

FrameGrabber 4 PCIe Card

Windows Driver installation guide

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1.Introduction

This document describe steps for installation of Windows Driver intended for following hardware:

• DQ FG4 PCIe Card

These versions of MS Windows are currently supported:

- MS Windows 10 64bit
- MS Windows 10 32bit
- MS Windows 8 64bit *
- MS Windows 8 32bit *
- MS Windows 7 64bit *
- MS Windows 7 32bit *

(*) Please note that root-signing certificate expired and no new certificate would be available. Driver could be installed and works. During installation on affected systems user must confirm that a driver is not signed.

Windows driver is available for download on Digiteq Automotive FrameGrabber 4 Product Download Site:

<u>https://fg4.digiteqautomotive.com/windriver</u>

Installation steps are divided into two sections:

- **Standard Installation** in case the "Multimedia Video Card" is detected in Windows Device Manager
- **Troubleshooting Installation** in case the "Multimedia Video Card" is not detected in Windows Device Manager

NOTE 1: In case of multiple DQ FG4 PCIe cards are present in system, Windows Device Manager may show multiple instances of "DQ FG4 PCIe Card" in the "Sound, video and game controllers" section.

NOTE 2: In case you follow instructions described in "**Troubleshooting Installation**", remove any redundant instances (if present) of "DQ FG4 PCIe Card" which may be labeled by yellow warning symbol.

2.Installation Steps

2.1. Standard Installation

- 1. Prepare FG4 PCIe card:
 - a. Loosen screws (see picture below point 1.)
 - b. Remove module (see picture below point 2.)



- 2. Turn the PC off and insert the DQ FG4 PCIe card into an empty PCIe slot (PCIe x4, PCIe x8 or PCIe x16) on motherboard.
- 3. Plug Module into the card and tighten screws
- 4. Power on the PC when DQ FG4 PCIe card is properly inserted.
- 5. Create a folder and unzip the DQ FG4 PCIe Windows Driver into that folder.
- 6. Start Windows Device Manager.
- 7. The "Multimedia Video Card" device should be detected in the "Other devices" section of Windows Device manager.

Check the "Sound, video and game controllers" section if the "Multimedia Video Card" device is not present in the "Other devices" section.

If the device is not present in either of those sections, please follow the steps from chapter "Troubleshooting Installation".

NOTE: If you already proceeded with these installation steps anytime in the past and the driver is still present in OS, it might happen that Windows automatically detects a new hardware and automatically installs the driver. In that case the device "DQ FG4 PCIe Card" is already present in "Sound, video and game controllers" section.



8. Right click on "Multimedia Video Card" and select "Update Driver".

File Action View Help Action View Help DESKTOP-2NSIO4K Audio inputs and outputs DESKTOP-2NSIO4K Audio inputs and outputs Display adapters Muman Interface Devices Monitors Monitors Monitors Monitors Display adapters Display adapter Display adapters Display adapters Display adapters	🛃 Device Manager – 🗆 X				
 DESKTOP-2NSIO4K Audio inputs and outputs Computer Disk drives Display adapters Display adapters DVD/CD-ROM drives PVD/CD-ROM drives Mutan Interface Devices IDE ATA/ATAPI controllers Keyboards Monitors Monitors Network adapters Network adapters PCI Serial Port Portable Devices Protable Devices Print queues Processors Processors 	File Action View Help				
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> I Software devices Properties > I Software devices I Software devices > I Software devices Storage controllers > I System devices I System devices	 DESKTOP-2NSIO4K Audio inputs and outputs Computer Disk drives Disk drives DVD/CD-ROM drives DVD/CD-ROM drives Human Interface Devices Homan Interface Devices Monitors Monitors Monitors Network adapters Network adapters PCI Serial Port Portable Devices Portable Devices Processors Software devices Software devices Software devices System devices Yound, video and game co System devices Voires Josephan Bus control 	evices Update driver Disable device Uninstall device Scan for hardware changes Properties untrollers			

9. The pop-up window "Update Drivers – Multimedia Video Controller" appears. Select "Browse my computer for drivers".

÷	Update Drivers - Multimedia Video Controller	×
	How do you want to search for drivers?	
	→ Search automatically for drivers Windows will search your computer for the best available driver and install it on your device.	
	→ Browse my computer for drivers Locate and install a driver manually.	
		Cancel



10. Browse in your computer to locate ".inf" file in the folder with unzipped driver from in previous steps.

You can check box - include subfolders and system will find desired file located inside folder.

- 📱 Update Drivers - Multimedia Video Controller	×
Browse for drivers on your computer	
Search for drivers in this location:	
I\FG4_camera\WIN10 ~	Browse
☑ Include subfolders	
→ Let me pick from a list of available drivers on my con This list will show available drivers compatible with the device, and all category as the device.	nputer drivers in the same
	Next Cancel
Select "NEXT" and Windows Driver will I	pe installed.

		×
~	Update Drivers - DQ FG4 PCIe Card	
	Windows has successfully updated your drivers	
	Windows has finished installing the drivers for this device:	
	DQ FG4 PCIe Card	
	Cle	se

11.



12. The "DQ FG4 PCIe Card" device appears in "Sound, video and game controllers" section of Device Manager.

▲ Device Manager – □ ×			
<u>File Action View H</u> elp			
 DESKTOP-2NSIO4K Audio inputs and outputs Computer Disk drives Display adapters DVD/CD-ROM drives DVD/CD-ROM drives Human Interface Devices IDE ATA/ATAPI controllers Keyboards Mice and other pointing devices Monitors Network adapters Ports (COM & LPT) 			
 Print queues Processors Security devices Software devices Sound, video and game controllers Sound, video and game controllers AMD High Definition Audio Device DQ FG4 PCle Card High Definition Audio Device Storage controllers Storage controllers System devices Universal Serial Bus controllers 			

13. The driver is installed and ready to use.

If the device is labeled with a yellow warning symbol, please restart your computer.

🐔 DQ FG4 PCIe Card

2.2. Troubleshooting Installation

Troubleshooting installation guide is applicable in case of no any device called "Multimedia Video Adapter" is present in MS Windows Device Manager prior to DQ FG4 PCIe Card Windows Driver installation.

- 1. Create a folder and unzip the DQ FG4 PCIe Windows Driver into that folder.
- 2. Start Windows Device Manager.
- 3. Check the "Multimedia Video Adapter" device is not present in the "Other Devices" section.
- 4. In Windows Device Manager click on menu "Action" and select "Add legacy hardware"





5. The "Add Hardware" Wizard will appear. Click on "Next" button.



6. On next screen, choose "Install the hardware that I manually select from a list (Advanced)".

Add Hardware			
The wizard can help you install other hardware			
The wizard can search for other hardware and automatically install it for you. Or, if you know exactly which hardware model you want to install, you can select it from a list.			
What do you want the wizard to do? Search for and install the hardware automatically (Recommended) Install the hardware that I manually select from a list (Advanced)			
< Back Next > Cancel			



7. On next screen, choose "Show All Devices" and click "Next".

Add Hardware				
From the list below, select the type of hardware you are installing				
If you do not see the hardware category you want, click Show All Devices.				
Common <u>h</u> ardware types:				
Show All Devices Cameras Compute accelerators Digital Media Devices Digital Media Devices Display adapters Display adapters Dis ATA/ATAPI controllers DIE ATA/ATAPI controllers EFE 12844 compatible printers				
TELE 1204 devices				
< Back Next > Cancel				

8. On next screen, choose "Have Disk".

Add Hardware		
Selec	t the device driver you want to install for this hardware.	
2	Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.	
(Retriev	ving a list of all devices)	
	Have Disk	
	Sack Next > Cancel	



9. Pop-up screen "Install From Disk" appears.



10. Browse in your computer to locate ".inf" file in the folder with unzipped driver from in previous steps. Choose subfolder according to your Windows OS version. Select the ".inf" file located in this folder and press "Open".

击 Locate File				×
Look in:	WIN10	~	G 🤌 📂 🛄-	
Quick access	Name win32 win64	^	Date modified 1/26/2021 1:52 PM 1/26/2021 1:52 PM 1/26/2021 1:41 PM	Type File fc File fc Setup
Desktop Libraries This PC	Type: Size: 5 Date	Setup Information 5.11 KB modified: 1/26/2021 1:41 PM		
	٢			>
	File <u>n</u> ame: Files of type:	DQ_FG4.inf Setup Information (*.inf)	~	<u>O</u> pen Cancel



11. Select hardware "DQ FG4 PCIe Card" and click "Next".

Add Hardware			
Select the device driver you want to install for this hardware.			
Select the manufacturer and model of your hardware device and the that contains the driver you want to install, dick Have Disk.	en click Next. If you have a disk		
Model			
DQ FG4 PCIe Card			
This driver is diaitally signed	Have Disk		
Tell me why driver signing is important			
< <u>B</u> ack	Next > Cancel		

12. Confirm the installation of the driver for associated hardware.

Add Hardware				
The wizard is ready to install your hardware				
Hardware to install:				
DQ FG4 PCle Card				
To start installing your new hardware, click Next.				
	< Back Next > Cancel			



13. Driver for DQ FG4 PCIe Card is installed.

Add Hardware			
	Completing the Add Hardware Wizard		
	The following hardware was installed: DQ FG4 PCIe Card		
	The software for this device is now installed, but may not work correctly.		
	This device cannot start. (Code 10)		
	View or change resources for this hardware (Advanced)		
	< Back Finish Cancel		

14. Please ensure that the FG4 card is physically inserted in PC. If the card is not inserted yet, please turn off your computer, insert a card and turn on again. Open Windows Device Manager, right click on the root of the device tree and select "Scan for hardware changes".





15. The "DQ FG4 PCIe Card" device should appear in the "Sound, video and game controllers" section of Device Manager.

In case that "DQ FG4 PCIe Card" appears in the "Sound, video and game controllers" section of Windows Device Manager twice (if only one HW of DQ FG4 PCIe Card is present in system), delete the second record which shows the yellow warning symbol. Select the device with warning symbol and press a delete key.

🛃 Device Manager	_	×
<u>File Action View H</u> elp		
🗢 🔿 🖬 🛛 🎫 晃		
V 🛃 DESKTOP-2NSIO4K		
> 💐 Audio inputs and outputs		
> 💻 Computer		
> 🔜 Disk drives		
> 🖵 Display adapters		
> 🔐 DVD/CD-ROM drives		
> 🛺 Human Interface Devices		
> 📷 IDE ATA/ATAPI controllers		
> 🔤 Keyboards		
Mice and other pointing devices		
> 🛄 Monitors		
> 🖵 Network adapters		
Portable Devices		
> 📮 Ports (COM & LPT)		
> Print queues		
> Processors		
Security devices		
Software devices		
Sound, video and game controllers		
AMD High Definition Audio Device		
DQ FG4 PCIe Card		
UQ FG4 PCIe Card		
High Definition Audio Device		
> 📷 Storage controllers		
> 🗾 System devices		
Universal Serial Bus controllers		



16. Pop-up menu appears. Ensure that "Delete the driver software for this device" checkbox is NOT selected and press "Uninstall".



17. The driver is installed and ready to use. Windows Device manager shows only one instance of "DQ FG4 PCIe Card" in the "Sound, video and game controllers" section (if only one HW of DQ FG4 PCIe Card is present in system).

Levice Manager	_	Х
<u>F</u> ile <u>A</u> ction <u>V</u> iew <u>H</u> elp		
V 🛃 DESKTOP-2NSIO4K		
Audio inputs and outputs		
> 💻 Computer		
> 👝 Disk drives		
> 🔄 Display adapters		
> 🔐 DVD/CD-ROM drives		
> 🛺 Human Interface Devices		
> The ATA/ATAPI controllers		
> 🥅 Keyboards		
> U Mice and other pointing devices		
> 📃 Monitors		
> 🚽 Network adapters		
> 💭 Ports (COM & LPT)		
> 🚍 Print queues		
> 🔲 Processors		
> I Security devices		
> 📱 Software devices		
🗸 💐 Sound, video and game controllers		
🐗 AMD High Definition Audio Device		
🐗 DQ FG4 PCle Card		
📢 High Definition Audio Device		
> 🍇 Storage controllers		
> ኪ System devices		
> 🏺 Universal Serial Bus controllers		

3. Driver update

In case that you have successfully installed driver in the past. It is possible to update it without full reinstallation.

1. Open Device manager and right click on DQ FG4 PCIe Card for more properties. Then choose update driver.



NOTE: Sometimes from unknown reason, Windows refuse to update driver and claim that the best driver is already installed. In this case you will need to uninstall driver and try to install it again.





2. On the next screen choose Browse my computer for drivers.

→ <u>s</u>	earch automatically for drivers	
V d	Vindows will search your computer for the best available driver and install it on your evice.	
→ E	Prowse my computer for drivers	
L	ocate and install a driver manually.	

Cancel

3. Then select a location of a new driver.

←	Update Drivers - DQ FG4 PCIe Card
	Browse for drivers on your computer
	Search for drivers in this location:
	I\FG4_Driver\WIN10 YBrowse
	✓ Include subfolders → Let me pick from a list of available drivers on my computer This list will show available drivers compatible with the device, and all drivers in the same category as the device.
	Next Cancel



4. Click Browse in your computer to locate ".inf" file in the folder with unzipped driver (desired version).

Browse For Folder		×					
Select the folder that contains drivers for your hardware.							
E Desktop		^					
> OneDrive							
> 🤱 w67zh6k	> 🤱 w67zh6k						
Y 💻 This PC							
> 🧊 3D Objects							
> E Desktop							
> 🗐 Documents							
> 🕂 Downloads							
> 🌛 Music							
> E Pictures							
> 📑 Videos							
V 🏪 Local Disk (C:)							
> \$WinREAgent							
> AMD							
PerfLogs							
Program Files							
Program Files (x86)							
> ProgramData							
V temp							
VIN10							
win32							
win64							
> Users							
> Windows		~					
Folder: WIN10							
Lower							
	ОК	Cancel					

- 5. Confirm your choice with button OK.
- 6. The driver is installed and ready to use.



7. Please check device manager If FG4 device is not labeled with a yellow warning symbol. If so please restart your computer.

×



Changes

Version	Date	Change description	Changed by	Approved by
1.00	02.02.2021	First release version	RSA	
1.01	27.10.2021	2.1 installation updated, added chapter 3.	MAJ	