

# TECHNICAL NOTE

## Maple Model(s)

HMC  
MLC (Maple PLC)

## Title

Reinstall MAPware-7000 USB Driver

TN 7017

P/N: AW-09077017

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## Summary

This document provides instructions for reinstalling the **MAPware-7000 USB Driver** in Windows.

Follow the instructions below if you have having trouble downloading to or configuring an HMC Series product using a USB cable.

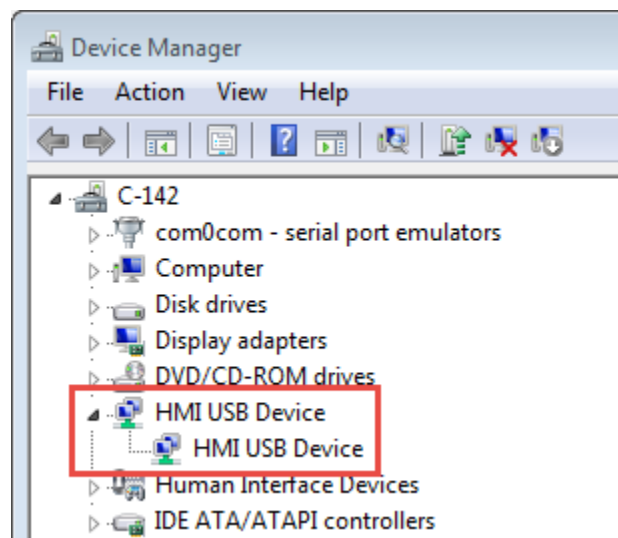
## Solution

### How to Re-install MAPware-7000 USB Drivers

The MAPware-7000 USB drivers are located with the folder: **C:\MapleSystems\MAPware7000\USB Drivers**.

If you experience any difficulties with the Windows 10 USB driver for MAPware-7000, follow the steps below to reinstall the driver.

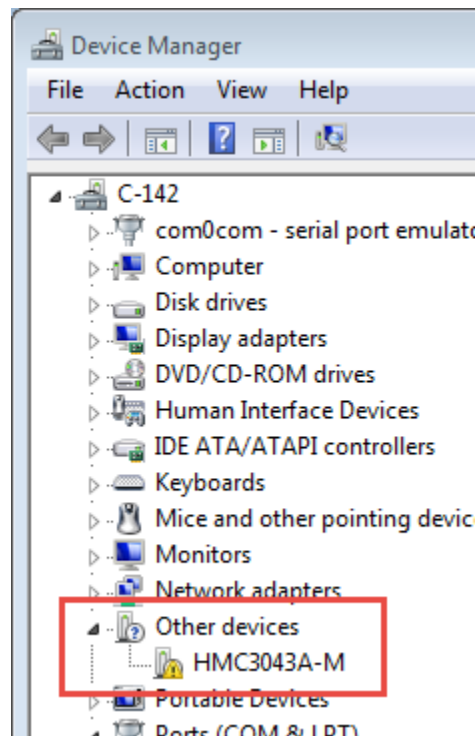
1. With the HMC powered on and plugged in to your PC via USB, open your **Windows Device Manager**. This can be done by pressing the **Windows** key and typing "**Device Manager**" (hit ENTER when the item appears in your Start menu search results).
2. Next, look for the device called "**HMI USB Device**."



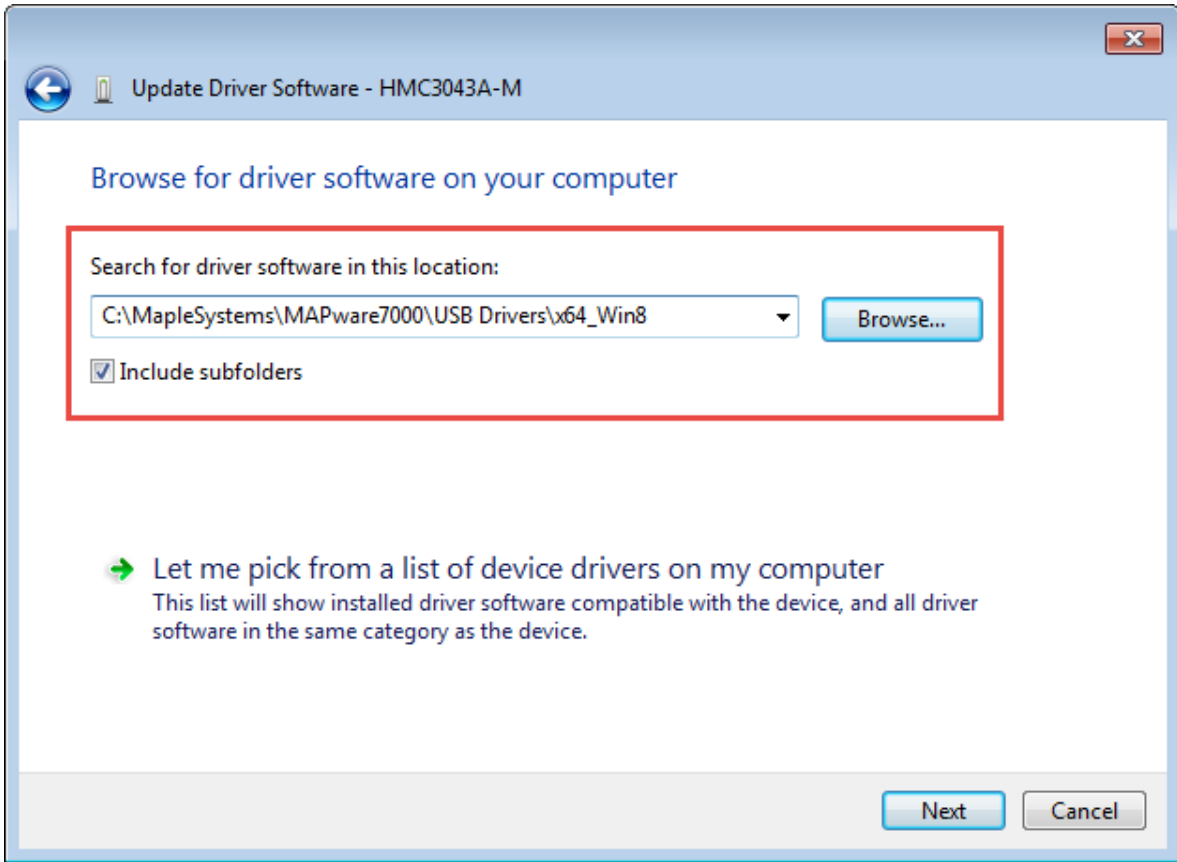
3. Right click on the second “**HMI USB Device**” nested under this item and select “**Uninstall.**”  
*You must also check the “Delete the driver software for this device” checkbox.*



4. Next, **unplug** from your PC and then **plug back in** the USB cable connected to the HMC. After doing so, locate the “**Other devices**” section in your **Device Manager**. In this example, we are using an HMC3043A-M, but you will see your own HMC model listed here.



5. Right-click the new device and select “**Update Driver Software.**”
6. Select “**Browse my computer for driver software.**”
7. Select “**Browse**” and navigate to the USB driver folder: **C:\MapleSystems\MAPware7000\USB Drivers**
8. Select the **x64\_Win8** driver folder.



9. Finally, click “**Next**” and allow the driver to install. After this, you should see that Windows has successfully installed the USB driver.