

FieldMaxII USB driver FAQ

If problems come up while trying to load the USB drivers for a FieldMaxII meter in Windows 7 or newer operating systems, the first thing to check is the age of the meter being used to see if this is related to the driver issue. Checking the serial number on the meter may be able to help determine if the age of the meter is the cause for this USB driver not loading properly.

The FieldMaxII meters have been around for many years and have gone through a few design updates during that time. The FieldMaxII 64-bit USB drivers (typically needed for Windows 7 or newer) are only compatible with FieldMaxII meters that were built after the beginning of 2007. If the drivers are not installing properly, it's possible that the meter is too old to work with the 64-bit drivers that are included in the latest version of the FieldMaxII software. There was a new circuit board design that was built into these meters starting at the beginning of 2007. This new circuit board uses a USB chip that is compatible with 64-bit operating systems as long as the most recent version of the FieldMaxII-PC software is installed. However, the USB chips that were used in previous versions of the FieldMax and FieldMaxII meters do not support 64-bit drivers and are not going to be compatible with 64-bit operating systems.

The way to tell the age of the FieldMaxII meter is to take a look at its serial number, which is typically printed on the back of the meter. The last two numeric digits in the serial number are based on the year it was manufactured. So if it ends in "05" it would have been built in 2005. The new circuit board design was started on these in 2007. At that time, an "R" was also added to the end of the serial number. So anything ending with "07R" or newer should be able to work with the updated 64-bit drivers. Anything prior to that would be limited to 32-bit operating systems.

Unfortunately there isn't a simple upgrade path to get older meters working with these newer drivers. The entire circuit board assembly was updated at the same time and it would require replacing all of the electronics inside the meter in order to upgrade it. So in cases where an older meter is not able to work with a newer computer, we would have to recommend using the older meter with an older Windows XP computer or a 32-bit version of Windows 7. Or the meter can be set aside for applications where the USB port is not needed. If this isn't an option, we will typically offer a discounted price on purchasing a new FieldMaxII meter when an older one is traded in. Our sales department can provide a quote on that if needed.

If the meter is from 2007 or newer and the drivers still don't seem to be installing properly, check to make sure that the latest version of the FieldMaxII-PC software is being installed. The latest installation can be downloaded from the Coherent website. If problems persist, please contact Coherent for additional help.