



## Knowledgebase Article

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**Article ID** 1696

**Summary** Cannot install driver for a digital back on Windows XP with Service Pack 2 or 3.....

**Problem** Running Windows XP Service pack 2 or 3, some users have reported problems with installing the Phase One Digital Back driver correctly. The back is not "seen" by the Hardware Wizzard nor being detected and displayed in the device manager.

**Solution** The reason for this is that Microsoft has a problem with the FireWire interface in Service Pack 2 and 3 for Windows XP. Therefore the workaround is to switch to Service Pack 1a firewire drivers.

Below are instructions on how to install a fix that will revert the drivers back to Service Pack 1a.

This will **NOT** change anything else on your system other than replacing your FireWire (IEEE 1394) drivers on your computer - the drivers you use for your digital back.

Please make sure you perform a proper backup of all your vital data before continuing with this update.

#### Procedure:

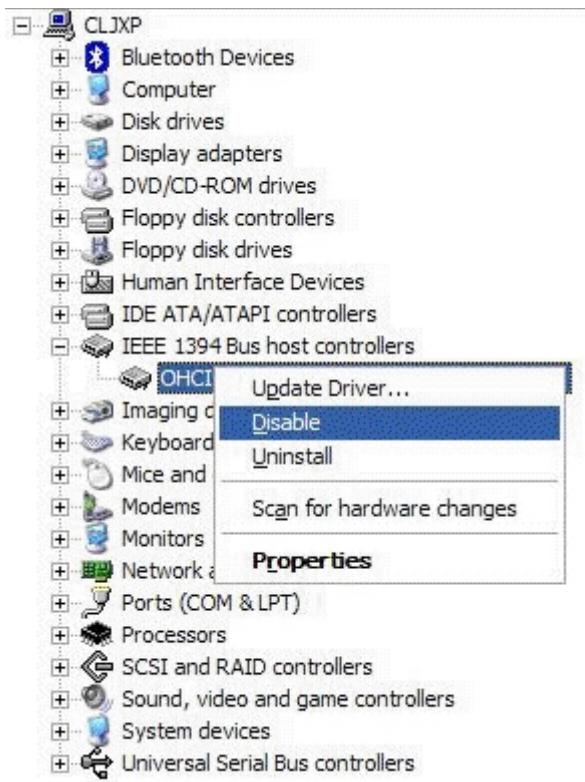
- Disable the firewirecard
- **Unpack the ZIP file by right click and choose "Extract all"** - link below
- Run the BAT file called "UseSP1a\_Drivers.bat"
- Enable the firewirecard

If you want to check if the drivers are correctly updated - the version numbers are here:

Existing driver version: 5.1.2600.5512  
(Old driver Sp1 driver version) 5.1.2600.1106

If you want to restore to your previous drivers, here is what you do:

- Disable the firewirecard
- Unpack the ZIP file by right click and choose "Extract all"
- Run the BAT file called "Restore\_Old\_Drivers.bat"
- Enable the firewirecard



Phase One have tested this procedure and it has worked on the computers we have tested; however we cannot guarantee that it will work on all other computers.

Please check your hardware documentation on all other FireWire / IEEE 1394 equipment for support under Windows SP1.

For further details on this problem, please use Microsofts Knowledge Base - link is below - and search for "Firewire problem Service Pack 2"

### [XP\\_SP2\\_1394\\_FIX\\_V2.ZIP](#)

#### **Last updated Links**

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[Fault in Windows XP SP 2 FireWire Drivers](#)

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