and folders** in the **Advanced settings** list, select **Show hidden files and folders**, and then click **OK**.



- 12 With My Computer, if you use Windows XP, open **Windows** folder in the hard drive, and then open the **inf** folder. If you use Windows 2000, open **WINNT** folder, and then open the **inf** folder.
The Windows and WINNT folders normally exist in the C drive.

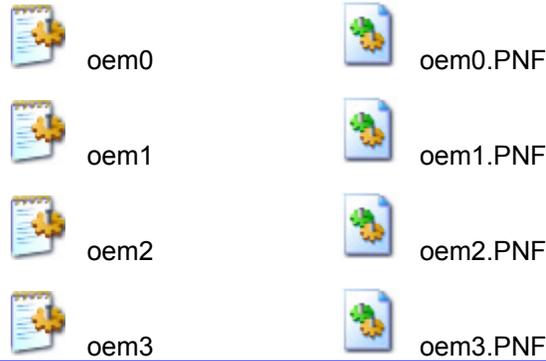


13 In the **inf** folder, find a file name that begins with “**oem**”.

File names such as “**oem x**” and “**oem x .PNF**” (x indicates numeric) exist in the **inf** folder. The file name is numbered from 0 following “**oem**”. If two or more “**oem x**” files exist, the “**oem**” files appear as “**oem0**”, “**oem1**”, “**oem2**”, and “**oem3**”.

Examples

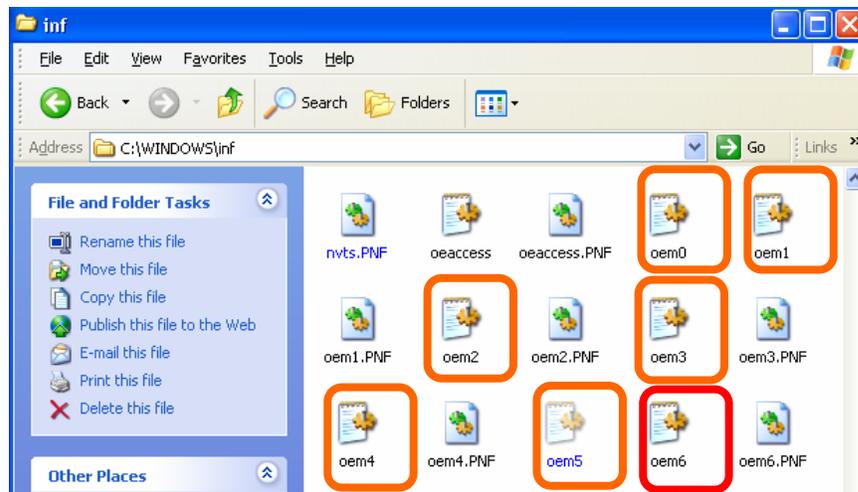
For Windows XP, “**oem x**” files and “**oem x .PNF**” files appear with the following icons.



For Windows 2000, “**oem x**” files and “**oem x .PNF**” files appear with the following icons.



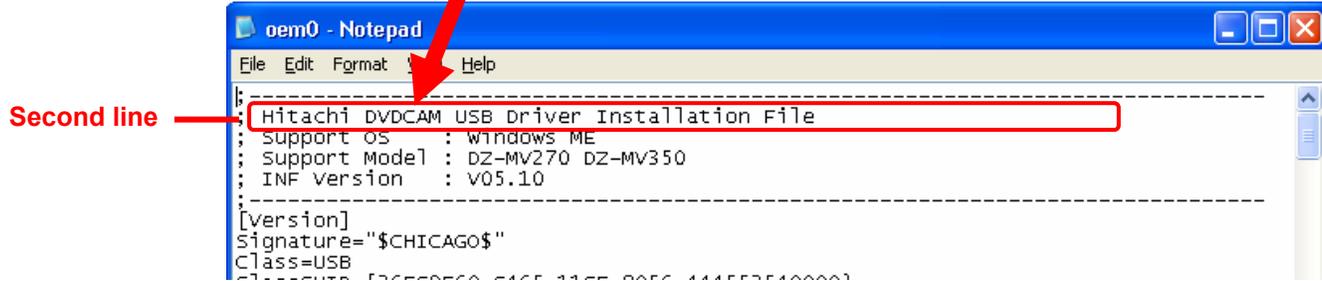
14 Open “**oem**” files in descending order of the numbers contained in the file names.



Open “**oem**” files in descending order of the numbers contained in the file names.

- 15 Find the following heading in the second line:

Hitachi DVDCAM USB Driver Installation File



- 16 When you found an “oem” file that contains the heading “**Hitachi DVDCAM USB Driver Installation File**” in the second line, close and delete the file.
- 17 If an “oem x .PNF” file of which name contains the same number contained in the file deleted in Step 9 exists, delete it. If not, proceed to Step 11.
- 18 Disconnect the DVDCAM from the PC.
- 19 Close all applications, and restart Windows.
- 20 Close any running applications. If any anti-virus software is running, disable the software during the installation.
- 21 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

- 22 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.

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

Tip If the **Found New Hardware Wizard** dialog box does not appear, perform any of the following procedures (a. to d.) and redo the above steps **18** to **22**.

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

Windows XP Found New Hardware Wizard



Windows 2000 Found New Hardware Wizard



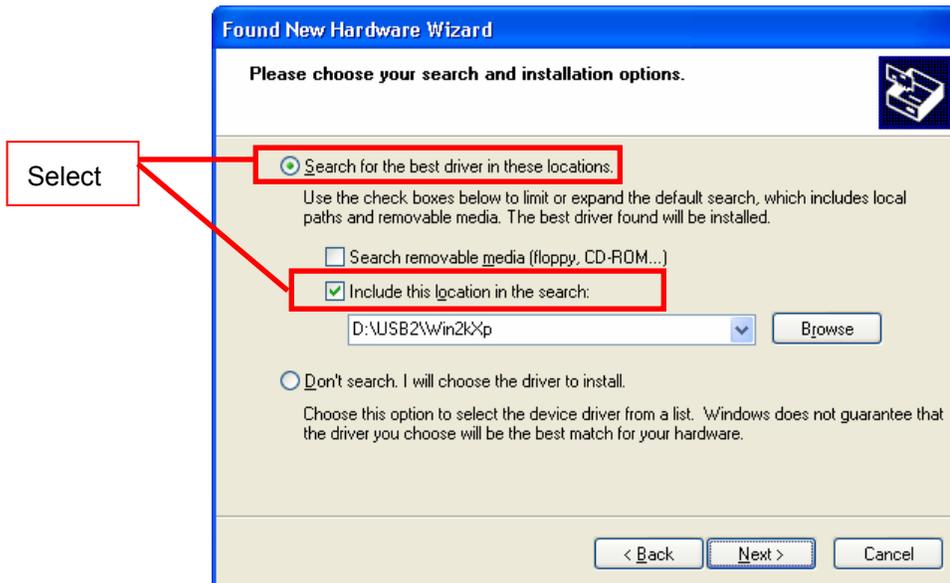
- 24** If you use Windows XP, proceed to Page 8.
If you use Windows 2000, proceed to Page 12.

Windows XP

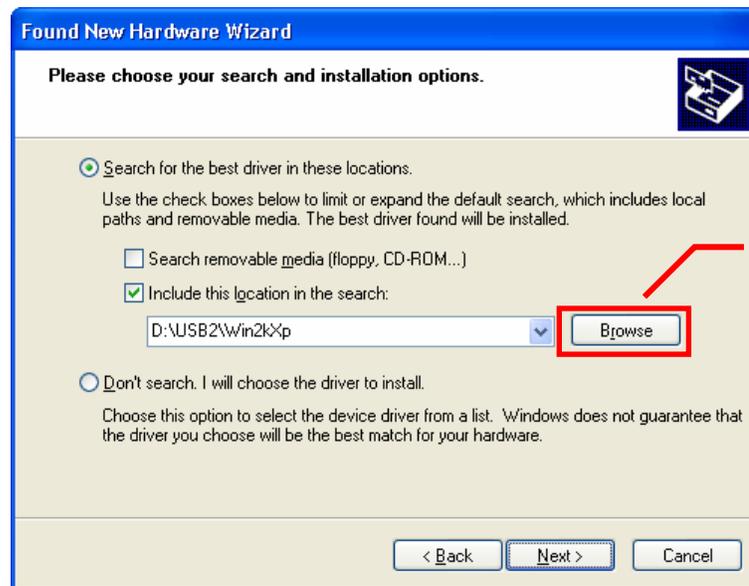
- 25** Select **Install from a list or specific location (Advanced)**, and then click **Next**.



- 26** Select the **Search for the best driver in these location, Include this location in the search**,



27 Click the **Browse** button.



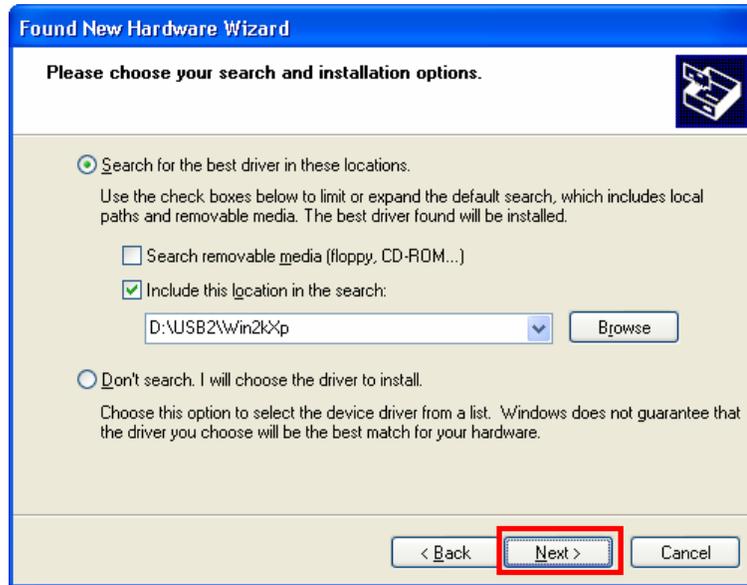
Click the **Browse** button

28 In the **Browse for Folder** dialog box, specify the **Win2kXp** under the **USB2** folder from the DVDCAM Software CD-ROM, and click **OK**



Select "Win2kXp" folder under "USB2", and click **OK**.

29 Click **Next**. The USB driver installation will then start.



30 The **Hardware Installation** dialog box with a message "The software you are installing for this hardware: Hitachi DVDCAM USB HS Interface has not passed Windows Logo testing to verify its compatibility with Windows XP", click **Continue Anyway**.



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



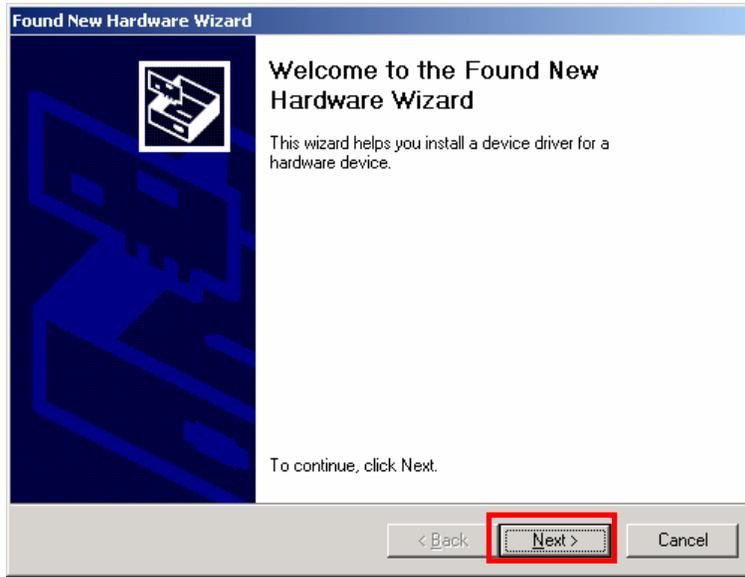
32 Proceed to Page 16 “Confirming If USB Driver Is Properly Installed”

Note

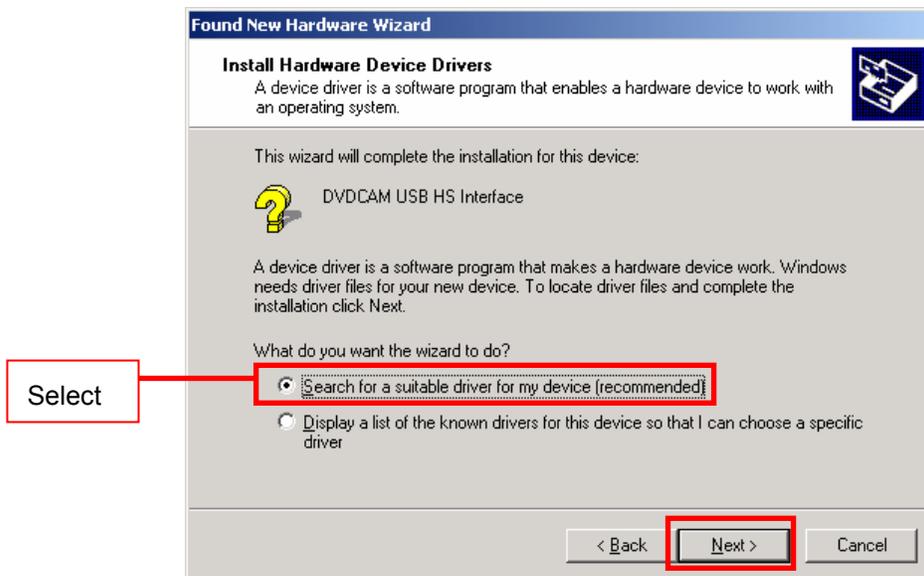
To access the DVDCAM from PC, you need to install the UDF (DVD-RAM) driver, DVD-MovieAlbum, and MyDVD. For installing those programs, please refer to Sections **INSTALLING UDF DRIVER**, **INSTALLING DVD-MovieAlbumSE**, and **INSTALLING MyDVD** in the "Instruction Manual" supplied with the DVDCAM.

Windows 2000

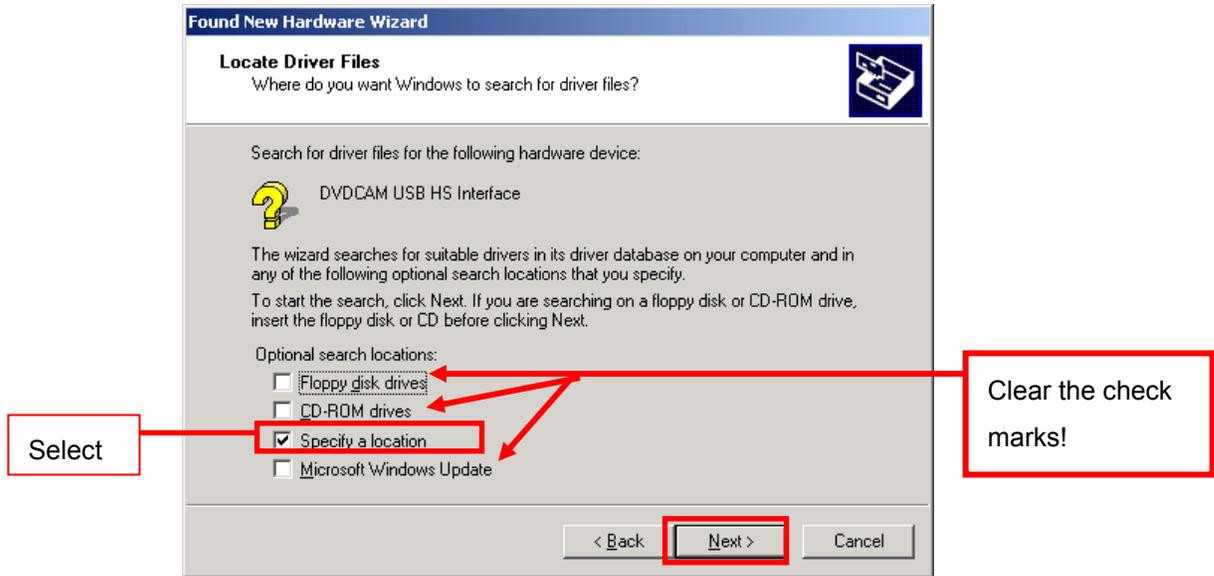
- 25 When the **Found New Hardware Wizard** dialog box appears to install the USB driver, click **Next**.



- 26 Select **Search for a suitable driver or my device (recommended)**, and then click **Next**.



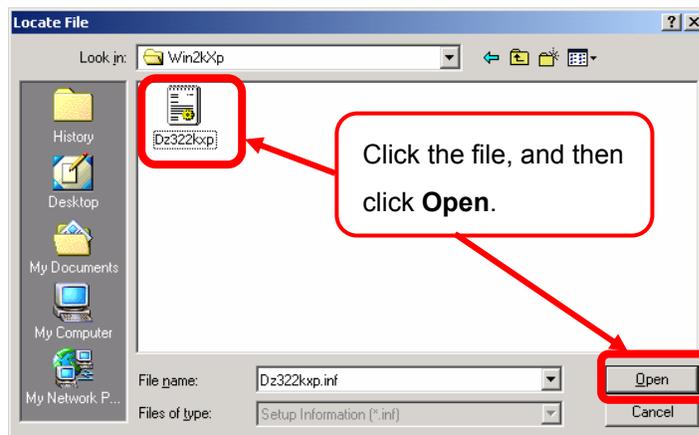
- 27 Select the **Specify a location** check box and clear the **Floppy disk drivers**, **CD-ROM drivers**, and **Microsoft Windows Update** check boxes, and then click **Next**.



- 28 Click the **Browse** button.



- 29 Select **Dz322kxp** file in the **Win2kXp** folder under the **USB2** folder in the CD-ROM, and then click **Open**.

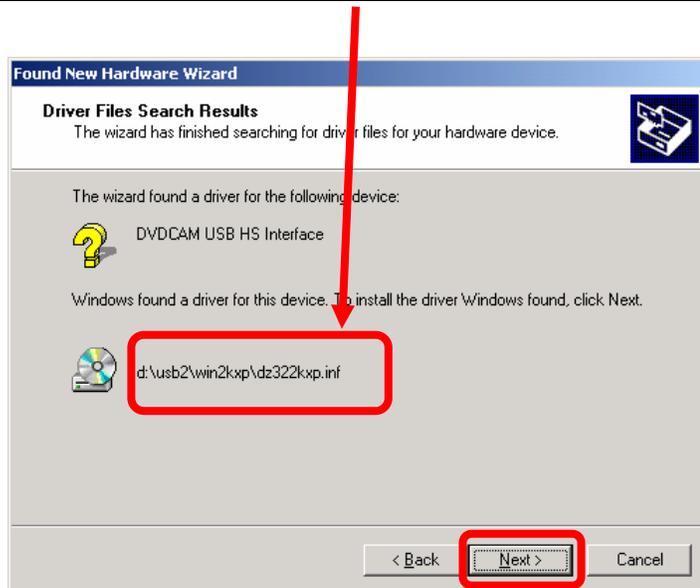


- 30 Click **OK**. The PC starts to search the USB driver file.



- 31 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 29.

drive-letter : \ USB2 \ Win2kXp \ Dz322kxp.inf



32 Click **Finish**.



33 Proceed to Page 16 “Confirming If USB Driver Is Properly Installed”

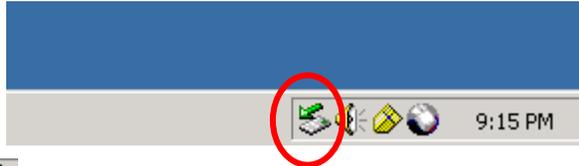
Note

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.

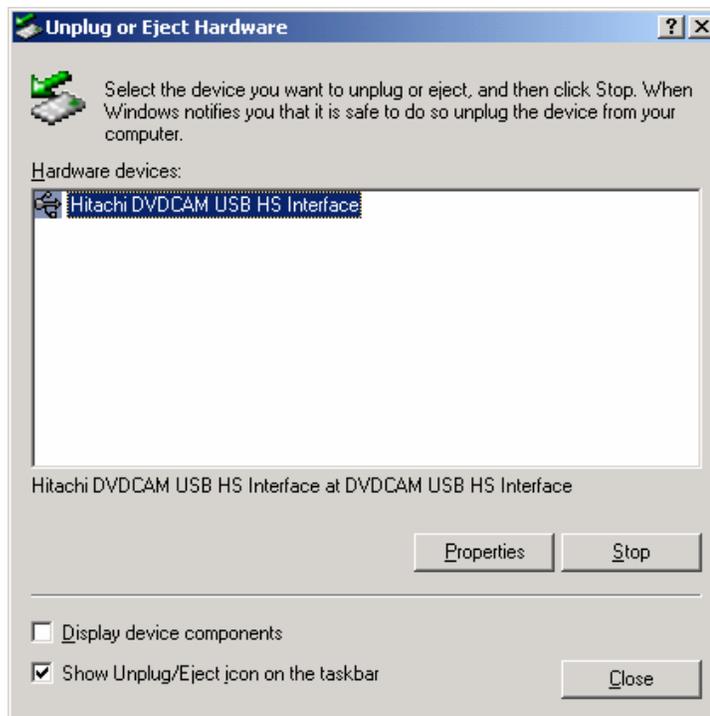
Confirming If USB Driver Is Properly Installed

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

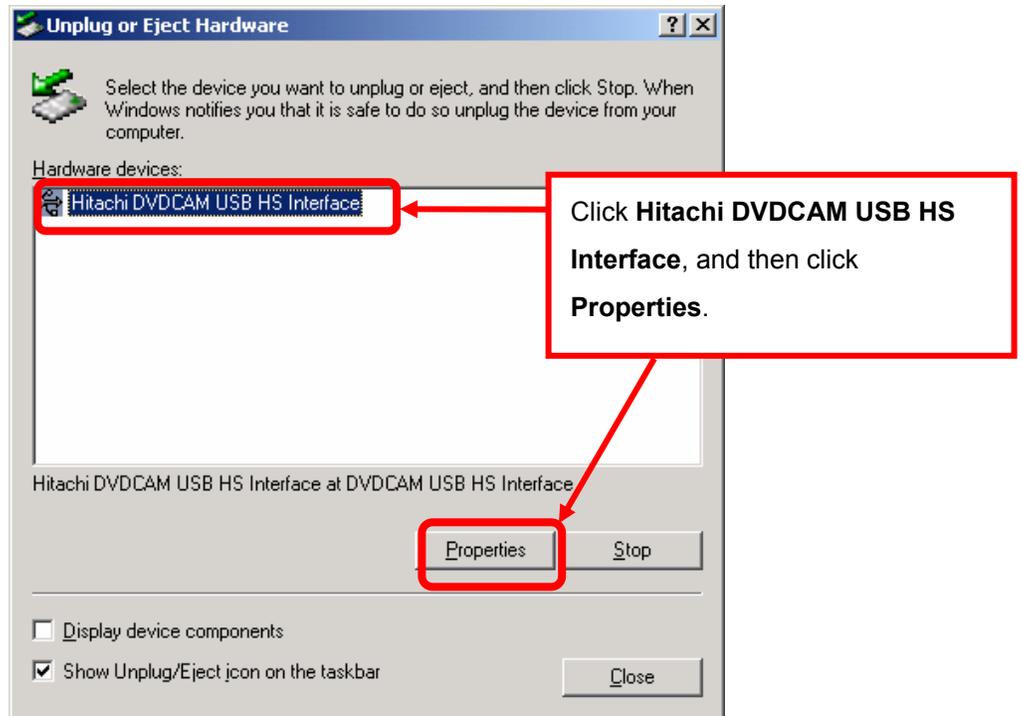
- 1 After the driver installation, the  icon appears in the Taskbar at the bottom right of the Windows screen while the device is connected to the PC.



- 2 Double-click the  icon. The **Unplug or Eject Hardware** dialog box will appear, as shown below.

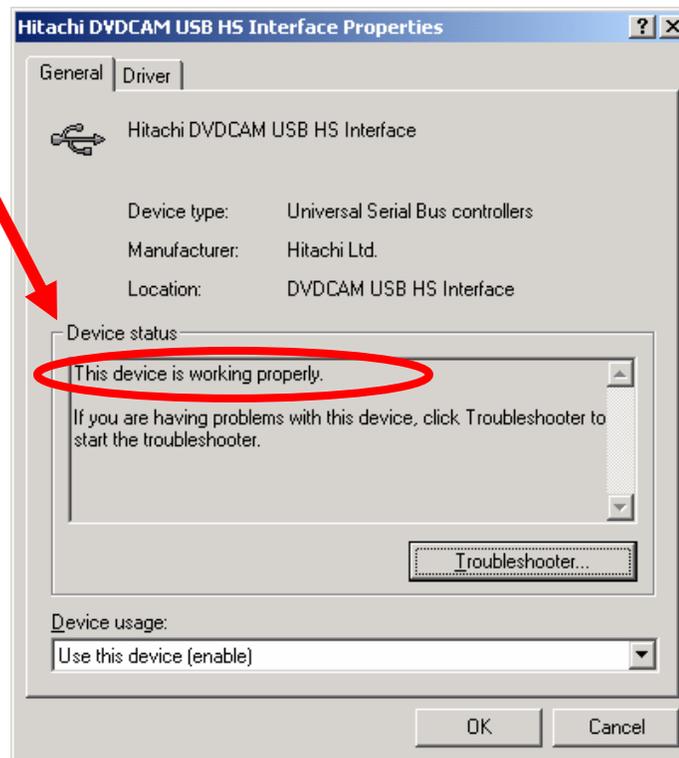


- 3** Click the **Hitachi DVDCAM USB HS Interface**, and then click **Properties** button in the **Unplug or Eject Hardware** dialog box



- 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** Click **Cancel** in the **Hitachi DVDCAM USB HS Interface Properties** dialog box, and then click **Close** in the **Unplug or Eject Hardware** dialog box.

Note

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